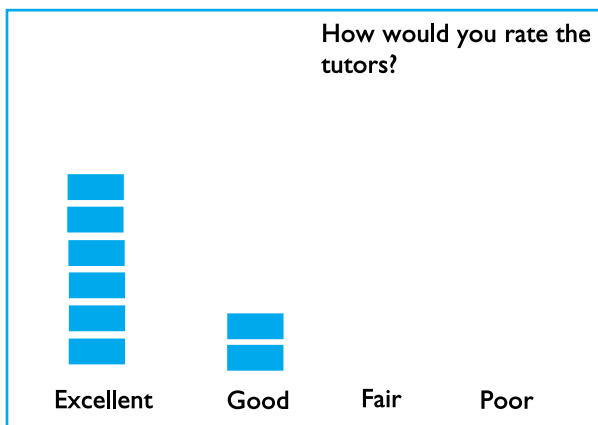
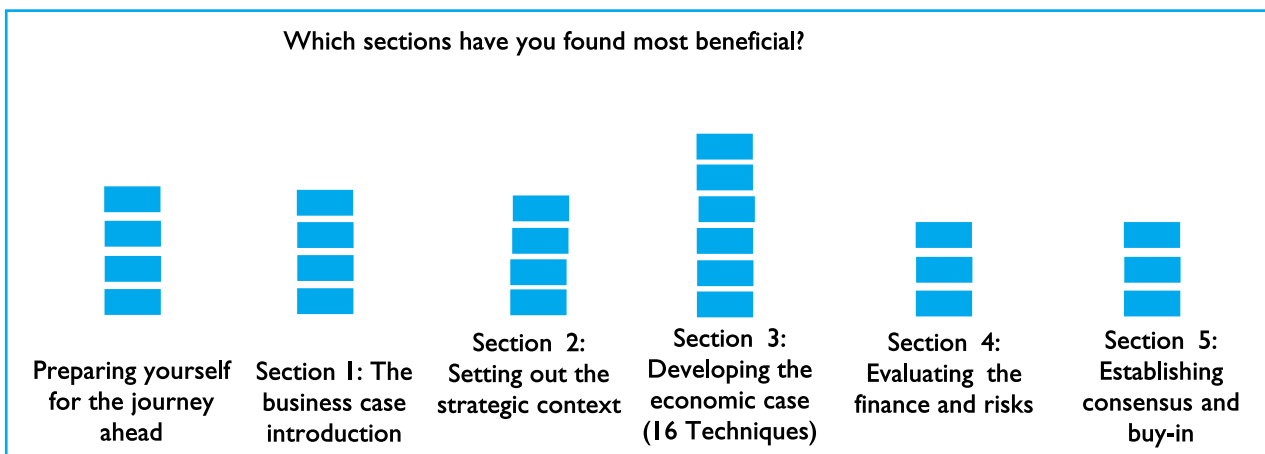
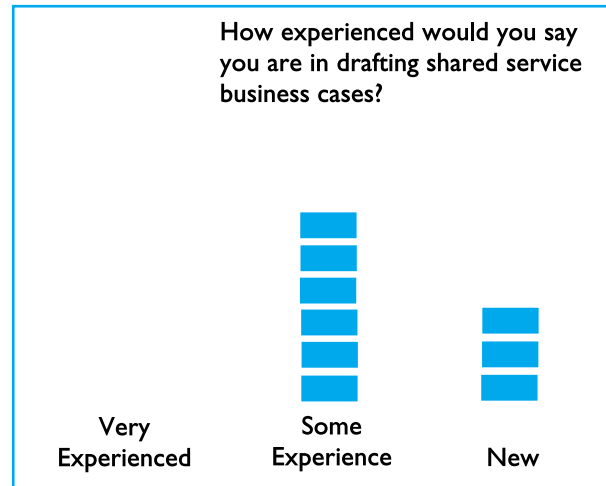
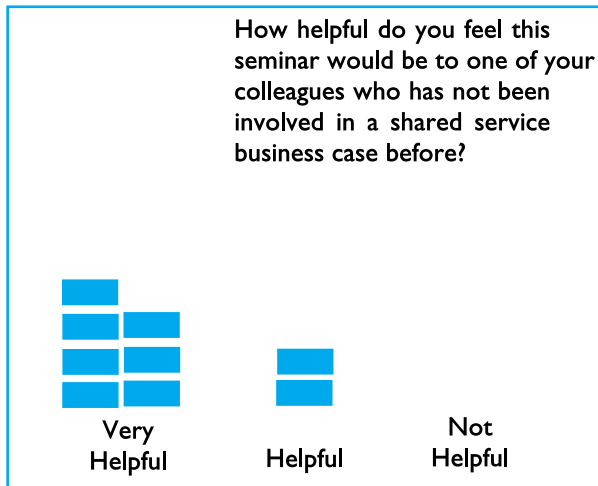
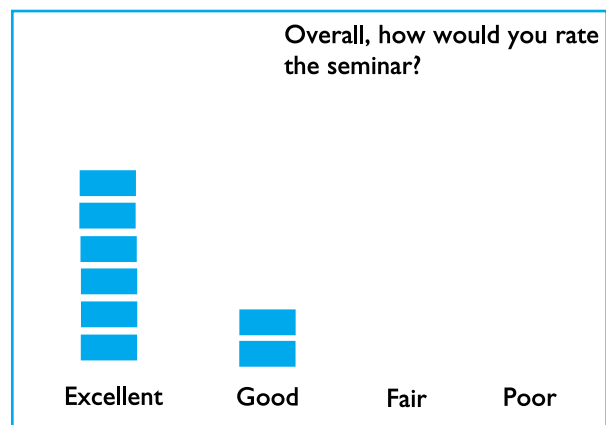


# The Shared Service Architect's Business Case Toolbox

Evaluation Feedback from the Improvement East Seminar - 17-06-11



One delegate did not answer this question



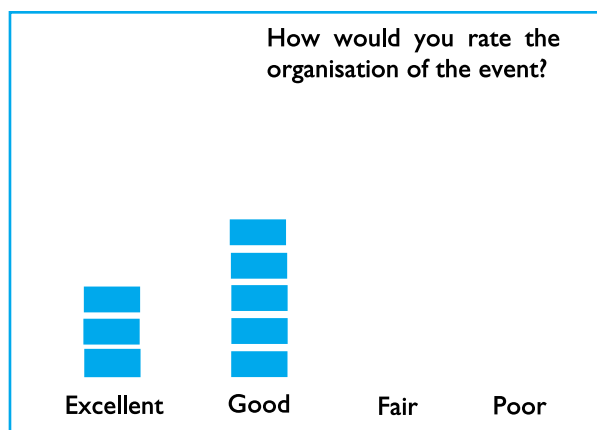
One delegate did not answer this question

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

1. Some excellent tools that I can not only use for future shared services but also for internal service redesign business cases
2. Cutting edge tools that are available - analytics
3. Shared services can be done in-house with delegation to the right colleagues with the appropriate skills
4. Useful hints and tips for the way ahead
5. It's do-able!
6. Getting the right people involved in constructing the business case
7. Sound, practical examples rather than just theory

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

1. None



One delegate did not answer this question

### 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, supported by a 240 page text book.

The delegates for this seminar were shared service managers from a range of councils in the East of England region.

The seminar was held at the SmartLIFE Centre, Kings Hedges Road, Cambridge on 17th June 2011.

The seminar timing was from 10.00 to 15.30.