



## Shared Services Forum

April 9, 2026

Virtual Format

### Agenda

- 10:00**      **Welcome**  
**Joe Mitchell**, Senior Advisor for Strategy to the President and CEO, National Academy of Public Administration (NAPA)  
**Michelle Sutter**, Board of Directors, Senior Executives Association (SEA)  
**Parker Hine**, SSLC Board of Directors and Senior Manager for Strategic Pursuits, Amazon Web Services
- 10:05**      **Agenda and Objectives for the Day**  
**Parker Hine**, Host and Moderator for Today's Program
- 10:10**      **Market Trends in Global Shared Services**  
**Barbara Hodge**, Global Editor, Shared Services and Outsourcing Network (SSON) Research & Analytics  
**Josh Matthews**, Global Membership Director, SSON Research & Analytics
- 10:55**      **Untapped Billions: Unlocking the Full Potential of Federal Shared Services**  
**David Hinchman**, Director, Information Technology and Cybersecurity Studies, GAO
- 11:45**      **Close and Adjourn**