



Shared Services Africa 2019

22-24 OCTOBER, JOHANNESBURG

WORKSHOP DAY: 22 October 2019

08:30	Registration
09:00	Reserved for Focus Day Sponsor
09:30	<p>Learning to Make Decisions in an Uncertain World</p> <p><i>Reinforcement learning is the sub-discipline of machine learning focused on decision making under uncertainty. Particularly powered by the recent advances in areas such as deep learning, reinforcement learning has over the last couple of years started to deliver solutions to highly complex research problem domains such as Go and StarCraft, leading to widely publicised results. In this talk, I'll introduce the area of reinforcement learning, and highlight some of the recent developments, before indicating some of the potential application areas in industry.</i></p> <p>Benjamin Rosman, Principal Researcher, Council for Scientific and Industrial Research (CSIR)</p>
10:00	<p>Case Study: Analogue Girl in a Digital World</p> <ul style="list-style-type: none"> • What is RPA, how does it look like and what I do • Bringing people on the RPA journey (infrastructure/operations teams, SME's etc.) • Where is RPA working, where is it failing <p>Lesedi Molokomme, Robotics Process Automation Developer, FirstRand Group</p>
10:30	Morning Refreshments
11:00	<p>RPA in the Financial Services Sector</p> <p>Jadene Pillay, Robotics Process Engineer, Old Mutual South Africa</p>
11:30	<p>Knowledge Sharing: The Successes and Failures Experienced by a RPA Developer</p> <ul style="list-style-type: none"> • Scope Creep: <ul style="list-style-type: none"> ◦ Scope Creep in RPA ◦ The implications of failing to manage Scope Creep ◦ How can RPA Developers successfully manage Scope Creep? • Governance in RPA <ul style="list-style-type: none"> ◦ Providing stable path from Analysis to Deployment ◦ The Definition of DONE • The successful implementation of a Solution Design Document <ul style="list-style-type: none"> ◦ Building understanding of the process ◦ How has the Solution Design Document changed the way we develop? <p>Kaveel Vinodh Ramadeen, Robotic Process Automation Developer, WesBank</p>
12:00	<p>How to structure data science and AI teams as a shared service</p> <ul style="list-style-type: none"> • Federated, Shared Service or Hybrid? • Data Science Requirements for Success • Consulting into the business VS Seeking Projects <p>Daniel Wertheimer, Data Scientist, Absa Group</p>
12:30	Lunch
13:30	<p>Lessons, Failures and Successes Experienced thus Far and How to Develop a Scalable Automation Strategy While Avoiding Common Pitfalls in Today's Modern World</p> <ul style="list-style-type: none"> • Looking at process centralisation, managing unstructured processes suitability, value and risk.

	<ul style="list-style-type: none"> How to scale your enterprise RPA by assessing the following points; Volume and scale requirements, Labour intensity and repetitiveness, Automation ability, Dependencies and constraints, Risk and customer experience alignment, Strategic relevance, Likelihood of upgrade in the short term. Assessing vendor selection challenges <p>Goodness Nkuna, Digital Intelligent Automation Business Lead, Liberty Group SA</p>
14:00	<p>Case Study: Standard Bank's Automation Successes Athos Whittington, Manager: Automation & Data, Standard Bank Group</p>
14:30	<p>Case Study: LibFin and RPA perspective from Rand Merchant Bank</p> <ul style="list-style-type: none"> About their RPA journey at LibFin The assessment phase of 3 months Their findings and lessons learnt Why they currently don't have any suitable RPA candidates <p>Dhivendran Naicker, Solution Architect, Rand Merchant Bank</p>
15:00	Afternoon Refreshments
15:30	<p>Cass Study: RPA consideration and implementation at Standard Bank Group Niek Claassen, BPM / Robotic Process Architect, Standard Bank Group</p>
16:00	Reserved for Focus Day Sponsor
16:30	<p>Case Study: Robotic Process Experience at Barclay's Bank Romano Girdhari, Run Manager - Robotic Process Automation, Barclays</p>
17:00	Close Of Focus Day

MAIN CONFERENCE DAY 1: 23 October 2019

07:30	Registration
08:45	Welcome & Opening Address
09:00	<p>Reserved For Lead Partner Presentation For more information on partnership opportunities contact Keneilwe Malotle: keneilwe.malotle@coriniumgroup.com</p>
09:30	<p>Keynote Presentation: Human Workforce Transformation to keep up with the 4th Industrial Revolution Era</p> <ul style="list-style-type: none"> Dissecting capabilities and advancements Transforming operating models Changing the perception of retraining and reskilling of the workforce to incorporate the day to day tasks <p>Dr. Mark Nasila, Chief Analytics Officer: Consumer Banking & Chief Risk Office, FNB</p>
10:00	<p>Planning – The Foundation for Success in Shared Services</p> <ul style="list-style-type: none"> "If you don't know where you are going all roads will get you there" Why operations fails? ... alignment is key The plan framework (developed by Eskom Shared Services Revenue Management) Tracking enables onward engagement (monitoring, contracting & feedback) <p>Rehaz Abramia, Senior Manager: Shared Services Revenue Management Group Finance, Eskom & Trevor Govender, Middle Manager Top Customer Billing, Eskom Shared Services Revenue Management</p>
10:30	<p>Panel Discussion: The Expectations and the Reality of Intelligent Automation. <i>RPA and Intelligent Automation have been widely adopted across many business functions but a level of scepticism amongst Shared Services practitioners still remains. Is this scepticism valid?</i> Moderator: Marius Botha, Senior Manager - Enterprise Knowledge Management & Automation, TFG The Foschini Group</p>

11:00	Get Refreshed! Mingle.
11:30	<p>Reserved for Associate Partner One</p> <p>For more information on partnership opportunities contact Keneilwe Malotle: keneilwe.malotle@coriniumgroup.com</p>
12:00	<p>Panel Discussion: What Does Blockchain Mean for the Shared Services Industry?</p> <p><i>It is forecast by the World Economic Forum that 10% of the global GDP will be conducted over Blockchain by 2025 -what does this mean for Shared Services? What are the implications and benefits for F&A processes?</i></p> <p>Moderator: Marius Botha, Senior Manager - Enterprise Knowledge Management & Automation, TFG The Foschini Group</p>
12:30	<p>Case Study: Old Mutual Insure</p> <p>Getting the Employee Experience Right within a Shared Services Model</p> <ul style="list-style-type: none"> • Learn about the steps Old Mutual Insure took to improve the employee experience • How the shared service model was central to refreshing our employee experience • The quick wins and achievements <p>Ravinash Guinness, Employee Experience & Shared Services, Old Mutual Insure</p>
13:00	Lunch & Networking
14:00	<p>Reserved for Associate Partner Two</p> <p>For more information on partnership opportunities contact Keneilwe Malotle: keneilwe.malotle@coriniumgroup.com</p>
14:30	<p>How Intelligent Automation is Optimising End-To-End Processes</p> <ul style="list-style-type: none"> • Establishing and implementing an enterprise-wide RPA operating model that is in line with your digital strategy that will include; governance, standard processes and effective communication • Deploying AI to automate complex decisions that normally require human involvement • How smarter, more versatile end-to-end solutions are the way to digital transformation <p>Omphemetse Sephoti, Continuous Improvement & Customer Experience Professional, Vodacom</p>
15:00	<p>Case Study: Investec</p> <p>Operational Excellence in Shared Services</p> <p>This talk will highlight lessons learnt and successes achieved by the Shared Service team at Investec.</p> <p>Sagree Pillay, Manager UK Shared Services, Investec</p>
15:30	Get Refreshed! Mingle
16:00	<p>Case Study: Railway Safety Regulator</p> <p>Does Your Organisation Have the Processes, People and Tools to Move to the Next Level of Emerging Technologies And Execute On Them?</p> <ul style="list-style-type: none"> • The benefits of an AI fuelled organisation • Rethinking the way humans and machines interact within working environments. • Deploying machine learning and other cognitive tools systematically across every core business process and enterprise operation to support data-driven decision-making <p>Tabisa Mtati, Manager: Shared Services Support: Safety Compliance, Railway Safety Regulator</p>
16:30	<p>Case Study: Sun International</p> <p>Showcasing Operational Excellence in Shared Services – Shifting from the “Efficiency First” Mind-Set to One Where the Customer is First</p> <ul style="list-style-type: none"> • How to organise customer service operations for higher quality and efficiency

	<ul style="list-style-type: none"> Establishing how efficiency first will bring down costs Reviewing use cases for comprehensive, high-performance, cost-effective solutions <p>Christelle Helling, Shared Service Payroll Manager, Sun International</p>
17:00	Cocktail Function

MAIN CONFERENCE DAY 2: 24 October 2019

07:30	Registration
08:45	<p>Welcome & Opening Address Marius Botha, Senior Manager - Enterprise Knowledge Management & Automation, TFG The Foschini Group</p>
09:00	<p>Keynote Presentation: The Effects of AI on a Shared Services Centre This presentation will detail all the benefits of Artificial Intelligence on the Shared Service Centres. It will provide insight into how AI has the potential to improve productivity and ease decision-making through leveraging analytical science and advanced machine learning algorithms in order to draw insights. Bhekisipho Twala, Director School of Engineering & Professor in Artificial Intelligence & Data Science University of South Africa</p>
09:30	<p>How the Adoption of BOTS, AI and Intelligent Automation are Creating Super Shared Service Centres</p> <ul style="list-style-type: none"> Where to start leveraging AI in your company Applications of intelligent technology for enterprises How emerging technology will increase efficiency when reaching customers, deploying staff and making budgetary decisions. <p>Corné Janse van Rensburg, Head of Business Enablement, Wesbank</p>
10:00	<p>Reserved for Associate Partner Three For more information on partnership opportunities contact Keneilwe Malotle: keneilwe.malotle@coriniumgroup.com</p>
10:30	Get Refreshed! Mingle
11:00	<p>Case Study: GSK Taking Employees from a COST CENTRE to a PROFIT Centre</p> <ul style="list-style-type: none"> What is difference between cost Centre and profit Centre? Can a centralized department be a profit centre? How does a responsibility centre differ from cost centre? <p>Suhavna Purmasir, Head of Finance Shared Services, GSK</p>
11:30	<p>Leadership and Bringing Teams with You in Implementing Major Change Programmes Namely Centralisation and Regionalisation <i>This presentation will share lessons learnt on dealing with and obtaining stakeholder engagement and implementing models that were driven from top-down as opposed to getting buy in from stakeholders overseas.</i> Justine Smalley, Regional Head of Human Resources & Shared Services, British High Commission</p>
12:00	<p>Reserved For Associate Partner Four For more information on partnership opportunities contact Keneilwe Malotle: keneilwe.malotle@coriniumgroup.com</p>
12:30	<p>Panel Discussion: Is There an Urgent Need for Strong And Globally Accepted Laws for AI And IA. <i>Most Companies Are Calling For The Regulation And Definition Of Policies That Control Robots, AI And IA Globally</i></p>

	<p><i>Is The Same True Of Africa.</i></p> <p><i>Moderator:</i></p> <p>Marius Botha, Senior Manager - Enterprise Knowledge Management & Automation, TFG The Foschini Group Bhekisipho Twala, Director School of Engineering & Professor in Artificial Intelligence & Data Science University of South Africa</p>
13:00	Lunch & Networking
14:00	<p>Case Study: Motus</p> <p>Achieving a Mature Shared Services Through Continuous Improvement Initiatives</p> <ul style="list-style-type: none"> • Post Implementation Road Map • Deadline Operationally driven tasks • Maturity Assessment Review <p>Coceka Mdludlu, Senior Manager – HC Shared Services, Motus</p>
14:30	<p>How People, Innovative Thinking, New Skills, and New Sources from Which to Recruit Are Affecting Your Shared Services Centre</p> <ul style="list-style-type: none"> • Understanding what the new role of shared service heads are in modern-day digital enterprise • Explaining shared services can potentially play a highly strategic and influential role if given the voice • What are the factors impacting the implementation of Information technology Shared Services <p>Rachel Nyathi, HR Shared Services Officer, SBV</p>
15:00	<p>The Challenges of the Implementation of Business Process Outsourcing Strategy</p> <ul style="list-style-type: none"> • Combating resistance to change by members of the organization and stakeholders, lack of clear and proper procedures and policies around outsourcing • Dealing with the risks of; loss of control, loss of innovation, loss of organisational trust, and higher-than-expected transaction costs • Getting buy-in for your BPO strategy <p>Gene Johnson, Human Capital Shared Services/ Head Group Capital Shared Services, Standard Bank</p>
15:30	<p>Panel Discussion: Closing Summary of Shared Services Africa 2019</p> <p>The closing panel discussion will provide a summary of the last two days. Not only will you hear thoughts from key speakers, but you as the audience can share your views.</p> <p>To be discussed:</p> <ul style="list-style-type: none"> - the growing strategic importance of shared services - the future tech we can expect to be using - what is your definition of AI - the convergence of people, skills and technology in the shadow of 4IR <p><i>Moderator:</i></p> <p>Marius Botha, Senior Manager - Enterprise Knowledge Management & Automation, TFG The Foschini Group Corné Janse van Rensburg, Head of Business Enablement, Wesbank Bhekisipho Twala, Director School of Engineering & Professor in Artificial Intelligence & Data Science University of South Africa</p>
16:15	End of Event