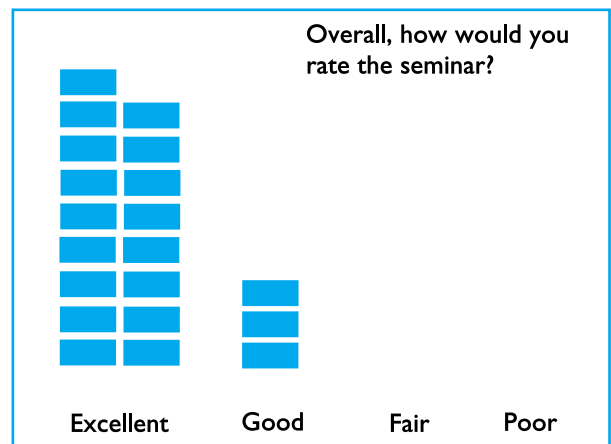
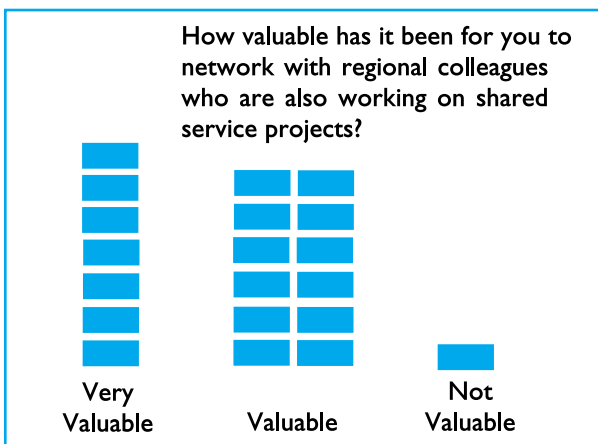
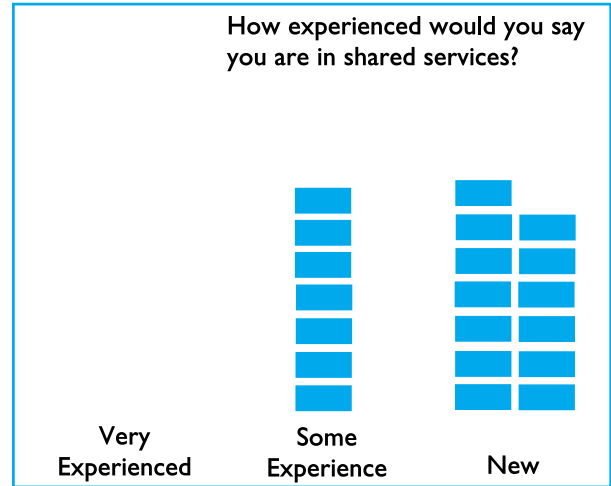
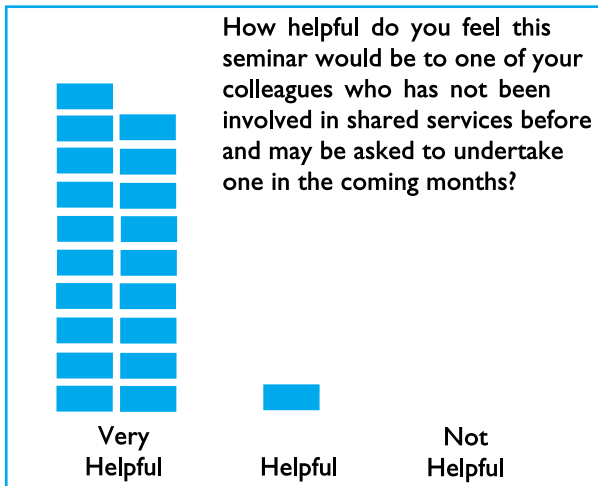


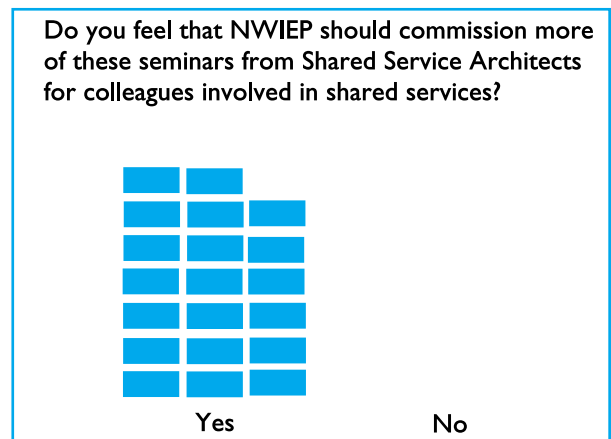
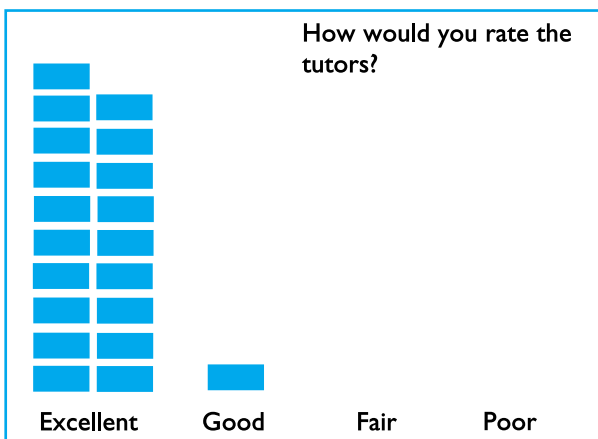
The Highway Code of Shared Services

(What are the constraints that impact on shared services?)

Evaluation Feedback from the NWIEP Seminar - 12-07-11



One delegate did not answer the question

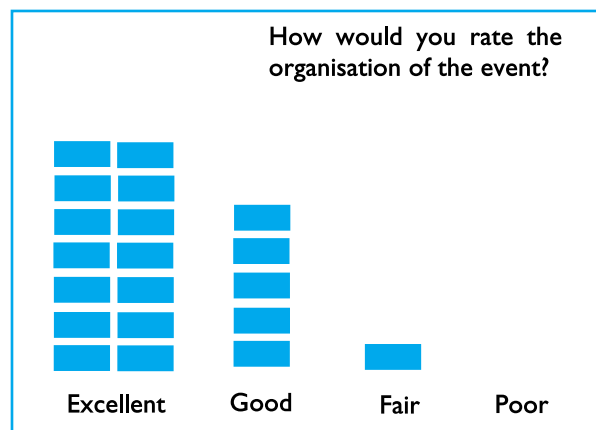


What positive messages will you take away from today's seminar?

1. A really excellent day, delivered in a way to involve and excite
2. By doing it properly/joint decisions you can do it properly
3. Shared service is something I can get involved in
4. Ensure there is a structure
5. Further considerations to JUST the shared service solution
6. The mood across public sector of the future of sharing
7. Interactive, defined what shared services actually mean, good overview/starting point
8. Excellent overview of parts to consider + issues to be aware of - the checklists are a must
9. Shared language needed + shared timing before setting up a shared service
10. Reference tool for the future use
11. Very structured training taking from first principle+demystifies shared service process
12. Good planning
13. Shared services are a viable option for the future if done properly
14. There is a route map to guide us through shared services

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

1. More detail/examples
2. More on case studies
3. List of attendees + email would have been useful
4. More material, list of links, bibliography



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 North West of England region.

The seminar was held at the Wigan Investment Centre, Swan Meadow Road, Wigan on 12th July 2011.

The seminar timing was from 10.00 to 15.30.