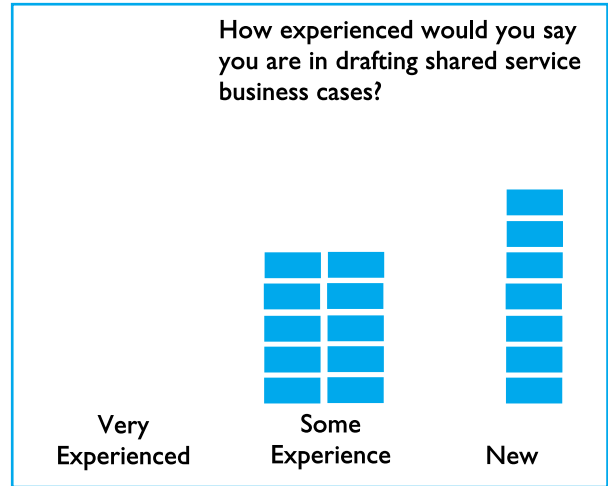
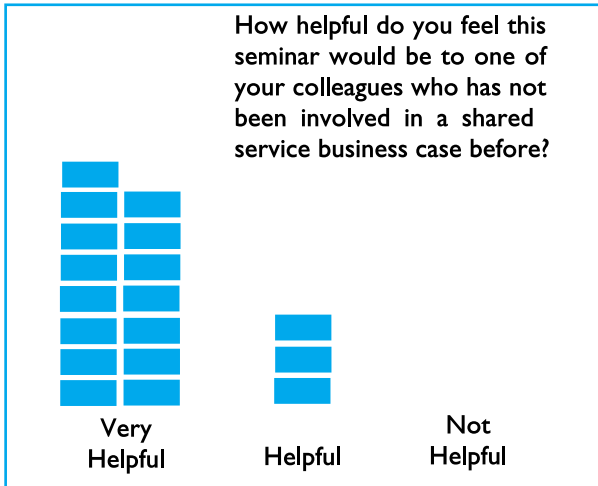
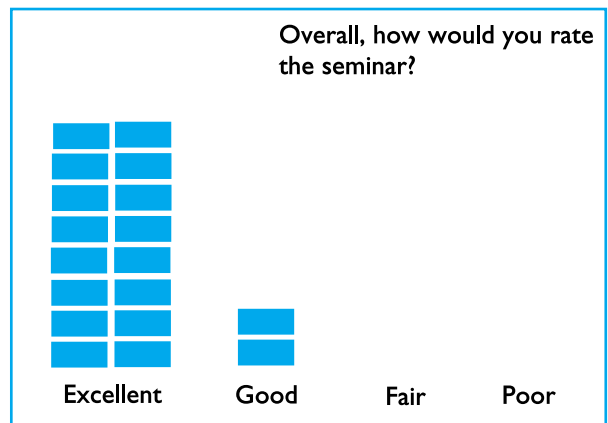
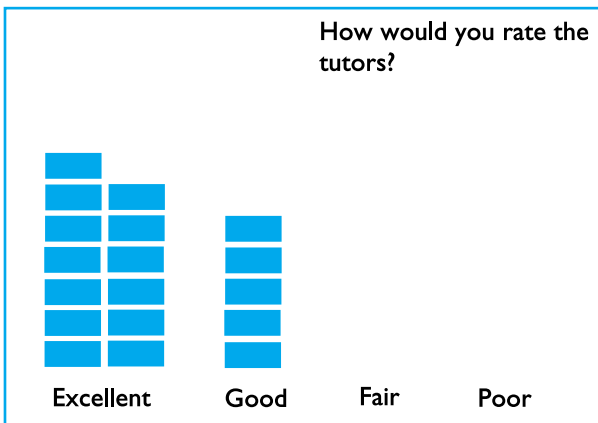
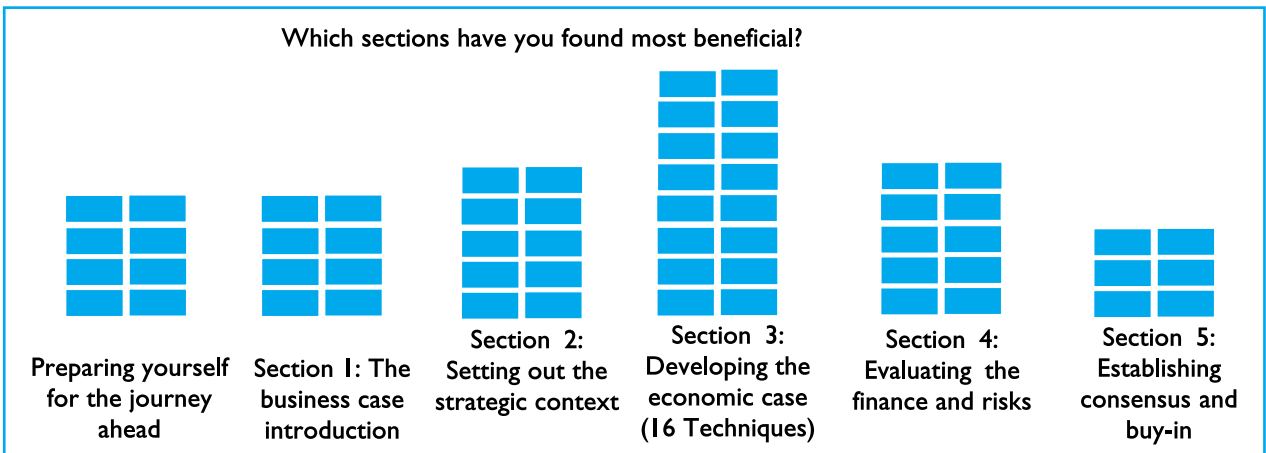


The Shared Service Architect's Business Case Toolbox

Evaluation Feedback from the NWIEP Seminar - 14-06-11



One delegate did not answer the question

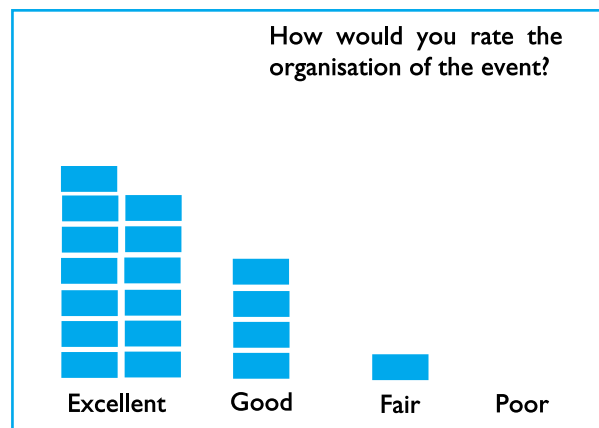


What positive messages will you take away from today's seminar?

1. That taking a methodical approach and using the tools and techniques, it's possible to write a business case (relatively) cheaply
2. That shared services - providing there is buy in & shared vision underpinned by a robust yet flexible business case can & do work & provide exciting opportunities to drive efficiencies, improve outcomes & deliver improved quality services
3. Excellent transferable skills for all collaborative work
4. Collaboration is possible!
5. I am well equipped in term of 'mind set' & now have more of the tools
6. We can do it ourselves!
7. Fantastic info & in-depth - would happily spend more time on this...
8. Useful to talk with colleagues from other areas
9. We are all able to facilitate the development of business cases and it should be a team effort
10. It is about being thorough
11. Relationships, building consensus are key to success
12. Highly stimulating + practically focused

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

1. Bit less page-turning, perhaps more real-life examples
2. More examples and case studies (2)
3. Some of the elements were very basic - e.g. Around executive summary, decision making, templates- some tools very basic



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 North West of England.

The seminar was held at the Wigan Investment Centre, Waterside Drive, Wigan on 14th June 2011.

The seminar timing was from 10.00 to 15.30.