

Shared Administrative Services

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Institute on
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LEADING EXPERTISE

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EXPERTISE DE POINTE

Overview

- “Back-Office” services with focus on ICT Infrastructure
- Drivers for change
- Challenges & opportunities



“Back-Office” Services

- Definition of back-office functions
 - Internal functions and services as distinct from front-line services or services to citizens
 - Key examples
 - Finance
 - Human resources
 - Information and Communications Technology (ICT)
 - Procurement
 - Facilities and material management



Drivers for Consolidation

- Cost savings and cost avoidance
- Operational improvements
- Government modernization
- Capacity building
- Front-office improvements



Challenges & Opportunities

- Scope and pace of consolidation
- Organizational cultures
- Leadership
- Governance
- Partnerships
- Legacy systems
- Service expectations and client satisfaction



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