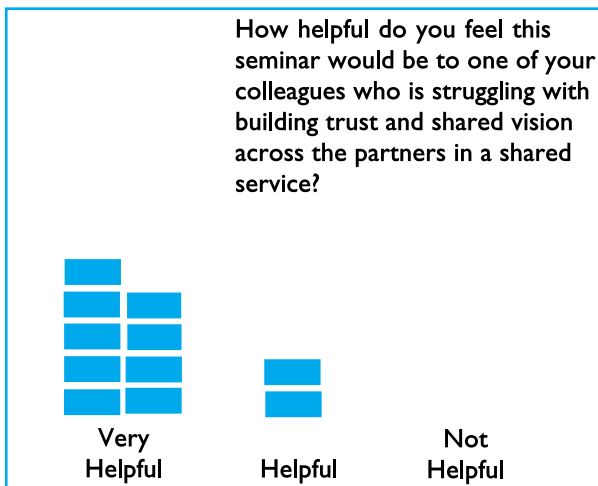
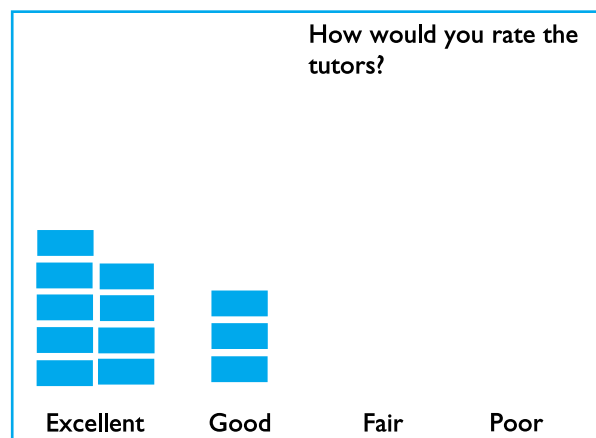
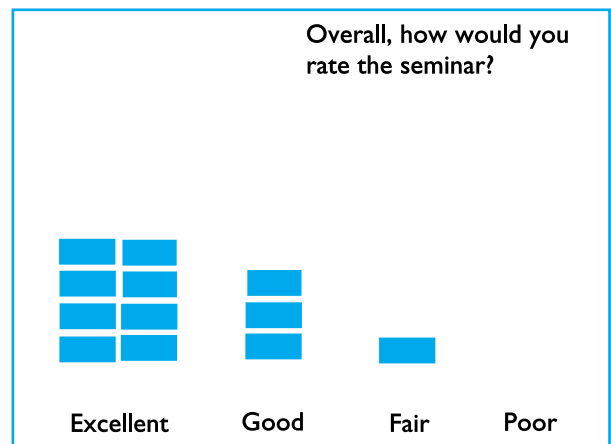
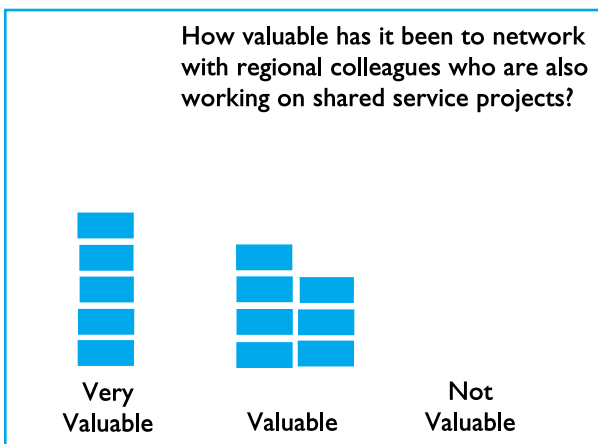
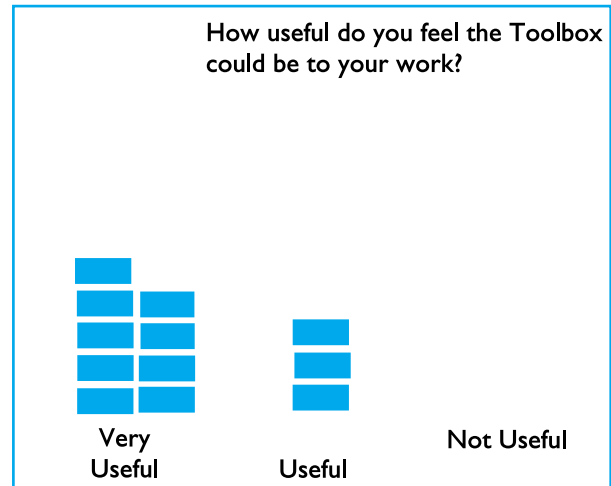


The Shared Service Architect's Toolbox

Evaluation Feedback from the Improvement East Seminar - 16-06-11



One delegate did not answer the question

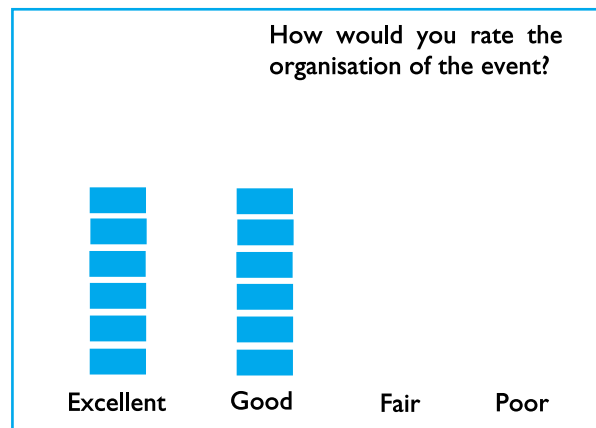


What positive messages will you take away from today's seminar?

1. Very worthwhile seminar - all senior managers should go on it!
2. Really enjoyable - excellent tools
3. Lots to use in the future
4. Engagement of as many people/stakeholders as possible
5. We aren't re-inventing the wheel - there is a wealth of information and experience to tap into
6. That there are practical ways to improve the chances of success in introducing shared services
7. It's do-able!
8. That there is a huge resource library to draw upon - behind the issue of shared services
9. It is an inevitable activity
10. It is difficult but help is available throughout the section

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

1. Warmer room (2)
2. Coffee available at lunchtime



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 East of England region.

The seminar was held at the SmartLIFE Centre, Kings Hedges Road, Cambridge on 16th June 2011.

The seminar timing was from 10.00 to 15.30.