

Shared Services Online

Africa

15-16 September 2020

Leading FREE online event for Shared Service Professionals

DAY ONE - 15 SEPTEMBER

DAY ONE:
15:00 - 15:30

The 5 deadly sins of GLOBAL shared services models

1. Functional extension vs a single global services identity.
2. Single services vs integrated value chains
3. Fragmented Functional decision-making vs Professional Governance framework.
4. Service onboarding and evaluation practices
5. Insufficient investment in people and culture

**Marletha Hardy, Head of Global Shared Services
Johannesburg, Hogan Lovells Services (South Africa)
Limited**

DAY ONE:
15:30 - 16:00

Case Study: Absa: The Evolution as a Data Science Shared Service Team

- The Past: Addressing Absa's legacy way of work.
- The Present: key changes that drove shared service success for data science projects
- The Future: how we plan to better integrate ourselves into business unit projects for fast value delivery

Daniel Wertheimer, Data Scientist, Absa Group

DAY TWO - 16 SEPTEMBER

DAY TWO:
15:00 - 15:30

Achieving Operational Excellence Maturity through building a Culture of Operational Excellence in Shared Services Organisations.

- What is Operational Excellence?
- The Standard Bank Operational Excellence framework
- Measuring and improving Operational Excellence Maturity

Ronel Roux, Manager, Capability Development - Human Capital Shared Services, Standard Bank

DAY TWO:
15:30 - 16:00

Mapping Your Path To The Adoption Of Blockchain

- Launching blockchain trials and proofs of concept
- Analysing blockchain's ability to automate trust relationships
- Illustrating how resolving identity issues in a transparent way also builds trust, enabling entirely new incentive models that align participants
- The immutability benefit of the blockchain and its benefits to your organisation

Ian Putter, Executive DLT/Blockchain & CA(SA) training, Standard Bank