



Shared Services Forum

February 8, 2024

Virtual Format

Agenda

- 10:00** **Welcome**
Terry Gerton, President and CEO, NAPA
Jason Briefel, SEA
Steve Goodrich, SSLC Board Chair
- 10:05** **Plan and Objectives for the Day**
Steve Goodrich
- 10:10** **Global Insights in Share Services Implementation**
Barbara Hodge, Global Editor, SSON Research & Analytics,
Shared Services and Outsourcing Network (SSON)
Josh Matthews, Global Membership Director, SSON Research &
Analytics
- 11:00** **Enterprise Content Services as a Shared Service**
Tam Barnes, Director, FAA Enterprise Service Center (ESC),
Department of Transportation
Steve Aube, Deputy Director, ESC
Chris Davis, Manager, Information & Digital Services Division, ESC
Michael Baker, Enterprise Content Services Administrator, ESC
- 11:50** **Close and Adjourn**