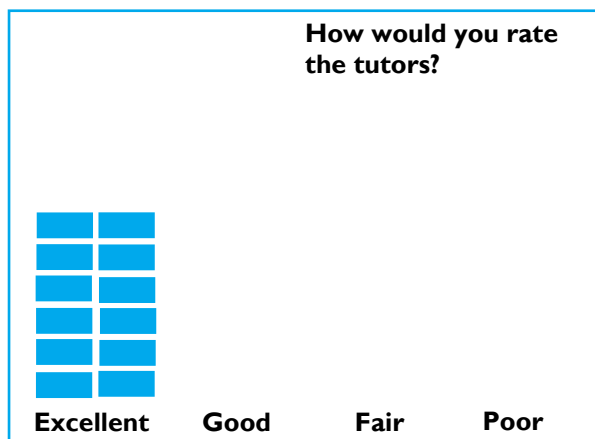
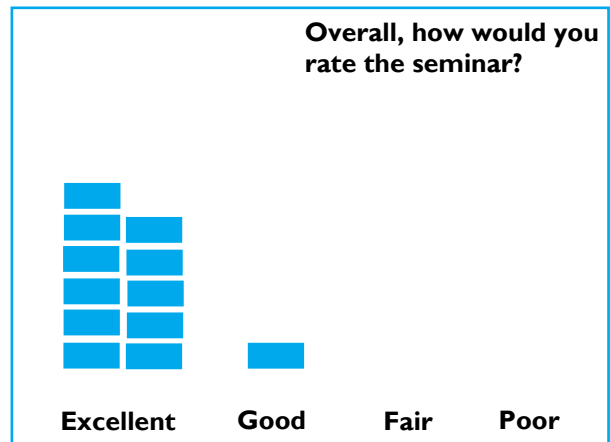
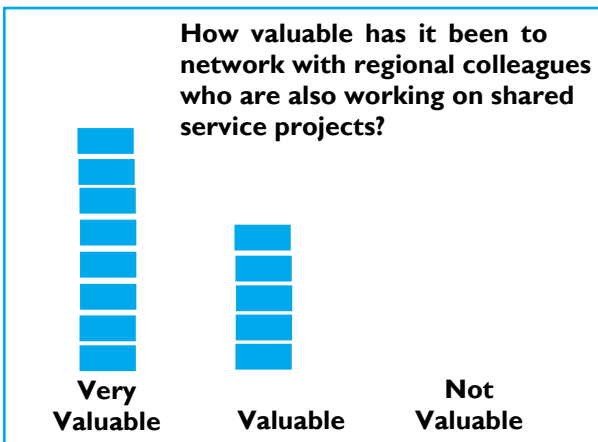
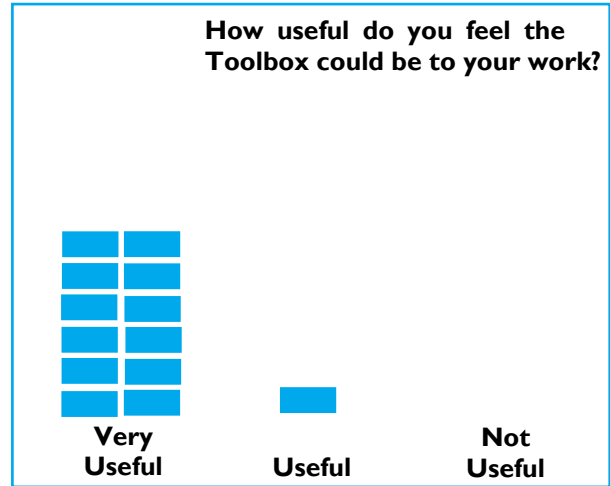
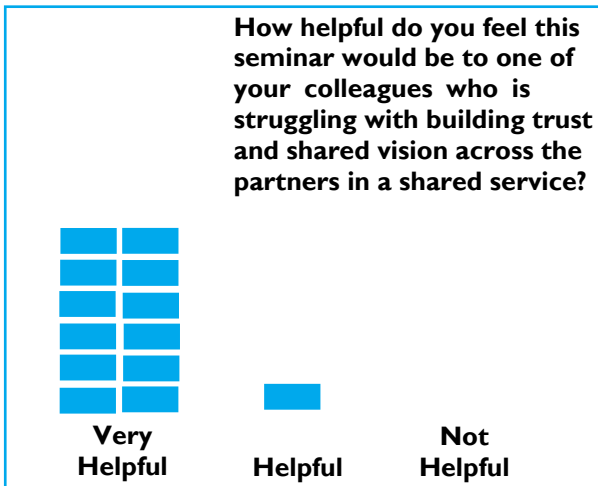


The Shared Service Architect's Toolbox

Evaluation Feedback from the NWIEP Seminar - 25-03-11



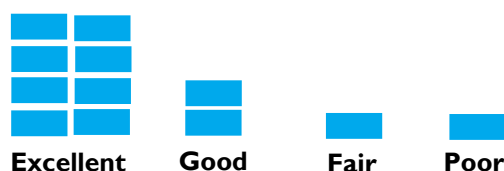
What positive messages will you take away from today's seminar?

1. Spend time to develop relationship/collaboration and partnership.
2. It's hard but it can be done!
3. That there are common tools that can be used to tackle common problems.
4. That shared services is challenging but achievable for the benefit of an overtime.
5. Much greater knowledge of shared services requirements
6. Anything is possible, provided they are approached in the right way
7. To acknowledge difficulties rather than sticking our heads in the sand, but using learning there are real opportunities to improve services
8. Importance of trust and shared vision before business case
9. That the sector does have the skills & knowledge to drive improvement/efficiencies via shared services
10. It can be done
11. It was honest - saying that shared services are difficult

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

1. I thought there could have been more of day 2 and bit less on day 1

How would you rate the organisation of the event?



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.

The delegates for this seminar were shared service managers from a range of councils in the North West region.

The seminar was held at the Eden District Council, Town Hall, Penrith on 25th March 2011.

The seminar timing was from 10.00 to 15.30.