



Contestability, Outsourcing & Shared Services

Budget pressures, technology changes, customer expectations, the National Commission of Audit, and the government contestability framework are all driving changes in contestability, outsourcing, and shared services. This masterclass will provide executives with practical tools and techniques to understand the changing landscape in the delivery of corporate services based on organisational evidence.

Recommended audience

This masterclass is designed for executives who have organisational responsibilities for leading, managing, or coping with contestability, outsourcing, or shared services who want to be a better prepared provider or a better informed customer.

Key benefits

By the end of this masterclass, participants will be able to:

- Analyse the drivers for contestability, outsourcing, and shared services
- Describe the outcomes and success criteria
- Evaluate the optimum ratio of corporate services to core value-adding services
- Appreciate and apply the challenges of successful implementation
- Position themselves as a better prepared provider of outsourcing or shared services, or a better informed customer

Topics to be covered

- Definitions of contestability, outsourcing, and shared services
- Principles of value chains and core value-added processes and functions
- Purpose, process, people, and performance
- Improvements in efficiency and effectiveness
- The challenges of implementation
- Benchmarking and measuring progress
- The role of external resources

Length of session

One full-day of combined short interactive lectures and group discussions

