Shared Services Forum
November 12, 2026
Virtual Format

Agenda

10:00 **Welcome**
Joe Mitchell, Senior Advisor for Strategy to the President and CEO, National Academy of Public Administration (NAPA)
Dr. Michelle Sutter, Executive Director, Senior Executives Association (SEA)
Ayesha Rahman, SSLC Board of Directors and Senior Vice President, Savantage Solutions

10:05 **Agenda and Objectives for the Day**
Ayesha Rahman, Host and Moderator

10:10 **A Look Into GSA's Shared Services Delivery Organization**
Jeffrey Lau, Assistant Commissioner, Office of Shared Services Delivery, Federal Acquisition Service, General Services Administration

10:50 **Centralized Financial Services in the Department of the Treasury**
Anna Mourad, Assistant Commissioner, Financial Management Shared Services/Center for Financial Management (CFM), Bureau of the Fiscal Service, Department of the Treasury

11:30 **Financial Management QSMO Update**
Bena Kluegel and **Steve Nulter,** Financial Management Quality Services Management Office (FM QSMO), Bureau of the Fiscal Service, Department of the Treasury

12:00 **Adjourn**