



Federal Public Institution "Russian Treasury Support Center"

Insourcing in Federal Treasury System: Experience and Perspectives

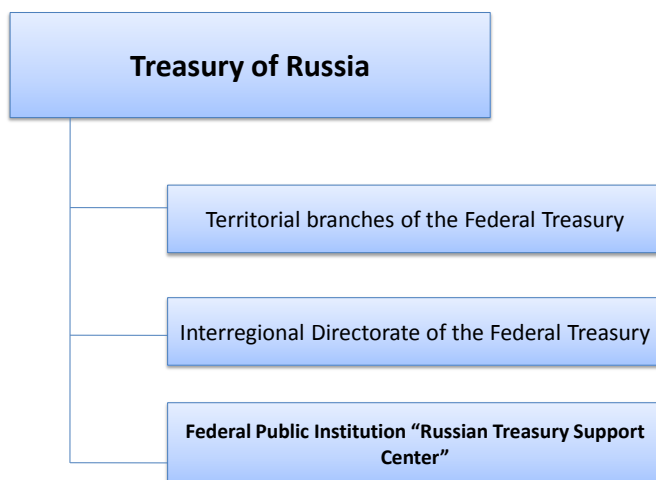
S.A. Gashkina, FPI "RTSC", Director

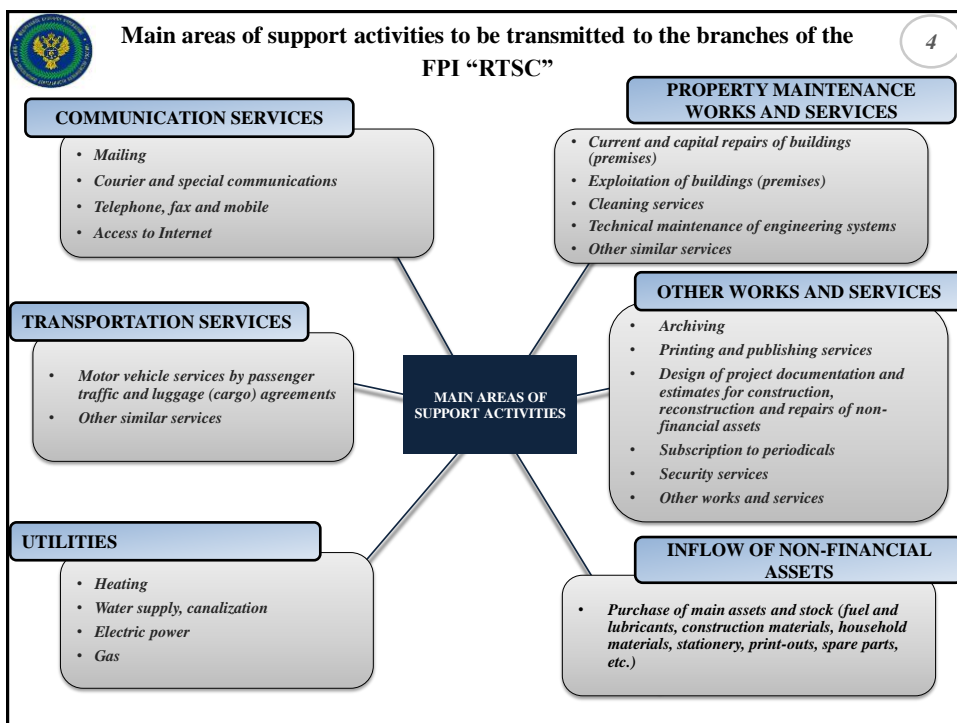
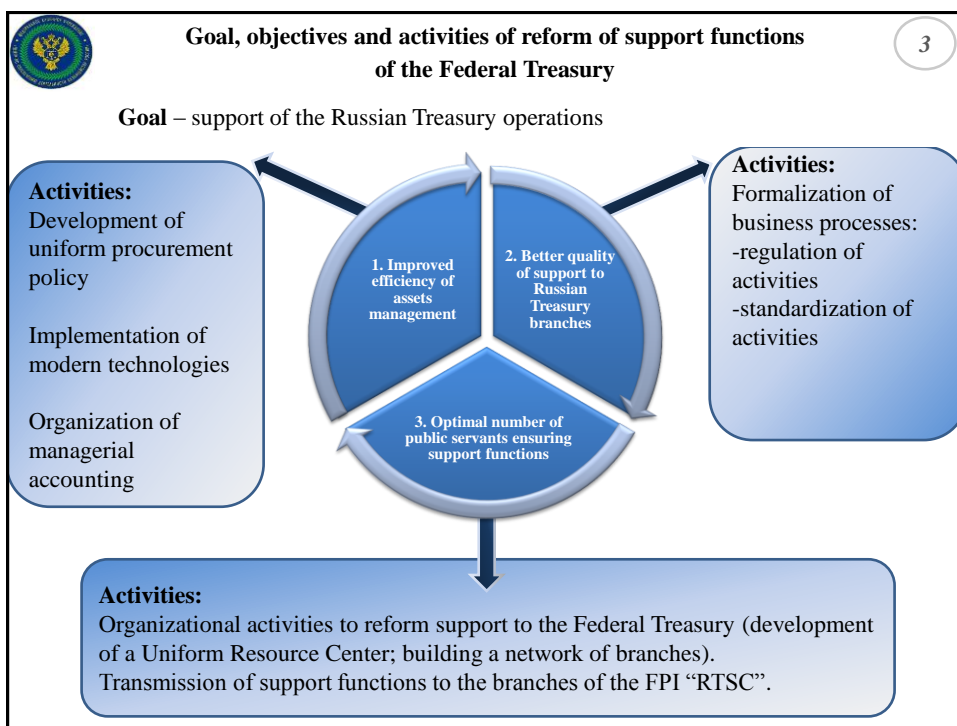
Moscow
26 May 2014



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2







Stages of activities:

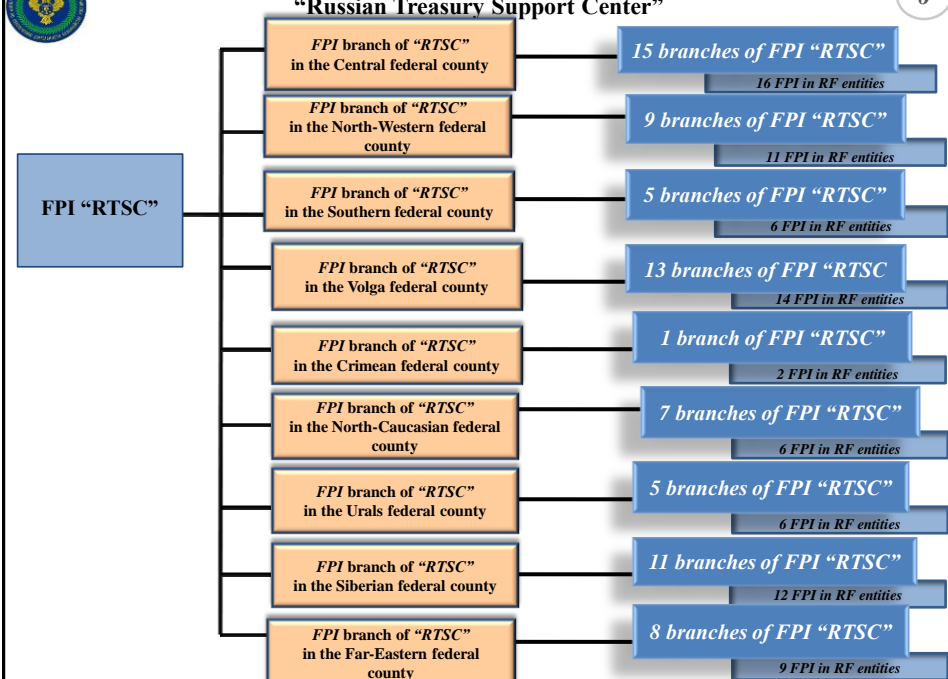
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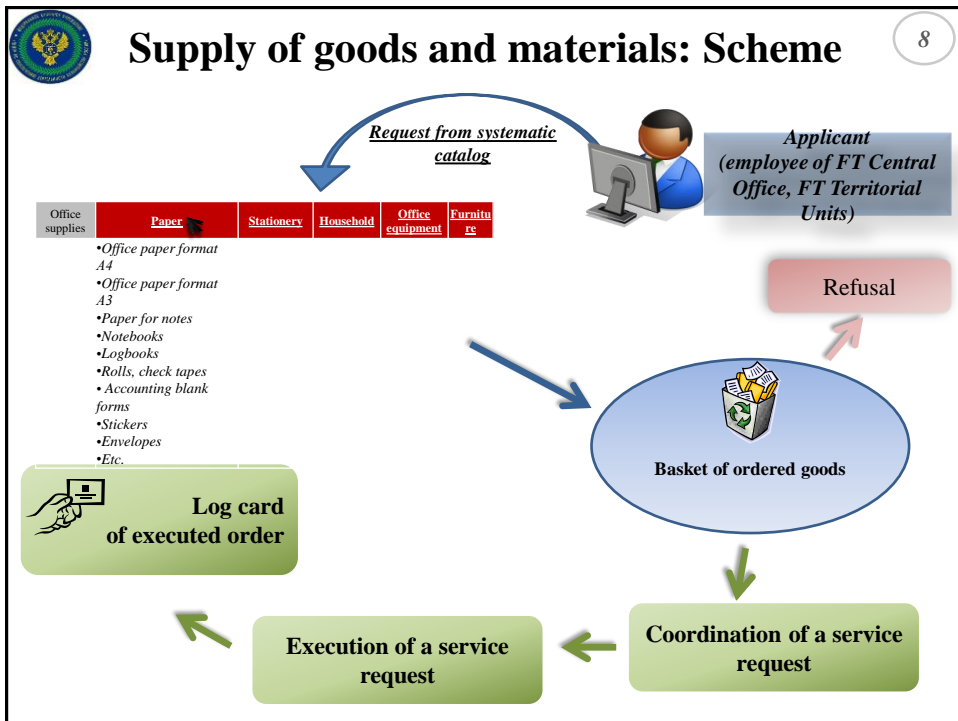
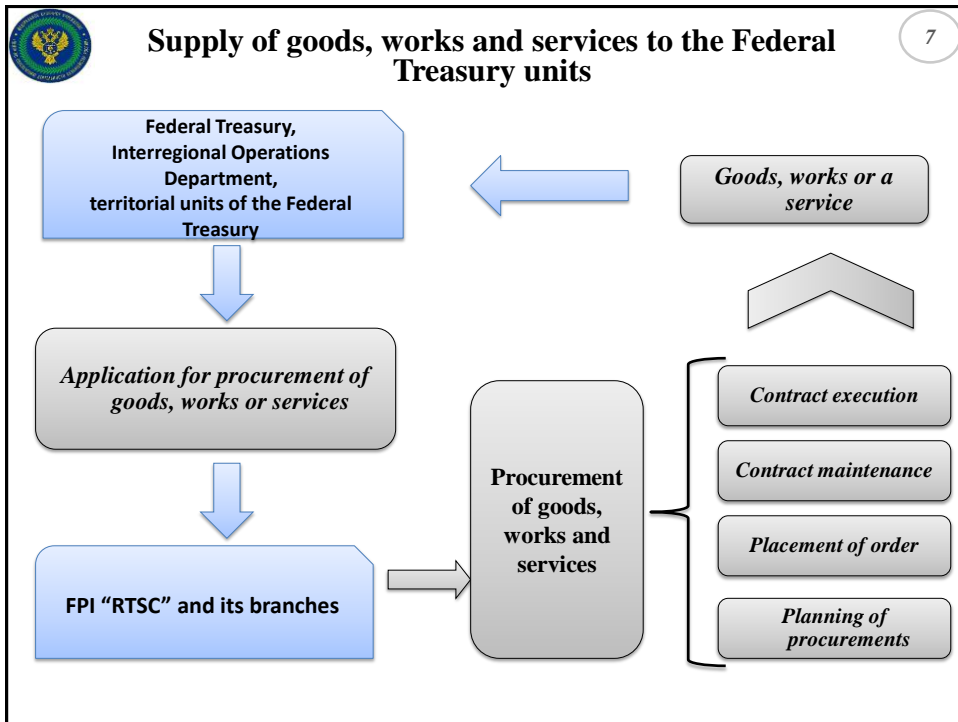
I Stage – 2013	II Stage – 2014	III Stage – 2015
Implementation of insourcing in the central office of the Federal Treasury, Federal Treasury Directorate Moscow, Federal Treasury Directorate Moscow Oblast, Interregional Operations Department of the Federal Treasury	Implementation of insourcing in the territorial units of the Federal Treasury in the Central, Volga and Crimean Federal Counties	Implementation of insourcing in the territorial units of the Federal Treasury in Siberian, Ural, North-Western, Far East, North-Caucasus and Southern Federal Counties



Structure of Federal Public Institution “Russian Treasury Support Center”

6







Russian Treasury Procurement Policy

9

Contracting goods, works, services based on the following principles :

- ✓ Effective use of budget funds;
- ✓ Uniform approaches;
- ✓ Transparency;
- ✓ Competition;
- ✓ Fairness.



Setting Service Level Agreements (SLA)

10


Federal Treasury,
Interregional Operations
Department, territorial units
of the Federal Treasury

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Service Level Agreement

- list of works, services;
- geography, timeframe;
- rules of interaction;
- quality control;
- service level indicators.



Key Performance Indicators of the FPI “RTSC”

11

Indicator	Measure	Value
1	2	3
Timely execution of requests	timely executed requests to the total number of requests	90-100%
Ratio (%) of services accepted by the Customer with no objection	‘no objection’ services to the total number of services	90-100%
Ratio (%) of services executed untimely	number of untimely services to the total number of services	0%
Ratio (%) of timely transmitted accounting documents (notifications) for internal settlements	ratio of documents executed in due time	90-100%
Ratio of work load	ratio of estimated work time to the factual work time	90-100%
SMART-tasks	ratio of set tasks to the executed tasks	90-100%
Satisfaction of the Federal Treasury employees by the service level	total score given by the employees by scale (1 to 10) to the number of employees who gave their evaluations	10 points (introduction of a survey system)



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Thank you for attention