

SHARED SERVICES: A MANAGERS JOURNEY

Dawn Famularo

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Rethinking ITO, BPO and Cloud Services Leslie P. Willcocks, Mary C. Lacity (9) change and journey management, and (10) well-defined vision and mission (Segantini In particular, we found that shared services require senior managers to.

In , Avaya realized the need to move to a global, rather than local, approach to providing its HR services. Here, Michael Donnelly explains how.

During these years, I also spent considerable time writing short stories, screenplays, essays, poetry and the book Shared Services - A Manager's Journey (John.

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Measure, Measure, Measure. We see EX keeping an HR point of view in a number of ways: Many companies have Employee Journeys that correspond with and even use the same language as their Employee Lifecycle e. Fourth, teams injected humor into the decision-making process.

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