



# PAUL GLOVER



President

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Shared Services  
Canada

Services partagés  
Canada

Canada



# Shared Services Canada 3.0

## AN ENTERPRISE APPROACH



Shared Services  
Canada

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Canada

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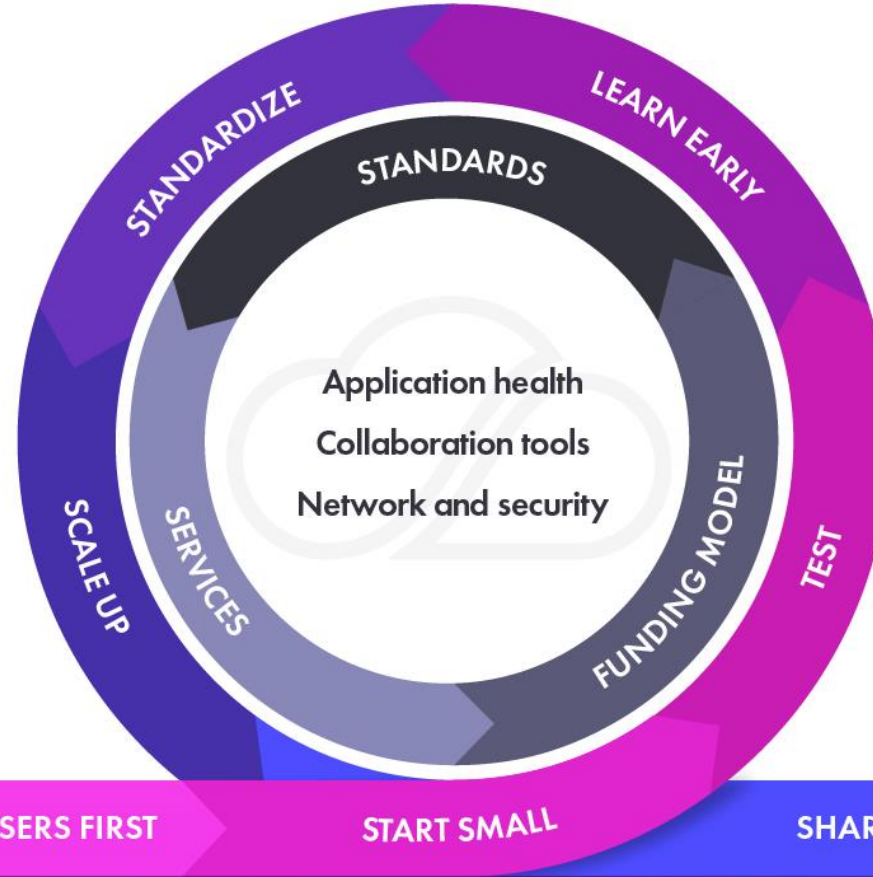
Overly  
Complex



Outdated  
Tools



Frequent  
Outages



Improved User  
Experience



Increased  
Reliability



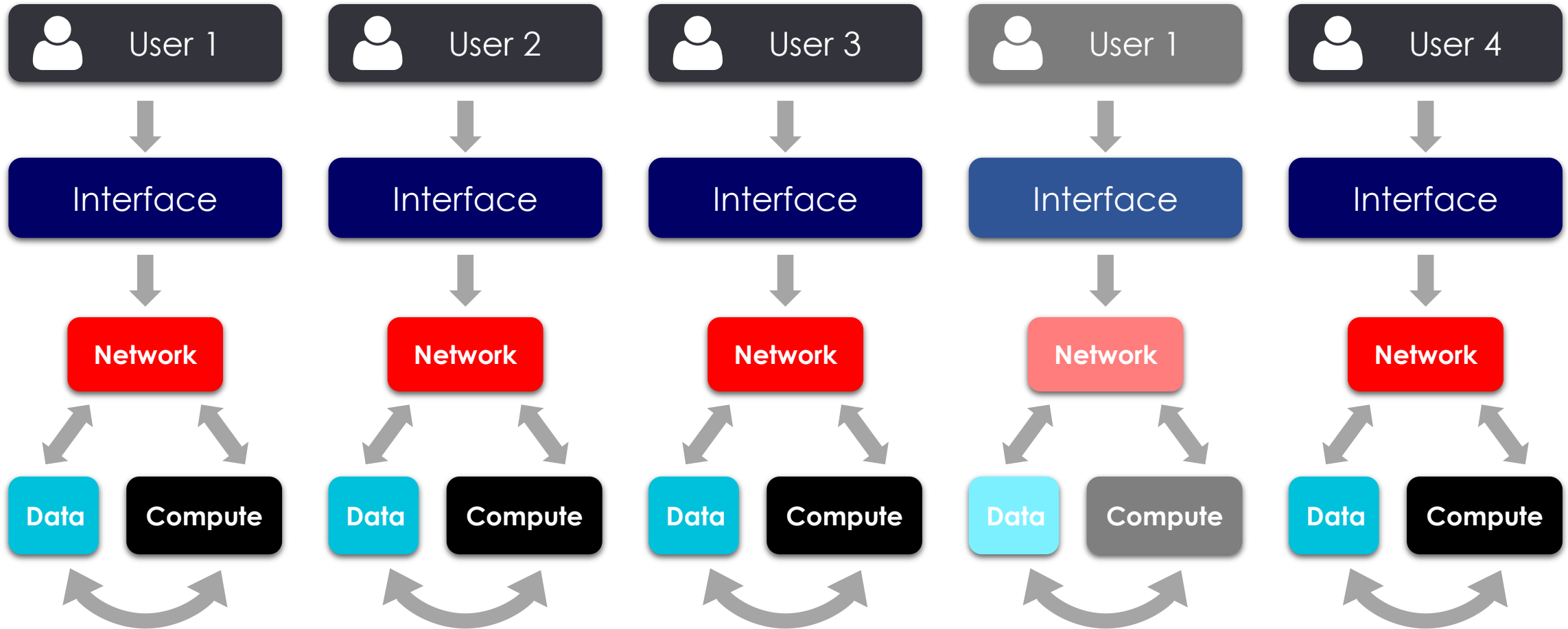
Reduced  
Risk



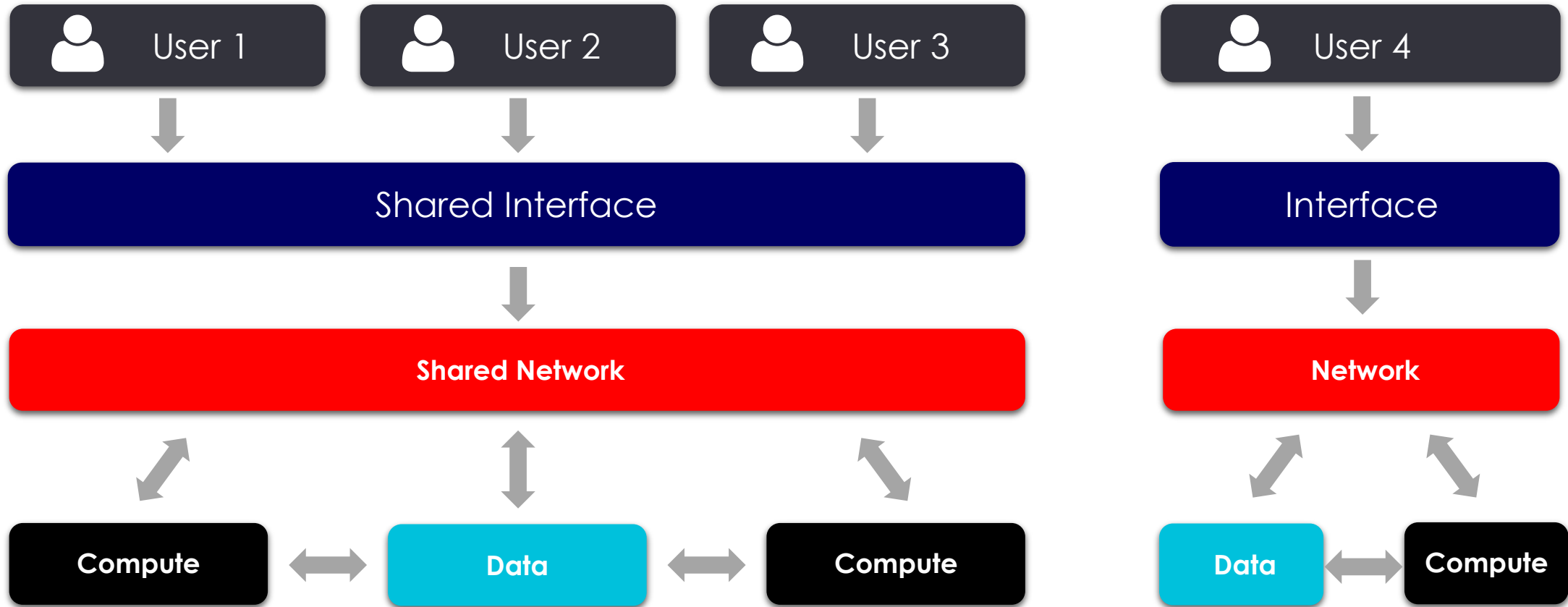
This will require us to be

**ENGAGED • ENABLED • EMPOWERED • ACCOUNTABLE**

# CURRENT ENVIRONMENT



# WHAT WE NEED TO BUILD



# GETTING THERE – PUTTING THE USER FIRST

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POLICY ANALYST



CITIZENS



INSPECTOR/REGULATOR



SMALL, MEDIUM, LARGE BUSINESSES



SCIENTIST



INDIGENOUS



SENIOR EXECUTIVE



RURAL COMMUNITIES



OTHERS?