

# Virtual Shared Services 2.0

Scaling, Digitising and Maturing Public Sector Shared Services

Online → Wednesday, 6 October 2021 | 9:00am NZST

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## Agenda Overview

In competitive, technology-driven economies, modern public sector leaders are tasked with doing more with less. This means Shared Service operations need to increase scope of service beyond the standard back-office remit to deliver cost efficiency, enhance service effectiveness, increase agility and reduce complexity.

By embracing digital technologies, making incremental changes to the SSO operating model and capturing new labour pools, Shared service centres of the future can streamline transactional processes. This in turn pivots workload from the transactional towards to value-added, allowing the back office to provide strategic advisory support and insight to the broader organisation.

To guide you on this journey we've put together the Public Sector Network's Shared Services 2.0 virtual event. The event brings together a broad group of public sector shared service leaders across New Zealand to explore methodologies and strategies that will expand scope and help make your SSC more dynamic and transformative.

## Who Attends?

### Chiefs/Directors/Heads/Managers of:

Shared Services | Corporate Services | Business Services | Finance  
Operational Excellence | Business Transformation | Process Excellence

## Speakers



### Matthew Needham

*CFO Strategy, Finance and Policy,*  
**Kāinga Ora - Homes and Communities**



### Lucy Hickman

*GM Corporate Services,*  
**Health Promotion Agency NZ**



### Nick Beard

*Business Lead Corporate Services,*  
**Te Ara Ahunga Ora Retirement Commission**



### David Tapp

*Director Shared Services,*  
**University of Otago**



### Rathy Manickaratnam

*Manager Planning Budgeting & Performance Reporting,*  
**Oranga Tamariki - Ministry for Children**

## Reasons to Attend

Explore strategies and best practice initiatives to mature and expand your shared services operations



Learn how to breakdown back-office silos, reduce transactional processes and pivot towards value-added work



Discover shared service transformation insights from local and international shared service leaders



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09:00am	PSN Welcome	10:20am	Government Case Study <b>Achieving Transformation Objectives by Balancing People, Processes and Technology</b> <ul style="list-style-type: none"> <li>Unifying back-office operations across multiple departments within your organisation to eliminate resource redundancy and organising workflow across all service providers</li> <li>Implementing new technologies to enhance quality and flexibility of available business services more seamlessly</li> </ul> <b>Rathy Manickaratnam, Manager Planning Budgeting &amp; Performance Reporting, Oranga Tamariki - Ministry for Children</b>
09:10am	Chair Opening	10:35am	Refreshment Break
09:20am	Government Case Study: <b>Continuous Process Improvement: Achieving Tangible Results in your Transformation Journey</b> <ul style="list-style-type: none"> <li>Imbedding shared service processes to aid straightforward communication, align internal staff, identify bottlenecks, and manage consistent client/citizen services</li> <li>Exploring what tools, technologies and leadership practices need to be in place for your shared services journey to be effective</li> </ul> <b>Nick Beard, Business Lead Corporate Services, Te Ara Ahunga Ora Retirement Commission</b>	10:40am	Panel Session <b>Shared Services 2.0 - Exploring the Opportunities of a Standardised and Digitised Back Office</b> <ul style="list-style-type: none"> <li>What is key to transforming, maturing and digitising shared service processes?</li> <li>What's needed to develop the right culture for discussing change management strategies more effectively?</li> <li>Top tips and lessons learned from shared service transformation journeys - or your plans and hopes for embarking on one?</li> </ul> <b>Lucy Hickman, GM Corporate Services, Health Promotion Agency NZ</b> <b>David Tapp, Director Shared Services, University of Otago</b>
09:35am	Partner Session: Improving the scalability of deployed solutions and collaboration with external partners to foster strategic development of cross-institution support services	11:00am	Close
09:50am	Government Case Study: <b>Outsourcing Payroll Processes to Simplify Reporting and Shift Focus to Core Priorities</b> <ul style="list-style-type: none"> <li>Creating a shared portal to bring internal services closer together and save money by eliminating department specific tools</li> <li>How a shared services model can standardise business processes, improve business continuity and the resilience of business services</li> </ul> <b>Matthew Needham, CFO Strategy, Finance and Policy, Kāinga Ora - Homes and Communities</b>		
10:05am	Partner session: Maturing corporate shared services to drive efficiency, flexibility and add strategic value		

Sponsorship packages range from \$2,500-\$10,000 +GST.  
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Partner →

