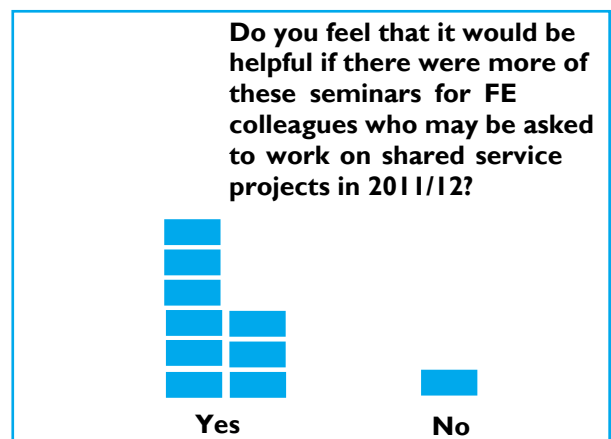
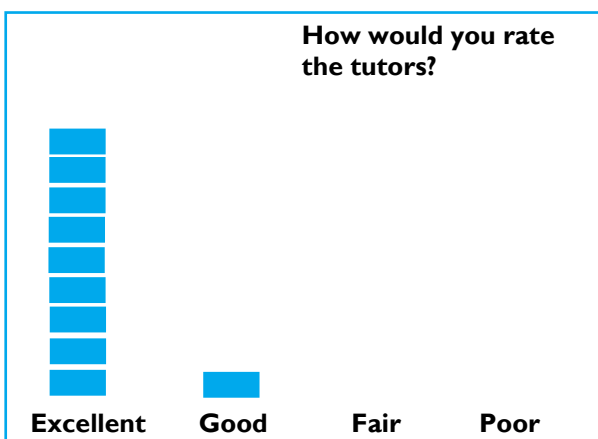
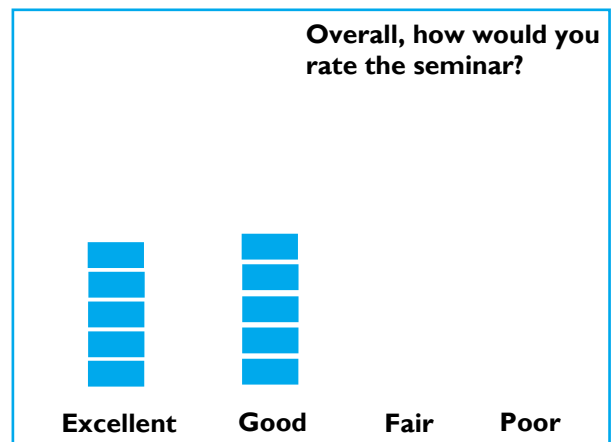
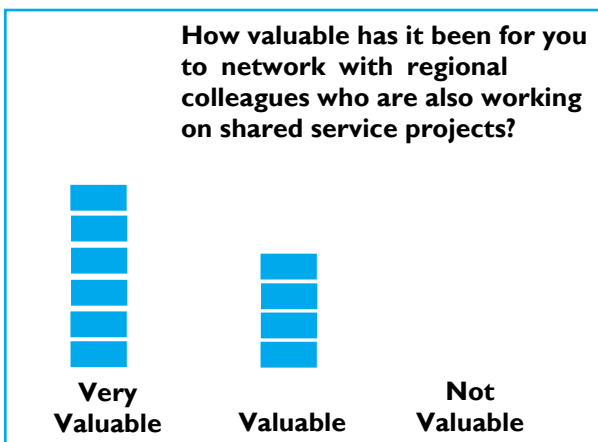
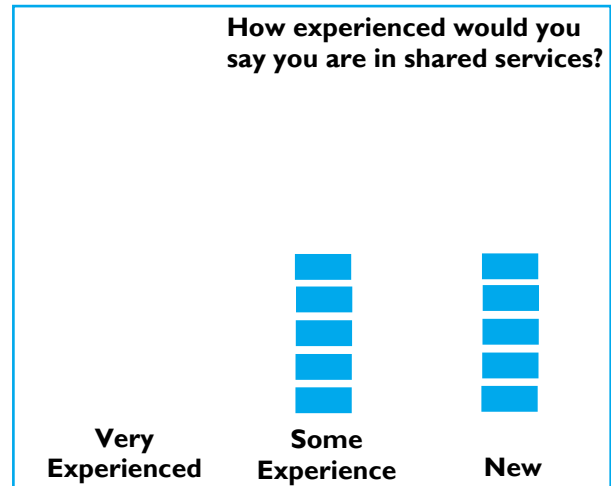
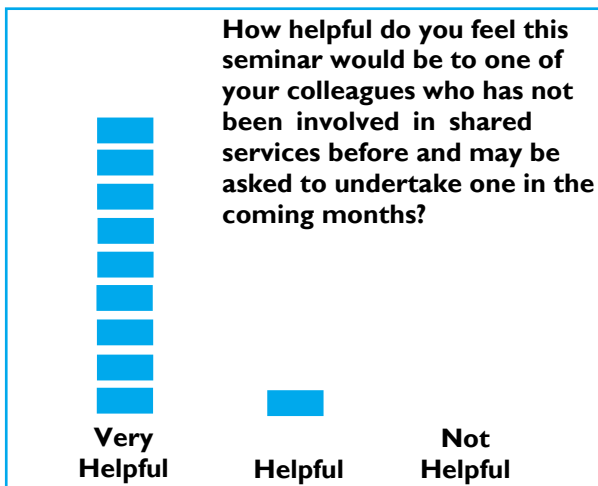


The Highway Code of Shared Services

(What are the constraints that impact on shared services?)

Evaluation Feedback from the Association of Colleges Seminar - 22-03-11

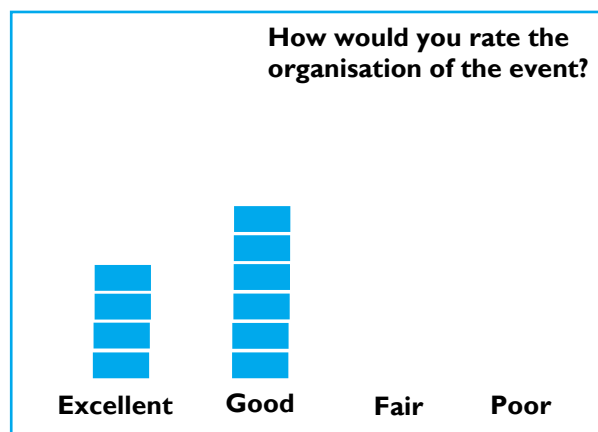


What positive messages will you take away from today's seminar?

1. Greater understanding of what shared services actually means, plus clearer view of 'cloud' technology!
2. Common concerns can be opportunities
3. It might just be possible!
4. It is possible to run a successful project
5. Clear and comprehensive
6. There are opportunities for service transformation

What, if anything, do you think would have improved the seminar overall?

1. None



Understanding the purpose and nature of this seminar

The seminar was developed from research work at Canterbury Christ Church University (CCCU) into the skills and knowledge required by public sector managers who will lead on shared service or collaboration projects. It was originally developed in collaboration with experienced shared service managers from Kent Councils and partners, East Midlands RIEP and the LSC. It is one of the foundation seminar sessions for the Post Graduate Certificate in Shared Service Architecture from CCCU. The style of the seminar was a mix of teaching input, discussion and action learning.

The delegates for this seminar were shared service managers from a range of FE Colleges from across England.

The seminar was held at the Technology Centre, Glaisher Drive, Wolverhampton on 22nd March 2011.

The seminar timing was from 10.00 to 15.30.