

# SIP: Overview of Supporting Functions

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## Executive Summary

The report describes DAS SPO's current Supporting Functions. The purpose of documenting these activities is to help determine how these Supporting Functions may be impacted by the Future Business Model identified in the Strategic Improvement Plan. The report documents functions that are not directly involved in procurement activities, but that support those activities. The report does not provide actual process maps of the Supporting Functions.

## Purpose/Focus of the Deliverable

- Describes and documents Department of Administrative Services (DAS) State Procurement Office's (SPO) current Supporting Functions to help later determine how these may be impacted by the Future Business Model identified by the Strategic Improvement Project (SIP). Supporting Functions areas that were defined are: Rules & Policy, Compliance, ORCPP, Information Technology and Training. Analyzes how these functions connect with 12 business processes mapped in As-Is Process Maps. The report does not provide actual process maps of the Supporting Functions.

## Information Sources/Methodology

- One-week of interviews in September 2008 with SPO teams of the five Supporting Functions to determine the current business processes and services and relation to the procurement processes.
- Analysis of mapped DAS SPO procurement business processes (12) to determine connections to Supporting Functions.
- Information from interviews initially conducted in April 2008 were also used in this report.

## Deliverable Structure

- A narrative description of the services provided by each of the Supporting Functions including a review of the processes and resources.
- A discussion of how each of the Supporting Functions relates to the DAS SPO procurement processes.
- Set of five tables that names the services the Supporting Function provides and the following details about each of those services: The name of the service, a description or purpose of the service, frequency and volume, those served and any related numbers, events triggering the service, critical timing in delivering the service, the organizational unit performing the service and others performing the service in the State of Oregon. Relates to narrative of services, processes and resources.
- Second set of five tables detail whether each of the twelve mapped business processes connect (directly or indirectly) to the Supporting Function, comments on the nature of the connection and the point in the process where the connection occurs. Relates to narrative of bullet two above.

## Findings

- Supporting Functions services are not always performed by a single organizational unit. A variety of staff may participate in the delivery of the service. The five areas have distinct business functions. Thus, a direct comparison of the data may not be relevant.
- Some examples of connections between Supporting Functions services and 12 mapped processes:
  - Rules & Policy: provides Rule and Policy interpretation assistance
  - Compliance: in any process that indicates a formal compliance check.
  - ORCPP: membership usage and spend data informs various decision-making points of business processes. Statewide Procurement process – ORCPP usage and spend data is used for market research & benchmarking in the solicitation strategy decision.

- Information Technology/ORPIN function – ORPIN as a technology system connects to all business processes of procurement
- Training: Operational activities not directly included in mapped processes. Could argue that the educational/outreach services provide foundation for all procurement activities via knowledge dissemination & professionalism for procurement professionals.