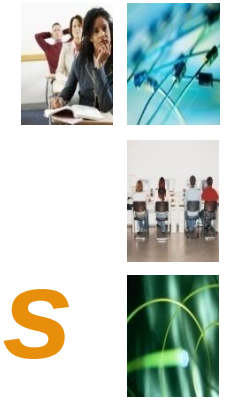

Future of Shared Services in HE

16th November 2010

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CEO – JANET(UK)

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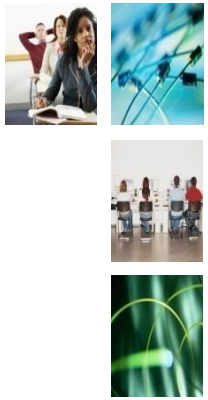
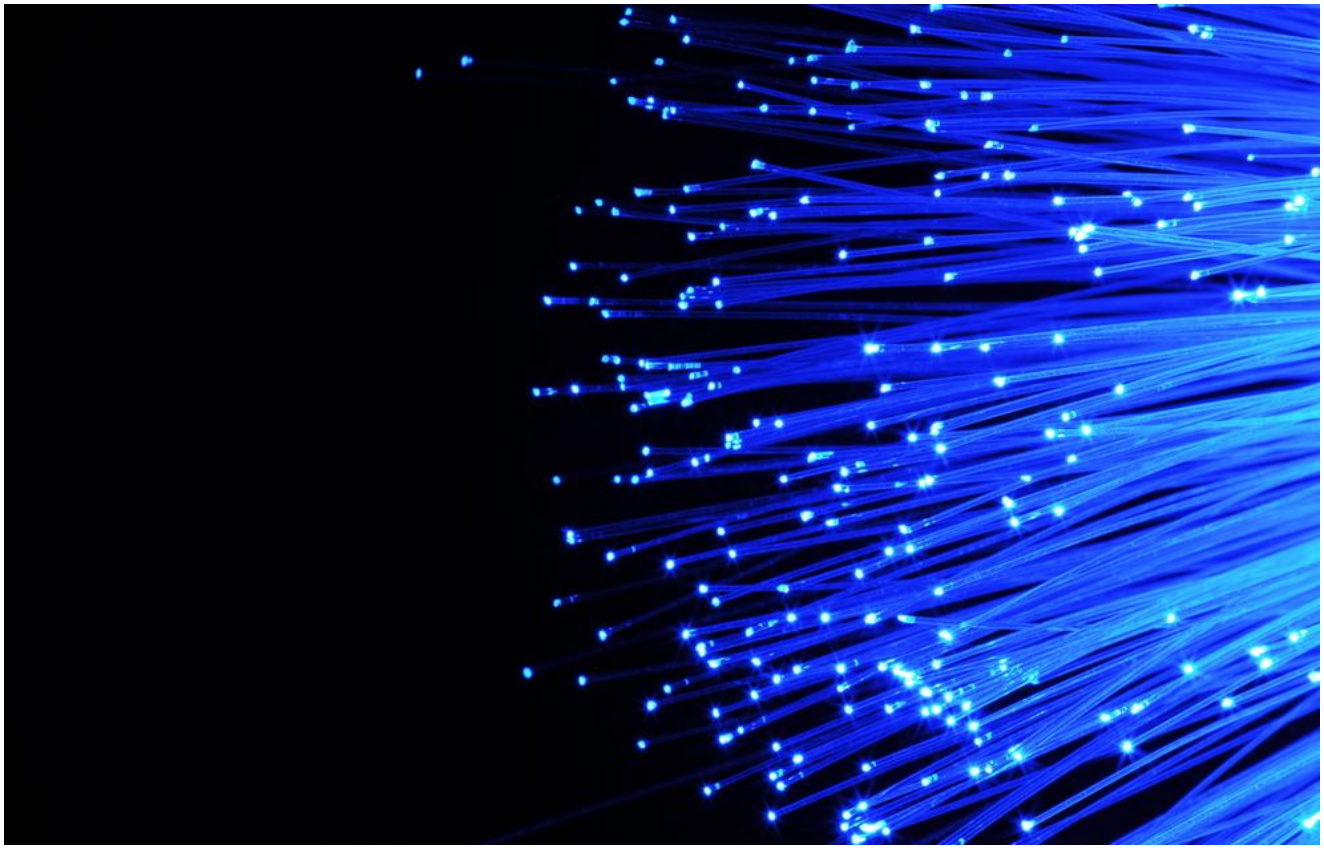
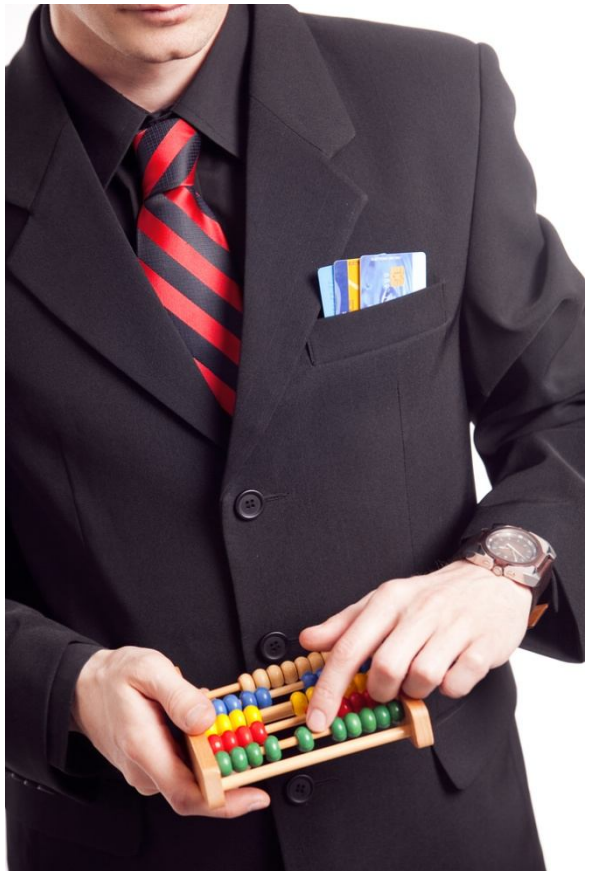


....the importance and future of shared services: pitfalls and barriers to entry

...JANET 25 Years



.... (1) ignorant of the numbers



.... (2) retrospective culture

.... (3) no commitment or vision?

.... so is there any hope?

.... a successful shared service!

- clear leadership
- strong governance
- customer focused
- compelling proposition
- value for money
- more assurance

…. 3 golden rules

- be driven by outcomes
- look to the future not the past
- find compatible partners