



Shared Services Forum
September 12, 2024
Virtual Format

Agenda

- 10:00** **Welcome**
Terry Gerton, President and CEO, NAPA
SEA Board Member (TBD)
Denise Kelley, SSLC Board of Directors representative and ISBN
Public Services Product Marketing, Partner/Ecosystem Strategy, SAP
- 10:05** **Plan and Objectives for the Day**
Denise Kelley
- 10:10** **GAO “Duplication Report”**
Michelle Sager, Managing Director, Strategic Issues, US Government
Accountability Office (GAO)
Jessica Lucas-Judy, Director, Strategic Issues, GAO
- 10:50** **Cyber Security QSMO and Shared Services Update**
Rachel Kelly, Acting Branch Chief, Cybersecurity Shared Services
Office, Cybersecurity and Infrastructure Security Agency, Department
of Homeland Security (DHS)
- 11:20** **Customer and Stakeholder Care in an Industry Leading Global
Business Services Environment**
Steve Hosley, Senior Vice President, Global Business Services, Estee
Lauder Companies
- 12:00** **Close and Adjourn**