

Shared Services for the Department of Education, Training and the Arts



November 2007

Corporate and Professional Services



**Queensland
Government**

Department of
Education, Training
and the Arts



IMPLEMENTATION CHALLENGES

1. Key issues

- Creating a culture of customer service.
- The development and implementation of effective business systems.
- Maintaining and growing investment in people and services.





IMPLEMENTATION CHALLENGES

2. Client Service

- establishing and maintaining the frameworks for good service
- creating the passion and recognition of client service
- leadership and management
- delivery matters
- service benchmarks
- service can be a 'point of difference'





IMPLEMENTATION CHALLENGES

3. Systems Development & Implementation

- planning and end engagement
- partnership with customer
- delivering value
- standardisation vs customisation
- business is not static – investment in continuous improvement
- benefits realisation





IMPLEMENTATION CHALLENGES

4. Maintaining and Growing Investment in People and Services

- ensuring that people want to be part of the initiative
- conduct business in a spirit of co-operation
- investment in partnership
- skilled leadership
- performance management

