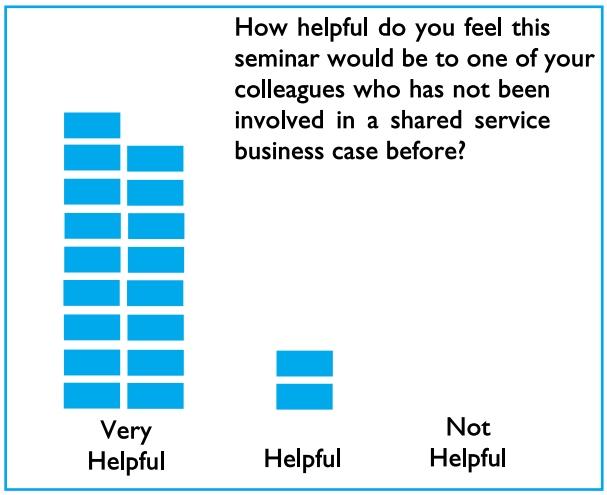
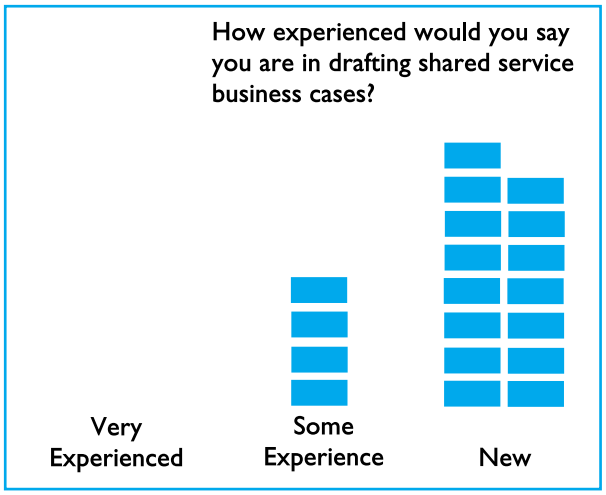
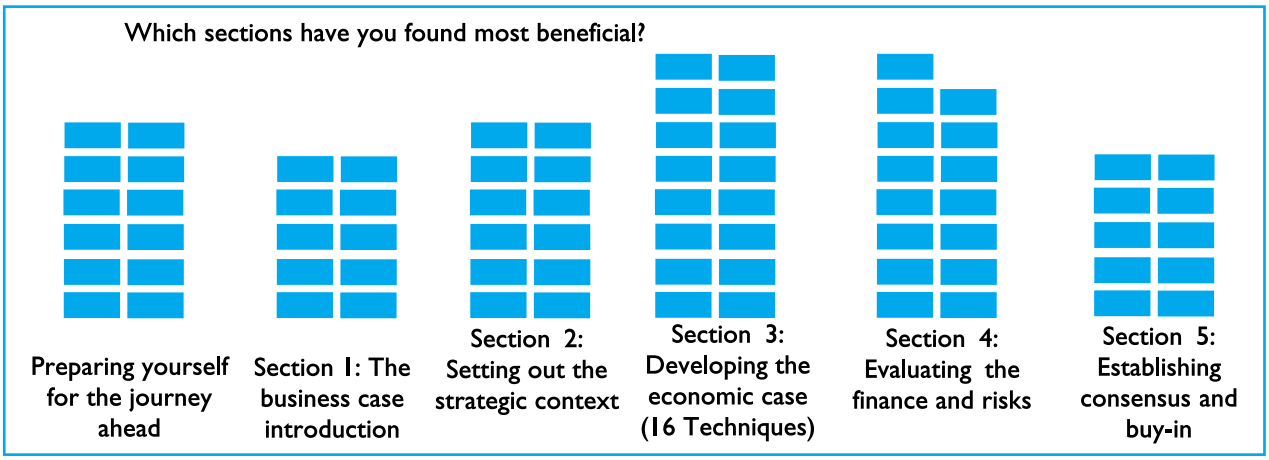
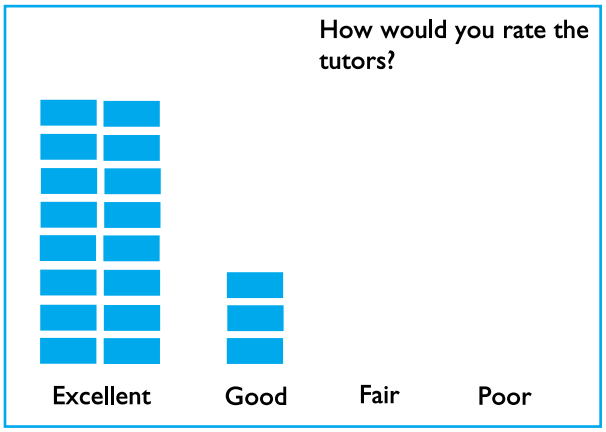
The Shared Service Architect's Business Case Toolbox

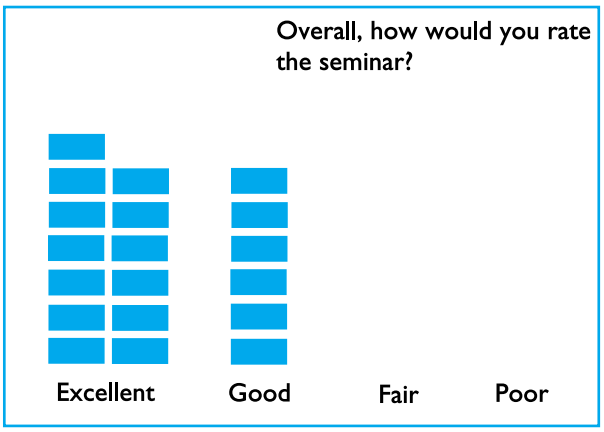
Evaluation Feedback from the NWIEP Seminar - 14-07-11









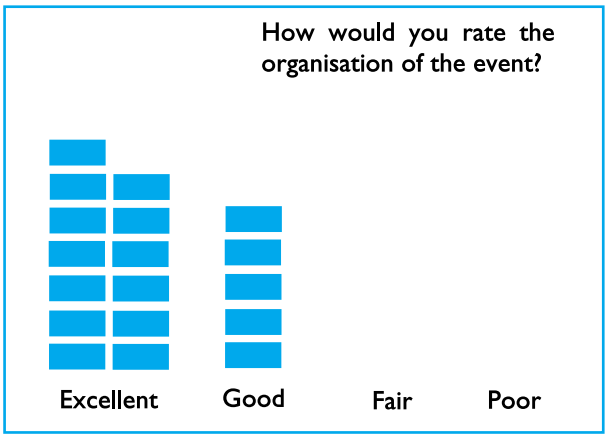


What positive messages will you take away from today's seminar?

1. The encouragement for a DIY approach
2. I found the break times really useful talking through scenarios
3. Don't be afraid - consider the shared service option and ensure you use the toolbox
4. Establishment of structured content for a business case
5. That sharing by putting two functions together generates a 9% saving even without doing anything - worth doing and build upon it
6. Shared services does and can work when led in-house
7. Good exposure to different but like minded individuals
8. Share the business case building experience
9. I liked the information provided on real examples of business cases + partnerships
10. The gateway review is an essential part of the business case
11. The business case is more than just numbers. It is about 'case making'
12. The tools & tips given can support a successful business case
13. Not many as so many pitfalls and not many positive examples

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

1. If I had been able to attend all 3 courses! (2)
2. More participant involvement
3. Additional day on the rally hard stuff - building the economic case & the techniques would be good
4. Greater time could have been spent on the financial analysis
5. More hands on practice
6. The session would benefit from another hour or two input or spread over 2 days, as I felt there was a lot to cover
7. The flow of the day didn't work well for me. The group dynamic formed in the previous 2 days was lost as new people joined who hadn't done the first 2 sessions or had done some time ago.



One delegate did not answer the 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 North West of England region.

The seminar was held at the Wigan Investment Centre, Swan Meadow Road, Wigan on 14th July 2011.

The seminar timing was from 10.00 to 15.30.