



Shared Services Forum

August 10, 2023

Agenda

- 10:00** **Welcome**
Terry Gerton, President and CEO, NAPA
Marcus Hill, President, SEA
John Marshall, Founder and CEO, SSLC
- 10:05** **Plan and Objectives for the Day**
Sean Follin, Encounter Strategies
- 10:10** **Delivering Digital Together: An Innovative Service Delivery Model from North of the Border**
Sony Perron, President, Shared Services Canada
- 10:50** **Cyber Security QSMO Update**
Jim Sheire, QSMO Branch Chief, Cybersecurity and Infrastructure Security Agency (CISA), Department of Homeland Security
- 11:25** **Agency Spotlight: State Department Overseas Shared Services**
Peter Hogan, Deputy Director, International Cooperative Support Services (ICASS) Service Center, Department of State
- 12:05** **Close and Adjourn**