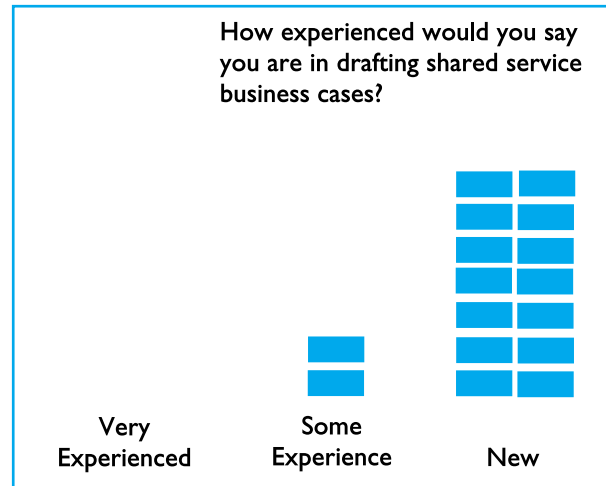
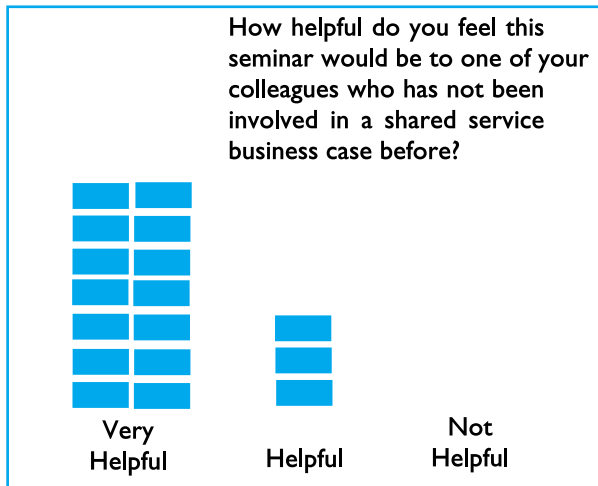
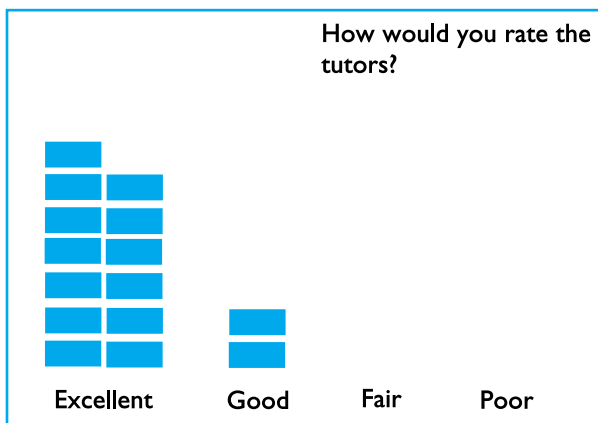
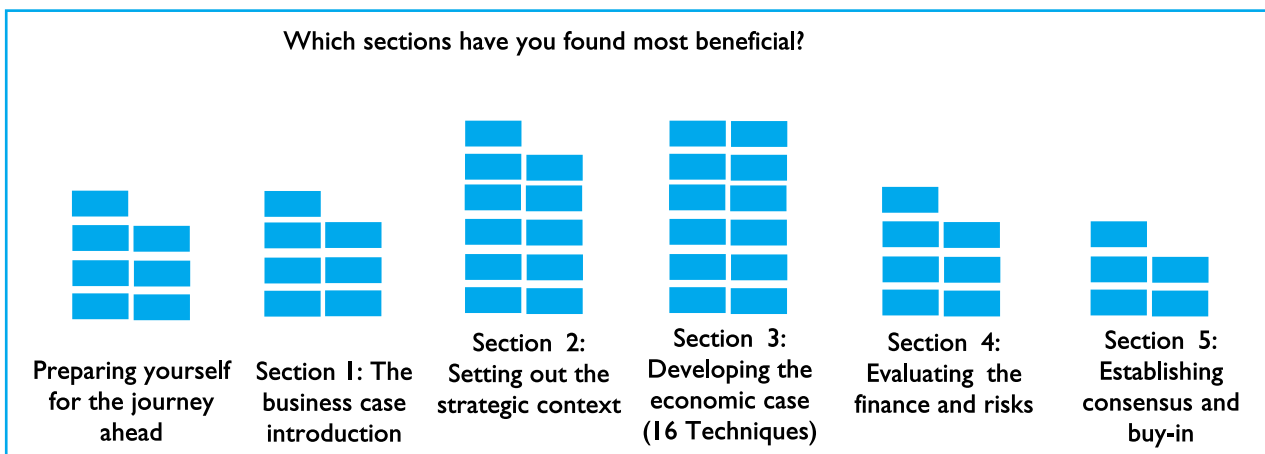


The Shared Service Architect's Business Case Toolbox

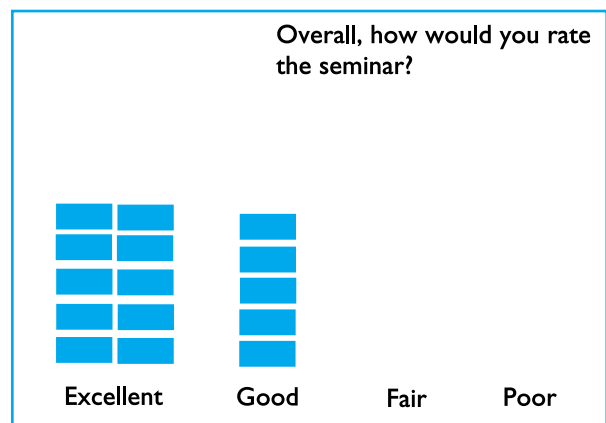
Evaluation Feedback from the NWIEP Seminar - 31-05-11



One delegate did not answer the question



Two delegates did not answer the question



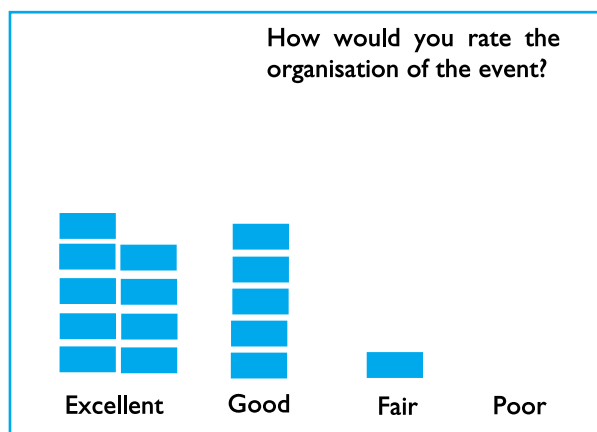
Two delegates did not answer the question

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

1. Seems easier to do than realised and more common than I'd originally realised
2. Shared Service is not just about saving money, that will happen anyway!
3. That we can deliver business cases for shared services in-house (2)
4. Interesting, good to have useful road map (framework which has been based on knowledge)
5. Possible to start with 'small scale' tomorrow
6. I'm not alone! All authorities in similar place in terms of knowledge + progress
7. Excellent information, guidance and lecturer
8. It's possible! (2)
9. If planned properly, shared services do save money
10. A real structure to actually write a business case
11. Very useful tools + tips to use in our shared service projects
12. It's the way forward

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

1. Handouts given out with book to make notes on as go along (and pens)
2. It felt a bit rushed at end - but good materials to refer to back at office
3. Real life business case documents submitted for approval to review + discuss in groups: case studies of those that succeeded and failed
4. Viewed actual working business case as example for discussion (2)
5. Document on DVD to share tools
6. Written examples that worked
7. Would have liked to have interacted with other course members more rather than just those on my table



Two delegates 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.

The seminar was held at the Committee Room 1, Wallasey Town Hall, Brighton Street, Wallasey on 31st May 2011.

The seminar timing was from 10.00 to 15.30.