

Virtual Future of Shared Services

Revamping the Roadmap to a Smarter and Resilient Shared Service Model

Online | Thursday, March 25, 2021 | Start: 12:00pm ET / 9:00am PT



Agenda Overview

In today's world, technology innovation has become imperative and critical to survive in the post-Covid era. With accelerated digital transformation, organizations are now focusing on strengthening their digital capabilities to deliver cost-effective, flexible, and reliable services.

The role of Shared Services has been rapidly changing and the pandemic has certainly paved the way from traditional functions and processes to newer wisdom and bigger opportunities in Shared Services. Over the years, Shared Services has redefined its role from a back-office model to a central office function that is committed to building and delivering value beyond transactions. In order to stay ahead in this fast-changing environment, the need of the hour is to innovate, improve and optimize. Advancing towards enhanced service levels by improving processes and expanding the use of technology, while also lowering costs is the next step towards excellence in Shared Services.

Public Sector Network's Future of Shared Services Virtual Event will bring together public sector leaders to discuss best practices in building innovative and adaptable delivery models. Join us as we tackle common challenges and hear from experts and forward-thinking organizations as they share insights and strategies needed for the future success of Shared Services.

Sponsors

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Speakers



PAUL GLOVER
President
Shared Services Canada



GARY KENT
Commissioner of Corporate Services and CFO
City of Mississauga



CHAD EVANS
Vice President of Corporate Services
Ontario Northland Transportation
Commission



ANGELA MONDOU
President & CEO
TECHNATION



NOAH MORRIS
Assistant Deputy Minister, Enterprise Financial
Services Division. Ontario Ministry of
Government and Consumer Services



ANDREW EPPICH
Managing Director - Canada
Equinix



MICHAEL OSMUN
Director - Canada Federal Solutions
Dell



CHRIS LAVIN
Regional Managing Partner, Advisory
Servicest
MNP



JASON DUCHARME
Provincial Leader (ON) - Public Sector
MNP



JEREMIAH SANDERS
Federal Strategist
VMware

Who Should Attend

Directors, General Managers, Heads of Department, Senior Managers, Managers, Advisors and other professionals responsible for:

- Shared Services
- Human Resources
- Finance & Accounting
- Legal Services
- Corporate Strategy
- Administration & Payroll
- Information Technology
- Procurement & Risk Management

Reasons to Attend

Understand how the new phase of SSC 3.0 can help provide better services to clients



Learn how to drive value from your shared service delivery model



Develop a continuous improvement culture to stay ahead and resilient



Leverage the power of innovative technology to improve and optimize services



Redefine your existing shared service model to ensure continued success



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Agenda

12.00pm ET 9.00am PT	PSN Welcome	1.25pm ET 10.25am PT	Partner Session: Simplifying and Streamlining Your Enterprise Services Andrew Eppich , Managing Director - Canada, Equinix
12.05pm ET 9.05am PT	Chair Opening Jason Ducharme , Provincial Leader (ON) - Public Sector, MNP		Panel Session: Building a Reliable and Future-Proof Shared Service Model for 2021 and Beyond - Key Trends and Best Strategies
12.20pm ET 9.20am PT	Opening Keynote: Spotlight on Shared Services Canada 3.0 (SSC 3.0) - An Enterprise Approach Paul Glover , President, Shared Services Canada		<ul style="list-style-type: none"> • What are the key focus areas in Shared Services that can drive maturity? • What is the Future of work for Shared Services? • Shifting to a location agnostic operating model • Key takeaways from 2020 that can help Shared Service Leaders to better prepare and respond to future disruptions
12.35pm ET 9.35am PT	Government Keynote: Towards Building a Smarter, Productive and Sustainable Public Sector Noah Morris , Assistant Deputy Minister, Enterprise Financial Services Division, Ontario Ministry of Government and Consumer Services	1.40pm ET 10.40am PT	Moderator: Chris Lavin , Regional Managing Partner, Advisory Servicest, MNP
12.50pm ET 9.50am PT	Partner Session: The Role of Shared Services Canada in a Multi-Cloud Environment Jeremiah Sanders , Federal Strategist, VMware		Panelists: Gary Kent , Commissioner of Corporate Services and CFO, City of Mississauga Angela Mondou , President & CEO, TECHNATION Michael Osmun , Director - Canada Federal Solutions, Dell
1:05 pm ET 10:05am PT	Government Case Study: Combining the Right Technology with the Right Processes and the Right People Chad Evans , Vice President of Corporate Services, Ontario Northland Transportation Commission	2.05pm ET 11.05am PT	Closing Remarks from the Chair Chris Lavin , Regional Managing Partner, Advisory Servicest, MNP
1.20pm ET 10.20am PT	Refreshment Break	2.15pm ET 11.15 am PT	Virtual Event Adjourns