



Office of
General Services

Business
Services Center

Information Announcement

BSC Knowledge Exchange Program

February 5, 2016

Beginning this month, the BSC will initiate a knowledge exchange program with customer agencies. Customer agencies are invited to come to the BSC to learn how we handle processing of various transactions in each of our service lines by shadowing BSC staff. This is also an opportunity for BSC staff to visit and work with a customer agency at the agency's location to understand processing from our customers' point of view. The BSC and its customers will work together to solve problems and improve workflow. In addition, the program will:

- Raise awareness of challenges and provide agencies with an opportunity to recommend efficiencies, identify redundancies, and streamline processes.
- Foster relationships that will enhance communication and collaborative problem-solving.
- Provide the BSC with a means to gain insight into some of the challenges agencies may experience in anticipation of the transition of services to the BSC as well as provide agency staff with training.

The BSC has developed an initial list of knowledge exchange opportunities that would bring agency staff to the BSC. This information is available at [BSC Knowledge Exchange](#). We look forward to engaging with our customers on every aspect of our business processes. If your agency staff is interested in any of the current opportunities listed, or if your agency has a recommendation for a new knowledge exchange topic, please complete the following email template at ogs.sm.bsccustomer@ogs.ny.gov.

We encourage all customer agencies to participate in this program. We look forward to working with you to find ways to drive improvements and build positive and effective working relationships.