



Shared Services Forum

September 10, 2026

Virtual Format

Agenda

- 10:00 Welcome**
Dr. Michelle Sutter, Executive Director, Senior Executives Association (SEA)
Bahar Niakan, SSLC Board Representative and Global Executive, Employee Experience, ServiceNow
- 10:05 Agenda and Objectives for the Day**
Bahar Niakan, Host and Moderator
- 10:10 Lessons Learned in Global Business Service Transformation**
Cara Herrick, former Fortune 250 GBS executive, currently Global Head of GBS GTM at ServiceNow
- 10:50 Cyber Security QSMO Update**
Rachel Kelly, Chief, Service Design and Governance, CISA Cybersecurity Division, Department of Homeland Security
- 11:30 Close and Adjourn**