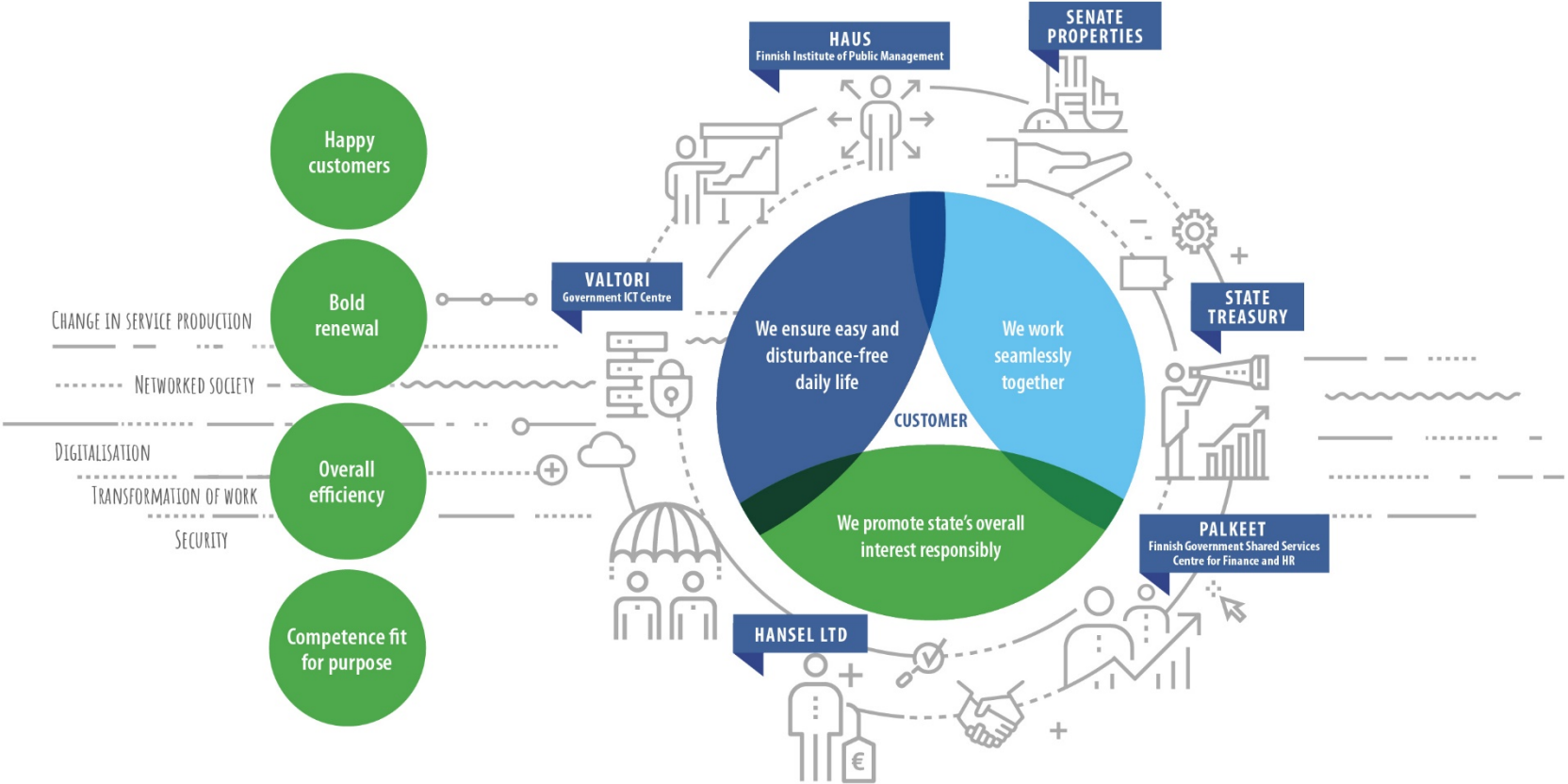


Shared government services – we help to succeed





Happy customers

We guarantee the stable operation and ease of use of our services

We strengthen interaction and trust with our customers

We develop and follow shared processes with our customers and increase transparency

Our means

- We improve the customer experience in a verifiable way
- We utilise co-creation
- We ensure consistent handling of deviations
- We follow systematically the smooth functioning of services through automatic monitoring

Our indicators

- Level of customer satisfaction and share of satisfied customers
- Likely-to-recommend services (NPS)
- Trend in the number of disruptions and complaints and their resolution time

Bold renewal



We are forerunners in renewing our operating modes and producing innovations

We produce solutions supporting joint use on the turnkey basis

We support our customers in changing circumstances (finances, HR, procurement, training, facilities, ICT)

Our means

- We produce new shared solutions and services utilising digitalisation and new technologies
- We describe central government joint services in a uniform manner
- We raise our objectives in development work
 - For example, zero tolerance for indoor air quality problems (Senate Properties), development of public sector procurement (Hansel), eOppiva (HAUS), AI application (Finnish Government Shared Services Centre for Finance and HR), Tietokiri (State Treasury)

Our indicators

- “Working for the government” indicator: start work in a week (from a recruitment decision to functioning tools)
- Number of concrete renewals
- Attainment of development objectives
- Customer satisfaction surveys



We help our customers to intensify their activity by means of shared processes

We improve our efficiency particularly by utilising digitalisation

We attain our financial and operating goals

Our means

- We improve our customers' productivity
- Our prices are transparent and develop in a predictable manner
- The digitalisation and process development has a price lowering effect
- We raise the automation level of large-volume events significantly
- We utilise volume benefits in procurement

Our indicators

- External evaluation or comparison of cost-effectiveness with other sectors
- The achieved cost-benefit ratio of selected projects
- Price development
- Customer satisfaction surveys

Competence fit for purpose



We listen to our customers and know their activities

We produce proactively new solutions

We ensure our competence in basic quality tasks and in new areas, particularly in analytics, knowledge-based management and productisation of our services

Our means

- We improve our knowledge of our customers and their activities by means of staff rotation
- We operate in networks and using partners
- We respond to new competence needs
- We train people with a good attitude in trainee programmes

Our indicators

- Achieved staff rotation
- Number of training days in our trainee programmes and recruitment from them
- Development of job satisfaction
- Customer satisfaction surveys



Implementation 2019

Describing the service map and services of the current state and the services of the desired state in a uniform manner

Making an external evaluation and a cost-effectiveness comparison on producers of joint services

Preparing a report on procedures in situations where there are significant deficiencies in service provision for customers

Arranging joint customer events with central government corporate actors

Implementing a joint service solution for digital services for central government joint services

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- In regular meetings of the Ministry of Finance and top management of joint service producers (three times per year), policies are implemented, their progress is followed and joint activities are planned. The Ministry of Finance convenes the meetings.
 - Producers of central government joint services implement policies with their own strategies and activities and the implementation is discussed as part of performance management.