



Shared Services Forum

November 9, 2023

Hybrid Format

9:15 **Networking Coffee**, courtesy of Monster Government Solutions



Agenda

10:00 **Welcome**

Terry Gerton, President and CEO, NAPA

John Marshall, Founder and CEO, SSLC

10:05 **Plan and Objectives for the Day**

Sean Follin, Encounter Strategies

10:10 **NAPA Studies of USDA National Finance Center (NFC) and Farm
Production and Conservation (FPAC) Business Center**

Brenna Isman, Director of Academy Studies, National Academy of
Public Administration

Sally Jaggar, Project Director, NFC Study, NAPA

Kate Connor, Senior Analyst, FPAC Project, NAPA

10:50 **Shared Services in a National Credit Union Network**

Mark Reger, Board Member, State Employees Credit Union of
Maryland (SECUMD)

David Sweiderk, President and CEO, SECUMD

11:40 **Close and Adjourn**