



## SUNGARD - SOLVING CHALLENGES THAT FACE THE PUBLIC SECTOR

### We can increase your operational effectiveness by up to 25%

**There are few functions within the public sector that have been more exposed to criticism over recent years than IT. With 70% of public sector IT projects regarded as failures, it's perhaps not surprising that IT decision makers are being challenged to improve the performance of their department or organisation.**

That's by no means easy when all public sector bodies are seeking to achieve better delivery at absolute lower cost - and when the expectations of increasingly sophisticated internal and external customers continue to increase. For some, the brief is to make their IT capability even better. For others, where the performance of the operating model is less sound, it represents a bigger challenge of more fundamentally re-building their organisation's delivery capability to survive then thrive.

But while some organisations have sought support to help them solve these challenges by putting in place a strategic outsourcing arrangement, for many others, this is not the preferred option.

Many public sector IT managers passionately believe that they are in the best possible place to deliver self-sufficient services in a way that respects the wishes of their employers, their community and their employees.

The problem, however, often remains that these same organisations can lack the capacity and the skills that are needed to identify the right way to drive IT change forward successfully and sustainably.

SunGard, which has been helping the UK public sector get the most out of its IT capability since 1971, has developed a new approach to IT support that aims to give decision makers the best of both worlds.

**REVIEW > AGREE > IMPROVE > SECURE > EXIT**

**Our solution, 'RAISE', is not an outsourcing model. Instead, it seeks to create a structured relationship that will give an organisation the tools and techniques to transform the performance of its IT function without transferring ownership to a third party.**

Led by a SunGard Public Sector project manager, 'RAISE' - which stands for Review, Agree, Improve, Secure, Exit - assigns an experienced operational delivery team to work with an organisation's IT department to undertake a complete audit of the function.

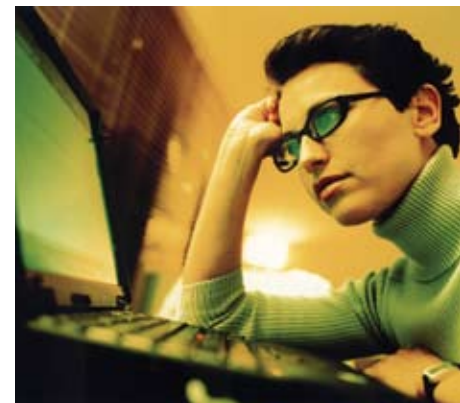
This process helps us understand the challenges, objectives, cost parameters and timescales facing the function.

A benchmarking process follows, which measures performance against best practice functional effectiveness, including the latest central government guidelines.

Implementation planning then takes a practical and pragmatic approach to solution building. This may encompass recommendations in key performance areas including service management techniques, key processes such as Incident, Problem and Change Management, technical infrastructure optimisation, business continuity and people development.

Our exit planning enables departments to secure full control of the renewed function. This phase is supported by detailed methodology guidelines for all core elements within the IT function.

The key to 'RAISE' from SunGard Public Sector is that the customer's own IT department stays in control. By sitting alongside the customer for a finite period of time, your key people benefit from real knowledge transfer, a fresh perspective, a revitalised culture and a new energy - and at the end of the process, they are free to carry on implementing what's become a best practice function - ready for the challenges that lie ahead.



**SUNGARD - SOLVING CHALLENGES THAT FACE THE PUBLIC SECTOR**  
For more information contact [info.uksolutions@sungardps.com](mailto:info.uksolutions@sungardps.com)