

# RE-ENGINEERING BUSINESS PROCESSES AND ANALYZING THE P-ISSUES

- People
- Policies
- Processes
- Procedures
- Productivity
- Performance
- Paperwork
- Priorities
- Politics
- Pitfalls

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BARRY STROCK CONSULTING ASSOCIATES, INC.

# Consolidations & Outsourcing

# CONSULTING

## CONSULTING Services for Consolidation & Outsourcing

Barry Strock Consulting Associates, Inc. provides a full range of services to local governments, school districts, utilities, and not-for-profit organizations. We are your agents, and we are biased — for what works for you and your organization.

Our work is anchored by carefully researching, documenting, analyzing, and planning for shared, consolidated, or outsourced services by considering your operations from a business-like objective cost and benefit analysis.

*We analyze, plan, assist, and manage:*

- Consolidated public Safety Dispatch operations [i.e., police, sheriff, fire, EMS]
- Consolidated or sharing of services and resources for school district, governments, and other agencies.
- Outsourcing technology or other operational services to other governments, agencies or to private businesses.

## ANSWERING KEY QUESTIONS

Is consolidation a viable option with another agency?

Can you share certain services with other agencies or governments?

Can you consolidate functions and facilities within your municipality?

Can you outsource services to other agencies or private entities?

## GATHERING DATA

### Business Processes

- Finance, Payables, Receivables, Taxes
- Payroll, Attendance, Human Resources
- Utility: electric, gas, water, sewer
- Public Safety Dispatch, Records Management, Mobile, Jails
- Court Administration and Prosecutors
- Permits and Code Enforcement
- School Districts

### Operations

- Information & Telephony Technologies
- Vehicle and Equipment Maintenance
- Enterprise Concessions
- Public Works and GIS

## COMMUNITY SENSITIVITY

- Priorities
- Values
- Programs
- History
- Loyalties
- Culture
- Demographics
- Mascots
- Identity

## METHODOLOGY

Use **questionnaires to reduce staff interruptions:**

- Organization
- Background
- Technology
- Administration
- Community

**Personal interactive** interviews and focus groups:

- Administration
- Faculty
- Staff
- Community
- Chamber of Commerce
- Other Stakeholders

**Analysis and planning of current and future resources**

- Direct & Indirect Costs
- Analytical Costs & Benefits
- Funding Resources
- Governance Options
- Transition Planning & Phasing
- Due-Process and Due-Diligence