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AGA, ACT-IAC and the Shared Services Leadership Coalition to Host Summit on Shared Services in the Federal Government

WHAT: [2018 Shared Services Summit](#)

WHEN: Thursday, Nov. 1, from 7 a.m. – 4 p.m.

WHERE:

Walter E. Washington Convention Center
801 Mt. Vernon Place NW
Washington, D.C. 20001

Speakers Include:

Margaret Weichert, Deputy Director for Management, Office of Management and Budget
Luis Ayala, Head of Central America and Caribbean, Amazon Web Services
Gerard Badorrek, CFO, General Services Administration
Jay Hoffman, CFO, U.S. Consumer Product Safety Commission
Steve Kunze, Deputy CFO, Department of Commerce
Jeff Bankowski, Chief Performance Officer, State of Michigan

Educational Programs and Discussions will Include:

PMA/CAP Goals - Setting a New Course for Federal Shared Services Success

Key President's Management Agenda (PMA) and Cross-Agency Priority (CAP) Goals leaders will discuss one CAP Goal, *Sharing Quality Services*, in detail and describe their vision for federal shared services. The discussion will cover shifts in thinking about federal shared services and how the PMA creates a framework for future service delivery transformation that results in tangible operational improvements.

Shared Services Program Management - Navigating the 'Performance Path'

Explore common pitfalls encountered in managing shared services transitions and how to improve chances for successful leadership, alignment, execution and adoption.

Process and Service Delivery and Lessons Learned

A diverse panel discusses lessons learned from moving existing business processes and services into a shared environment — what worked, what didn't and what would be done differently if they could do it all over again.

“TED TALK” - Achieving Rapid Results Using a Customer-Centric Agile Approach to Shared Services

Susan Wedge, vice president, U.S. Public Service Digital Strategy and Interactive Experience Leader for IBM, joins us for this interactive talk on how to utilize a customer-centric approach in shared services.

Organizational Change: Winning Hearts and Minds

This session will explore common challenges and how to overcome them during organizational and cultural change during operational disruption. We will discuss the need for effective strategies that address a mindset change and can engage employees in thinking and feeling differently about their purpose, and what it means to serve.

Contact [Amanda Horn](#), AGA’s press representative, to receive a complimentary registration. More information about AGA and the training can be found on our [website](#).

About AGA

AGA is *the* member organization for financial professionals in government. We lead and encourage change that benefits our field and all citizens. Our networking events, professional certification, publications and ongoing education help members build their skills and advance their careers. For more information, visit www.agacgfm.org.

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