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Message from the Director

Acting Director

Maureen O'Donnell

Running the business of government like a business.

Our Goal

Since 2003, CMS has acted to meet Governor Blagojevich's directive to improve the business services of government while streamlining the state's operations, sharing resources and saving taxpayer money.

By applying private-sector learnings to its public-sector mission, CMS continues to achieve efficiencies and enhance services as it implements new technologies, reduces waste and rethinks the administrative operations of the state.

CMS' Shared Services Effort Nets Good-Government Award

The ongoing transformation of Illinois state agency administrative services led by CMS has won another national award – this time, it's a Special Recognition Award from the Pioneer Institute for Public Policy Research.

For 16 years, the Boston-based nonprofit organization has conducted an annual



PIONEER INSTITUTE
PUBLIC POLICY RESEARCH

Better Government Competition to seek innovative, concrete ideas that Massachusetts can use to improve the quality and reduce the cost of state government services. Since its inception in 1991, the competition has saved Massachusetts' taxpayers more than \$400 million through the adoption of ideas it promoted.

In early 2003, at the direction of Governor Blagojevich, CMS began a ground-breaking initiative to consolidate and "center-lead" critical business functions for State agencies, enabling them to focus their time and resources on their core missions.

Efficiency initiatives stemming from this effort to reduce wasteful spending and streamline administrative services produced gross savings of more than \$529 million in just two fiscal years, according to Deloitte Consulting.

But the benefits of this consolidation initiative go far beyond cost-savings, as the Pioneer Institute notes: "The program has generated gross savings of \$529 million in two years while enhancing operational transparency, increasing employee accountability, and introducing more competition into the purchasing process. Most importantly, it has freed state agencies to devote their time and resources to delivering their core constituent services."

The success of this effort, so far, has led to multiple national honors including:

- National Association of State Purchasing Officials Gold and Silver Cronin Awards
- Council of State Government 2005 Innovations Award
- Computerworld Honors Program
- National Conference of State Fleet Administrators
- Environmental Leadership Award
- U.S. Environmental Protection Agency CIO Partnership Award

However, we all know that we are far from done. Today, CMS continues to work to complete the historic transformation of agency "back office" business functions including IT and telecom, procurement, property management, fleet management, personnel and benefits, risk management, internal audit, legal and public communications, among numerous other responsibilities.

CMS Today

- Procurement
- IT
- Fleet
- Telecom
- Facilities
- Personnel
- Benefits
- Supplier Diversity
- Employee Diversity
- Legal Services
- Internal Audit
- Communications
- ...And more

CMS Top Priorities

- Accountability
- Cost-Savings
- Transparency