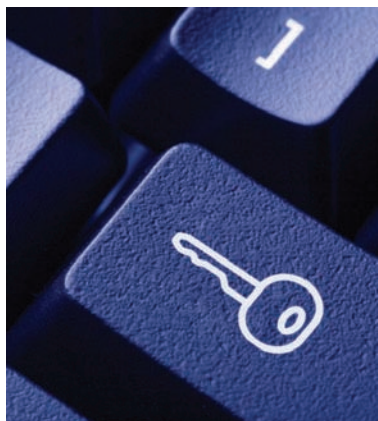


NORTHERN IRELAND ICT INNOVATION FORUM

Shared Services Seminar

Optimising cost reduction opportunities



THURSDAY 14TH OCTOBER 2010
W5 AT THE ODYSSEY, BELFAST

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Shared Services and Outsourcing

The Northern Ireland ICT Innovation Forum is a network of organisations that are involved in using ICT to deliver public services. The Forum's primary aim is to act as a network facilitator and, by developing a high level and forward thinking seminar programme, bring a focus to best practice within the sector.

The coalition government has announced plans to address the UK's budget deficit which includes cuts of £6.2 billion in Government spending across the UK. The reality of such budget cuts will be that those involved in delivering public services will have to do more with less.

The first seminar in the 2010/2011 ICT Forum programme will examine all the issues around shared services and outsourcing in the public sector. In addressing immediate public expenditure pressures through budgetary savings, government should not lose sight of the benefits of achieving real public sector efficiency gains in both the medium and long term. ICT will continue to have an important role in improving the productivity of the public sector. Shared services initiatives – a core element of the Northern Ireland Civil Service Reform Agenda – are starting to produce efficiency savings through programmes such as HRConnect, IT Assist, Account NI and Records NI.

Currently, Northern Ireland's shared services programmes are focused on 'back-office' functions that serve internal staff. There is certainly the opportunity in the future to create more customer-facing initiatives, as well as collaborating with local government. Key themes under discussion in the seminar include:

- Optimising cost reduction opportunities;
- Shared services as a vehicle for driving efficiencies;
- Case study: shared services;
- Potential for shared services in the health sector;
- Managing risk in a shared services operation;
- Outsourcing: getting it right.

An expert speaker panel has been assembled to explore all these key issues and deliver the latest thinking. Another key feature of the seminar will be break-out groups, with the objective of producing outputs utilising the collective knowledge and experience of all seminar participants.

Networking

The seminar is structured in a way to provide a high level of interaction between speakers and delegates. There will be plentiful opportunities for questions as well as discussion in each of the sessions. In the breaks and margins of the event there will also be scope for networking and business development.



Sponsorship opportunities

There are a number of available sponsorship opportunities available at the next events in the ICT Forum – Cloud Computing, Information Management and ICT in Education. Sponsorship of these seminars is an excellent way for organisations to raise their profile with a key audience of senior decision-makers from across the public sector. For further information on how your organisation can benefit contact **Lynda Millar on 028 9261 9933**.

OUTLINE PROGRAMME

CONFIRMED SPEAKERS

09.00 Seminar start

Chairman's welcome and introduction:

Janice Edgar, Senior Executive, Accenture

Shared services: Optimising the benefits

Marian Corcoran

Head of Management Consulting, Ireland
Accenture

*Creating efficiencies and achieving cost savings
through shared services in the health sector*

David Bingham, Chief Executive

Business Services Organisation

Supporting shared services across local government

Paul Dowie, Director Shared Services

Improvement Service *(invited)*

*Quantifying the benefits of shared services
programmes in the Northern Ireland public sector*

Paul Wickens, Chief Executive

Enterprise Shared Services

*Case study: Major shared services project
implementation*

*Case study: Challenges of a shared services
business model*

DISCUSSION GROUPS

The seminar will be split into discussion groups to explore some key issues around the use of shared services in the Northern Ireland context:

- Implementing shared services projects
- Experience of existing shared services operations
- Opportunities for shared services
- Extending the scope of existing shared services operations
- Opportunities for outsourcing

This is an excellent opportunity for delegates to use their experience to generate some useful discussion about how we can utilise shared services and deliver the benefits across organisations. The discussion groups will then feed their findings back to the main group.

13.15 Seminar close followed by networking lunch

Programme update available online: www.agendaNi.com/ictforum



WHO IS IT FOR?

- ICT and other technology companies
- Government ICT professionals
- Other public sector leaders with a role in service delivery
- Consultant and other advisory organisations

SHARED SERVICES SEMINAR

