



**Leadership for a Networked World:
The Next Frontier of Shared Services in the Public Sector**
John F. Kennedy School of Government
Harvard University, Cambridge, MA
May 29–31, 2007



AGENDA

Tuesday, May 29

6:00 – 7:30 PM Fainsod Rm, Littauer Bldg	RECEPTION
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Wednesday, May 30

6:30 – 8:00 AM JFK, Jr. Forum, 1 st Floor Littauer Building	Registration and Breakfast in the Forum Café		
8:00 – 9:00 AM L150, 1 st Floor Littauer Building	“Introduction: What is the Challenge with Shared Services?” Prof. Jerry Mechling, John F. Kennedy School of Government (KSG)		
9:00 – 9:15 AM L150	Case Discussion Breakouts: Sharing Priorities and Issues		
9:15 AM – 10:30 AM L130, L140, and L150	Finance and Funding Discusser: Debra Madison-Levi Case Discussion “Iowa Recovery Center” Reflector: Bethann Pepoli Room L150	Political Management and Governance Discusser: Tim Young Case Discussion "Grants.Gov" Reflector: Rhonda Diaz Room L140	Technology and Tools Discusser: P.K. Agarwal Case Discussion “California E-mail” Reflector: Steve Jennings Room L130
10:30 – 11:00 AM Outside L150	BREAK		
11:00 AM – 12:00 PM L150	Plenary Debrief: Observations and Lessons Debrief Leaders: Rhonda Diaz, Steve Jennings, and Bethann Pepoli		
12:00 – 1:30 PM L140	LUNCH and PRESENTATION Professor Stephen Goldsmith, KSG Reflectors: Ken Cochrane & Douglas Bourgeois		
1:30 – 2:45 PM L130, L140, and L150	Federal Break-Out Group Priority Action Items Reflector: Kshemendra Paul Room L150	State & Provincial Break-Out Group Priority Action Items Reflector: Dana Badgerow Room L140	County & Local Break-Out Group Priority Action Items Reflector: Corinne Brody Room L130
2:45 – 3:45 PM L150	Plenary Debrief: Jurisdictional Observations and Priorities Debrief Leaders: Dana Badgerow, Corinne Brody, Kshemendra Paul		



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3:45 – 4:00 PM Outside L150	BREAK	
4:00 – 5:00 PM L130 and L140	Current Practice and Research Capability Maturity Modeling Brandon Buteau Northrup Grumman Room L140	Current Practice and Research Taxonomies and Classifications Erik Mickelson, State of Wisconsin Room L150
5:00 – 6:00 PM L150	“Day One – Debrief” Prof. Jerry Mechling, KSG Optional: Tour of Harvard Yard Optional: Trip to Harvard Shop (Enjoy a 15% discount on items.)	
6:00 – 9:00 PM BELL HALL	RECEPTION AND DINNER “Framing Problems to Solve Them: Effective Approaches” Professor Malcolm Sparrow, KSG	



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Thursday, May 31			
6:30 – 8:00 AM	Breakfast in the JFK, Jr. Café		
8:00 – 8:15 AM L150	Introduction to Day Two Prof. Jerry Mechling, KSG		
<i>The Challenges We Face:</i> Core Operations 8:15 – 9:05 AM L130, L140, and L150	IT Shared Services PK Agarwal (<i>Reflector</i>) Steve Jennings Microsoft Colleague <i>Facilitator: Zach Tumin</i> Room L130	HR Shared Services Rhonda Diaz Anthony Vegliante (<i>Reflector</i>) Mark Howard <i>Facilitator: Antonio Oftelie</i> Room L140	Financial Operations Shared Services Jesse Samberg (<i>Reflector</i>) Sandy Barrineau David Wilson <i>Facilitator: Gary Schwartz</i> Room L150
<i>The Challenges We Face:</i> Key Topics 9:10 – 10:00 AM L130, L140, and L150	Shared Services Portfolio Management Sid Johnson (<i>Reflector</i>) Dana Badgerow Doug Bourgeois Gary Duncan <i>Facilitator: Antonio Oftelie</i> L130	Financing and Funding Shared Services David Scott (<i>Reflector</i>) Tim Young Arleas Kea Rowan Miranda Facilitator: Gary Schwartz Room L140	Innovations and Technology Vic Chauhan (<i>Reflector</i>) Brand Niemann Microsoft Colleague <i>Facilitator: Zach Tumin</i> Room L150
10:00 – 10:30 AM Outside L150	BREAK		
10:30 AM – 12:00 PM L150	“Building a Community of Practice: The New Frontier of Knowledge” William Snyder, Graduate School of Education, Harvard University Reflectors: Douglas Bourgeois, Tasha Wallis, Brand Niemann		
12:00 – 1:30 PM Bell Hall	LUNCH Charette Sessions and Topical Tables		
1:30 PM – 2:05PM	Plenary Debrief/The Challenges We Face: Core Operations and Key Topics Debrief Leaders: PK Agarwal, Anthony Vegliante, Jesse Samberg, Sid Johnson, David Scott, Vic Chauhan		



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	Community of Practice Break-Out Sessions Teams explore the priorities for a persistent learning community		
2:10 – 3:05 PM L130, L140, and L150	Planning Next Steps for Action Priority #1: Proposed Topic: Staying Connected <i>Workshops, Webcasts, E- and Phone Networking, Case Studies, National Event</i> L130	Planning Next Steps for Action Priority #2: Proposed Topic: Capability Building <i>Further Work on Taxonomies, Capability Maturity Model for Shared Services, Training and Executive Education</i> L140	Planning Next Steps for Action Priority #3: Proposed Topic: To Be Further Identified by Group L150
BREAK Outside L150	BREAK		
3:10 – 3:45 PM L150	Agendas for Action: Report Outs from the Community of Practice Break-Outs		
3:45 – 4:00 PM L150	Evaluations: Participant Feedback		
4:00 – 4:30 PM L150	“Conclusions: Where Now and Where Next?” Jerry Mechling, John F. Kennedy School of Government		
4:35 PM	ADJOURNMENT		