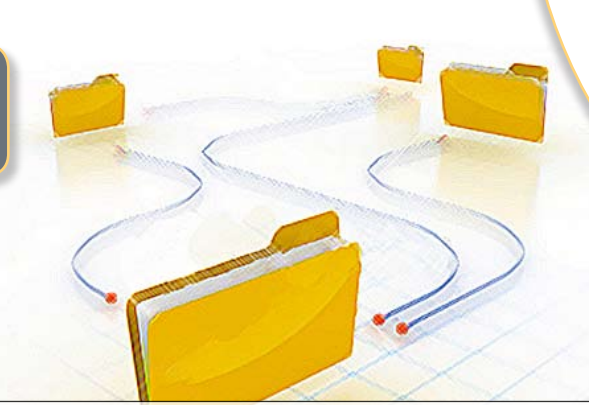


Site Visits and Workshops
24 - 25 February 2010
Rydges Melbourne

Book before
23 January 2010
to receive your early
bird discount



Shared Services Site Visits and Workshops

See the sites of:

- » **Department of Innovation, Industry and Regional Development (DIIRD)**
- » **Department of Primary Industries (DPI)**

Attend workshops facilitated by:

- » **New Zealand Defence Force (NZDF)**
- » **Holcim Australia**

Important: Site Visits allow you to experience live demonstrations of each of the host organisation's shared services and gain an insight into the look, feel and functionality of the system. Because you are actually at the host organisation, we are very limited in the number of people who can attend.

We also understand that it sometimes will take time in registering for an event, so you can reserve a spot by emailing aga@arkgroupasia.com.

We can hold your spot only until 16 January 2010.

Shared Services Site Visits
and Workshops
Location: Melbourne

Feedback from previous Ark Group Shared Services Site Visits:

"A very informative, interactive and beneficial programme. Meeting people with similar challenges and successes has been fantastic!"
Canon Australia

"An excellent and candid experience! It's been great to hear about real issues within the workplace."
Queensland Rail

"Excellent event – site visits and transparency of operations to delegates was excellent"
Grant Thornton

Benefits of site visits and interactive workshops

- Experience live demonstrations of each host organisation's shared services centre or division
- Gain an insight into the look, feel and functionality of the system at each site
- Benefit from an interactive course format for an optimum learning experience
- Explore the areas and applications that are of particular interest to your company
- Enjoy superb networking opportunities
- Benchmark a broad selection of key shared service applications
- Discuss the wider issues of shared services strategies

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Shared Services Site Visits and Workshops

"Shared services consolidate administrative or back office support functions such as IT, payroll management, and invoicing from across various departments or agencies into a single, stand-alone unit whose only mission is to provide those services effectively and efficiently." (MIS Magazine, 1 June 2006)

Shared services are more than just centralisation or consolidation of similar activities in one location. They allow organisations to run these service activities like a business, delivering services to internal customers in a cost-effective manner that reflects quality and timeliness.

Ark Group's Shared Services Site Visits and Workshops offer an opportunity to gather practical information and solutions from organisations who have overcome the main obstacles associated with achieving success in their shared service centres or divisions, and who are proud to showcase their achievements.

This event will provide delegates with an opportunity to visit organisations and hear from practitioners at the forefront of shared services development.

During the course you will discuss challenges and best practices with the hosts and witness key advancements through live demonstrations, and highly interactive workshops that will allow you to gain an improved understanding of the benefits of shared services.

You will leave this event with critical insights on how best to:

- Improve your company's customer service levels
- Empower employees and managers by addressing workplace culture
- Achieve cost savings by balancing demand with resources
- Increase information access, control and accuracy
- Sell the benefits to management and gain the involvement of all stakeholders
- Enhance capabilities and create a shared services centre of excellence

About your host organisations

The **New Zealand Defence Force (NZDF)** comprises of the Navy, Army and Air Force, operating as 'Three Services - One Force'. The mission for the NZDF is to secure New Zealand against external threats to protect sovereign interests, including the Exclusive Economic Zone, and to take action to meet likely contingencies in New Zealand's area of strategic interest. Currently 707 New Zealand Defence Force personnel are deployed on 14 operations, UN missions and defence exercises in 10 countries around the world, from Antarctica to Sudan, Timor-Leste to South Korea.

The **Department of Innovation, Industry and Regional Development (DIIRD)** is the Victorian Government's lead agency for economic and regional development. The department has 11 organisational divisions and one associated body. DIIRD develops and implements a diverse range of programs, initiatives and projects designed to attract and facilitate investment, encourage exports and industries, foster skills, stimulate innovation, implement major projects and promote Victoria nationally and internationally. DIIRD works closely with business, other government agencies and the community to achieve the government's major economic development goals of increased investment, exports and high quality jobs.

Holcim Australia Pty Ltd is a construction materials company providing aggregates, concrete and concrete products to the building industry from over 300 sites throughout Australia. Originally part of CSR (and trading as Readymix and Humes), the organisation demerged in 2003 to form Rinker, which had operations in Australia, USA and China. This company was purchased in 2007 by the Mexican based CEMEX, which in turn sold the Australian part of the business to the Swiss company Holcim in mid 2009. The company's motto - Strength, Performance, Passion - whilst only recently applicable to the Australian part of the business resonates strongly throughout the organisation including shared services which strives to be an integral part of the business's success.

The **Department of Primary Industries (DPI)** is responsible for agriculture, fisheries, earth resources, energy and forestry in Victoria. DPI designs and delivers government policies and programs that enable Victoria's primary and energy industries to sustainably maximise the wealth and wellbeing they generate, by providing essential goods and services, employment, investment and recreational opportunities. DPI is one of 11 Victorian Government departments reporting to the Minister for Energy and Resources and Minister for Agriculture.

DPI participates in a number of shared service arrangements including the whole of Victorian Government arrangements for IT infrastructure and common applications (CenITex), a shared service in the provision of corporate business systems (ERP) and associated services in the areas of human resource, financial, procurement and asset management, and in the provision of inbound stakeholder queries via a shared customer service centre. The department is currently reviewing its approach to other areas of corporate management activity including aspects of human resource management, financial management, facilities and site services and is in the process of establishing a corporate service delivery unit for the provision of such services within the department.

Who Should attend?

Executives across all industries and sectors involved with the development and management of shared services, including:

- Heads of Shared Services (HR, Finance & IT)
- Chief Financial Officers
- Commercial/Corporate Services Directors
- Business Service Managers
- Directors
- Outsourcing Managers
- General Managers
- Service Centre Managers
- Financial Controllers/Managers
- Accounting Managers
- Payroll Managers
- Commercial System Managers
- Human Resource Managers
- IT Managers

DAY ONE Wednesday, 24 January 2010

8.15 Registration and refreshments

8.45 Chairperson's introduction and welcome

The Chairperson will introduce the event objectives and discuss how the day will proceed. Attendees will participate in a brief "getting to know you" exercise, so that everyone is familiar with the backgrounds of their fellow attendees, and the outcomes they hope to achieve from the event.

9.15 New Zealand Defence Force's perceived value-add of shared services

- Determining the strategic need for shared services
- Making distinctions between different shared services models and other operation model constructs (e.g. centres of excellence)
- Sharing the lessons learnt

Shane Goodwin, Director Defence Transformation Programme, New Zealand Defence Force (NZDF)

New Zealand Defence Force Fact File

Total number of employees: 9,835 Regular Force personnel; 2,258 Reserve Force personnel and 2,711 civilian staff members
Number of employees in shared services division: 320
Number of people in shared services development team: 14 (including business improvement, project management and learning & development trainers)
Technology used: In-house developed Windows based software and NZDF corporate systems

12.30 Networking lunch

1.00 Transportation to Department of Innovation, Industry and Regional Development (DIIRD), Small Business Victoria (SBV)

1.30 Driving productivity and business growth through shared service delivery strategy at DIIRD

Small Business Victoria aims to improve government service to Victorian businesses in order to support economic growth. It achieves this through delivering online service capabilities and coordinating service across over 150 state and local government regulators, as well as with federal government service strategies. an businesses of over \$182 million.

The presentation will cover:

- Shared services for customer facing services: balancing the needs of different customer
- Business strategy: identifying opportunities and building capability
- Relationship and stakeholder management
- Measuring performance

Dominic Feik, Director, Business Services;

Leharna Black, Director, Business Services, Department of Innovation, Industry and Regional Development (DIIRD)

Department of Innovation Industry and Regional Development (DIIRD) Fact File

Total number of employees: 1,000
Number of employees in shared services division: 60
Number of people in shared services development team: 50
Technology used: J2EE, MS-SQL, IBM Websphere Application Server, MySource content management system, Adobe Smart-Forms

4.30 Chairperson's discussion and wrap-up

5.00 End of day one and transportation back to Rydges Melbourne

DAY TWO Thursday, 25 January 2010

8.30 Registration and refreshments

9.00 Chairperson's re-cap and introduction to day two

9.15 Maintaining service quality in the face of organisational and personnel change at Holcim Australia

- Holcim Australia has just moved to its fourth owner in six years: how has shared services coped with this?
- Explaining the concept of shared services to new owners who may not have it in their organisation
- Use of shared services as a training ground for accounting personnel: tactics used
- Use of internal rotation and promotion

Brad Tallon, GM Shared Services;

Gavin Ifield, Manager Accounting and Financial Services, Holcim Australia

Holcim Australia Fact File

Total number of employees: 3,500
Number of employees in shared services division: 80
Number of people in shared services development team: 5
Technology used: SAP, Command-Alkon, Remedy, SQL Databases/Citrix, Frontier, STARS, Promaster

12.15 Networking lunch

1.00 Transportation to the Department of Primary Industries (DPI)

1.30 DPI's approach to the sourcing of corporate or common services

- Strategic leadership in corporate capabilities
- Provide or broker" operational services
- End to end corporate service delivery as opposed to end to end component (eg. IT) delivery

Gordon Caris, CIO, Department of Primary Industries (DPI)

Department of Primary Industries Fact File

Total number of employees: more than 2,500 working from 76 locations across the State

4.30 Chairperson's discussion and wrap-up

5.00 End of event and transportation back to Rydges Melbourne

5 WAYS TO BOOK YOUR PLACE AT THIS EVENT

PHONE: +61 1300 550 662

FAX: Send the completed registration form to +61 1300 550 663

EMAIL: aga@arkgroupasia.com

WEB: www.arkgroupaustralia.com.au

POST: Send the completed registration form to Ark Group Australia Pty Ltd, Main level, 83 Walker Street, North Sydney, NSW 2060

Shared Services Site Visits and Workshops

24 - 25 February 2010, Rydges Melbourne

PUT YOUR DETAILS HERE:

ORGANISATION NAME

POSTAL ADDRESS

STATE

POSTCODE

FAX

PHONE

Site Visit and Workshops	
Standard Pricing	<input type="checkbox"/> \$2495 + 10% GST = \$2744.50
Early Bird (exp:23/01/2010) Not valid with any other offer	<input type="checkbox"/> Save \$200 \$2295 + 10% GST = \$2524.50
Member Discount (exp:23/01/2010) I am a member of ABAA, ACS, ASTC (NSW, VIC), Strategic Path	<input type="checkbox"/> Save \$300 \$2195 + 10% GST = \$2414.50

Delegate	Name	Job title	Email address
1st			
2nd			
3rd			
4th – FREE			

Signature

I have read and accepted the booking conditions

Please note: Payment must be received in full prior to the event to guarantee your place

Mastercard Visa American Express

Card number

Expiry date

Cardholder's name

Cardholder's signature

Payment enclosed (Cheques should be made payable to Ark Group Australia Pty Ltd)

Please invoice me

Booking conditions

- Bookings can be submitted at any stage prior to the event, subject to availability. A limited allocation is being held and booking early is therefore recommended. In the event of the booking not being accepted by Ark Group Australia the total amount will be refunded.
- Payment must be received in full prior to the course.
- All speakers are correct at the time of printing, but are subject to variation without notice.
- If the delegate cancels after the booking has been accepted, the delegate will be liable to the following cancellation charges:
 - Cancellations notified over 45 days prior to the event will not incur a cancellation fee.
 - In the event of a cancellation being between 45 and 30 days prior to the event, a 20% cancellation fee will be charged.
 - For cancellations received less than 30 days prior to the event, the full delegate rate must be paid and no refunds will be available.
- All bookings submitted by e-mail, fax, or over the telephone are subject to these booking conditions.
- All cancellations must be received in writing.
- Ark Group Australia will not be held liable for circumstances beyond their control which lead to the cancellation or variation of the programme.
- All bookings, whether Australian or overseas will be charged Australian GST at the prevailing rate at the time of booking.
- Delegates are responsible for their own travel, accommodation and visa requirements.

Event venue and accommodation

Best available rates at Rydges Melbourne. Please contact the hotel directly to make your reservation, quoting 'Ark Group Australia' as your reference.

Rydges Melbourne

186 Exhibition Street
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Book online at: www.rydges.com

Group Discount

When you bring a team of three, you can bring a 4th delegate for free!

Sponsorship or Exhibition Opportunities

If you are interested in sponsoring or exhibiting at this event please contact Michael Moorcraft:

Phone: 1 300 550 662

Email: mmoorcraft@arkgroupasia.com

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