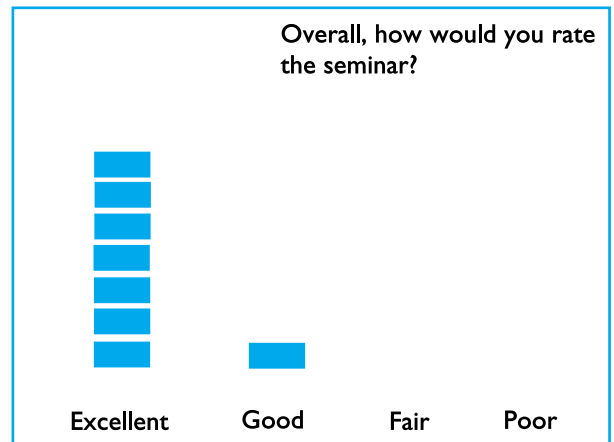
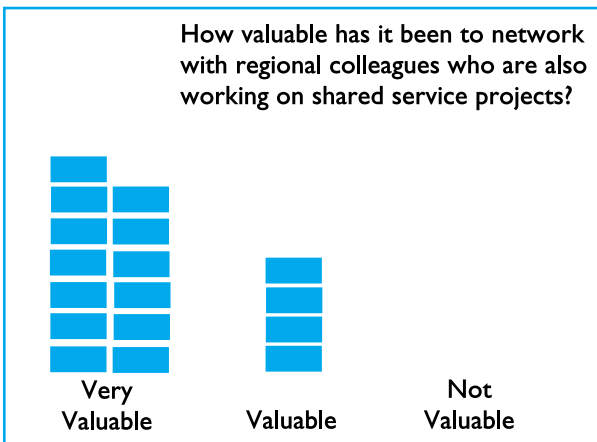
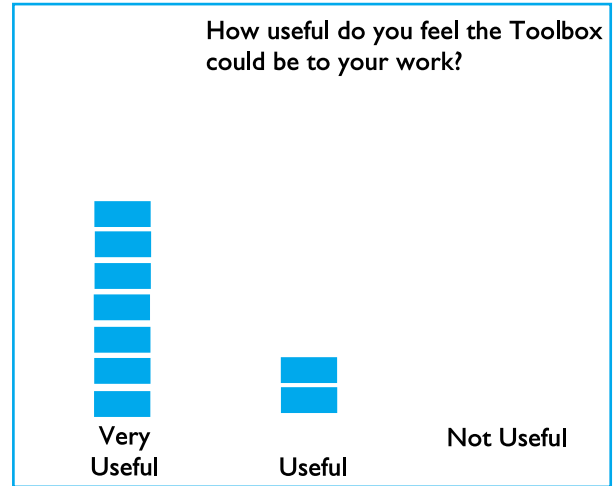
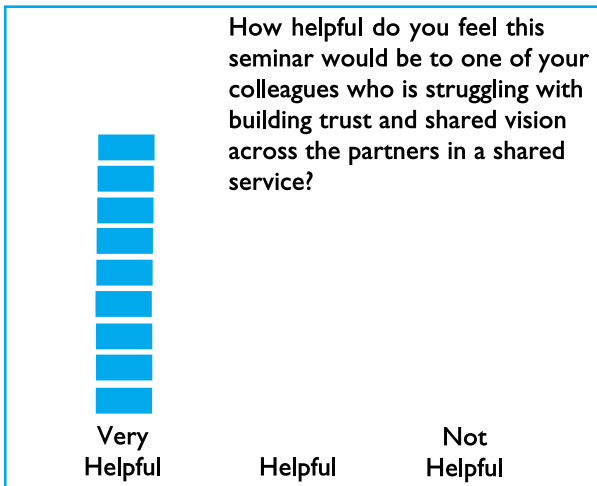


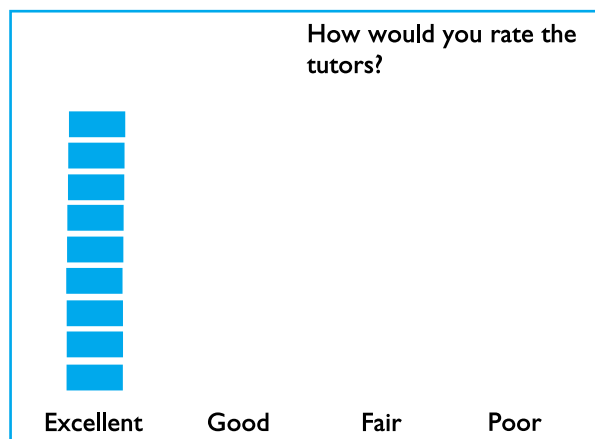


# The Shared Service Architect's Toolbox

Evaluation Feedback from the IEWM Seminar - 19-01-12



One delegate did not answer the question

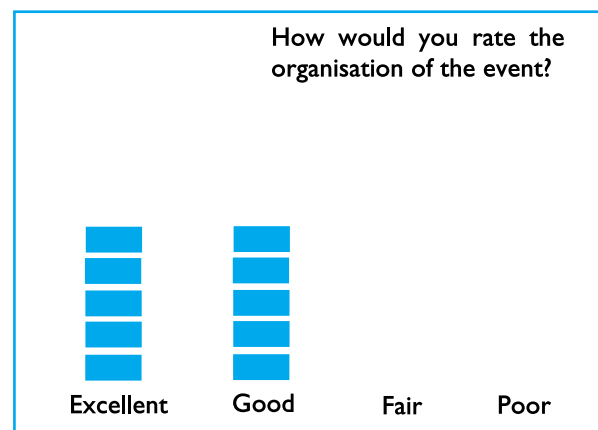


What positive messages will you take away from today's seminar?

1. We can do it just need to prepare more
2. Some different ways of looking at /starting to discuss issues
3. A need to apply a different approach in our programme
4. SSA should be seen as a specialism
5. Vision + trust so important, don't rush to business case production
6. Some really good tools - a good reference guide for it

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

1. Examples of successful applications
2. Consideration of 'cuts' environment



### 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 councils in the West Midlands region.

The seminar was held at BVSC, The Centre for Voluntary Action, 138 Digbeth, Birmingham on 19th January 2012.

The seminar timing was from 10.00 to 15.30.