

- SSC Critical Success Factors
- SSC Lessons
- SSC Migration Planning
- Questions asked of SCCs
- Best Practice SSC Processes
- Service Level Agreement
- SSC KPI Monitoring
- SSC Case Studies
- Key Concepts
- Activity Analysis
- Process Re-engineering
- NSW Government SSC Model
- NSW Premier's Dept Corporate Overheads
- Review Today Corporate Overhead Analysis
- Savings from Outsourcing
- Selected References

ⁱ See Benchmarking Plus, *NSROC Corporate Services Benchmarking for FYE June 2012*, slide 10

ⁱⁱ See section on *Savings from Outsourcing* in main volume of report.

ⁱⁱⁱ For overviews of the performance of Australian state government shared services centres see:

- Dollery, Brian and Grant, Bligh, *Tortoises and Hares: The Race to Shared Services Across Australian State and Territory Jurisdictions*, International Journal of Public Administration, 2010, 33: 1, 43-54
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- Australian Institute of Management (AIM), *Shares Services in the Public Sector, A Triumph of Hope over Experience*, White Paper, August 2012
<https://www.aim.com.au/sites/default/files/downloads/AIM-Research-Shared-Services-Public-Sector.pdf>
- ACELG, *Legal and Governance Models for Shared Services in Local Government*, Interim Report, May 2012 http://www.acelg.org.au/system/files/publication-documents/1337646438_Legal_and_Governance_Models_for_Shared_Services_3.pdf
- Dollery, Brian, Grant, Bligh and Kortt, Michael, *Councils in Cooperation – Shared Services and Australian Local Government*, The Federation Press, Sydney, 2012

^{iv} Brian Dollery and Bligh Grant, *Tortoises and Hares: The Race to Shared Services Across Australian State and Territory Jurisdictions*, International Journal of Public Administration, 33:43–54, 2010, page 52.