



UNITED ARAB EMIRATES
MINISTRY OF INTERIOR



International Shared Services Award

**Manual of
International Shared Services Award
2018**



#MOIUAE
www.moi.gov.ae



1. GLOSSARY

Term	Definition
MOI	Ministry of Interior
UAE	United Arab Emirates
Shared Services (SS)	Consolidated delivery of services / operations are that used by multiple parts of the same organization.
Shared Service Center (SSC)	A dedicated centralized center that is responsible for the management and delivery of specific defined business functions. Shared services may be delivered from a single or multiple physical locations, and may cover a large range of back-office functions.



2. OVERVIEW

Shared Services refers to the consolidated delivery of services / operations that are used by multiple parts of the same organization, and can be delivered at a national, regional or global level. The goal of shared services is to drive efficiency and productivity improvements, cost reductions and continuous improvement.

3. OBJECTIVES

The objectives of this award are:

- To recognize leadership, innovation and best practices in shared services on a local and international level
- To provide a platform for organizations to share best practices and experiences in shared services



4. AWARD CATEGORIES

4.1 Categories Overview

The International Shared Services Award consists of four categories

International Awards



Best Shared Service Center

This category aims to recognize overall excellence and leadership in shared services globally



Best Outsourcing Partnership

This category aims to recognize excellence in outsourcing of shared services



Best Innovation Adoption

This category aims to recognize innovations adopted by organizations in the delivery of shared services

UAE Public Sector Award



Best Shared Services initiative

This category aims to recognize overall excellence and leadership in shared services in the UAE public sector



4. AWARD CATEGORIES

4.2 Scope of awards

The awards are open only to SSCs providing back-office services such as



Human resources



Fleet management



Procurement



Information technology



Finance & Accounting



Warehouse and inventory management



Facilities Management



Legal Affairs

The following will not be considered for the purpose of this award

- SSCs providing customer-oriented services (e.g. customer service centers, customer contact centers, etc.)
- Customer- oriented services delivered jointly by more than one organization



4. AWARD CATEGORIES

5.3 Best Shared Services Center Award

This category aims to recognize overall excellence and leadership in shared services

Eligibility Criteria

- This category is open to all types of organizations globally
- SSCs must have completed 2 years in operations on the data of submission of applications
- Awards will be open to in-house SSCs only. SSCs operated by third parties / vendors will not be eligible.

Assessment Parameters

Criteria	Description	Weight
Strategy	SSC's shared services strategy and vision, and the approach adopted to transition to a shared services model	10
Talent Management	Management of talent by SSCs (acquisition, retention, career growth, learning & development, etc.), and the impact this has on their overall performance	10
Operations	<ul style="list-style-type: none">• Robustness of processes adopted by SSCs, their documentation and integration with the rest of the organization• Monitoring and reporting of the SSC's performance, including KPIs, SLAs, target setting, reporting, etc.	20
Technology and Innovation	Technology solutions and/or innovations adopted by SSCs and the impact delivered to the organization	20
Impact delivery	Value delivered by SSCs to the overall organization (quantitative/qualitative, financial /non-financial)	35
Recognition	Recognition received by the SSC (e.g. awards, publications, invitations to attend conferences as a speaker or panel member, etc.)	5



4. AWARD CATEGORIES

4.4 Best Outsourcing Partnership

This category aims to recognize excellence in outsourcing of shared services

Eligibility Criteria

- This category is open to all types of organizations globally
- SSCs must have completed 2 years in operations on the data of submission of applications

Assessment Parameters

Criteria	Description	Weight
Outsourcing overview	Background and rationale for outsourcing, SSC's outsourcing strategy, and the effectiveness of the approach adopted to transition to an outsourcing model	15
Outsourcing management and governance	Approach adopted by SSCs to manage their external service providers (including contracting model, risk management, performance management, continuous improvement, etc.)	35
Impact delivery	Value delivered to the overall organization through outsourcing (quantitative/qualitative, financial /non-financial)	40
Recognition	Recognition received by the SSC (e.g. awards, publications, invitations to attend conferences as a speaker or panel member, etc.)	10



4. AWARD CATEGORIES

4.5 Best Innovation Adoption

This category aims to recognize innovations adopted in the delivery of shared services

Eligibility Criteria

- This category includes both technological and non-technological innovations
- This category is open to all types of organizations globally
- SSCs must have completed 2 years in operations on the data of submission of applications
- Awards will be open to in-house SSCs only. SSCs operated by third parties / vendors will not be eligible.

Assessment Parameters

Criteria	Description	Weight
Innovation overview	Overview of the adopted innovation and the drivers for its adoption	5
Innovation uniqueness	Uniqueness of the innovation adopted by the SSC based on its current operating context as well as leading practices	10
Innovation adoption	Approach adopted to identify, assess and adopt the innovation (innovation identification and assessment, implementation, change management, stakeholder management, etc.)	10
Scalability & Flexibility	Ability of the adopted innovation to adjust to business changes (expansion, new business functions, process changes, etc.)	10
Impact delivery	Value delivered by the SSC to the organization through the adopted innovation (financial / non-financial)	60
Recognition	Recognition received by the SSC for the adopted innovation (e.g. awards, publications, invitations to attend conferences as a speaker or panel member, patents, etc.)	5



4. AWARD CATEGORIES

4.6 Best Shared Services initiative (UAE)

This category aims to recognize excellence and leadership in shared services in the UAE

Eligibility Criteria

- This category is open only to public sector entities in the UAE
 - Federal bodies (Ministries, Authorities and other bodies)
 - Emirate-level bodies (Departments, Authorities and other bodies)
 - Semi-government entities
- Awards will be open to in-house SSCs only. SSCs operated by third parties / vendors will not be eligible.

Assessment Parameters

Criteria	Description	Weight
Shared Services Strategy	Background and rationale for adopting shared services; shared services strategy and objectives;	10
Shared Services Model	Shared services model to be adopted, covering elements such as scope, processes, service delivery model (level of centralization / outsourcing), people and organization structure, staffing, technology, quality and performance management, governance, funding and cost recovery mechanisms, etc.	40
Transformation approach	Planned transformation approach and roadmap; change management approach; stakeholder management approach; risk assessment and mitigation	20
Business case	Business case for shared services including potential benefits (quantitative/qualitative, financial /non-financial), implementation costs and operational costs	30



4. AWARD CATEGORIES

4.7 Prizes



Rewards (across all categories)

Winner

Runner-up

Trophy



Certificate of Recognition



Publicity for winning organization through the MoI websites, media coverage, social media and media partners



All-expenses paid travel for two representatives from the winning organizations to attend the Awards Ceremony to be held during the Government Conference on Shared Services in Abu Dhabi



Opportunity to present achievements of the SSC at the Government Shared Services Conference in Abu Dhabi





5. TIMELINES





6. TERMS & CONDITIONS

Application Submission

- To be eligible to participate in the awards, organizations must meet the eligibility criteria specified under each award category.
- Each individual award has different eligibility criteria and assessment parameters
- There are no application fees for the awards.
- Organizations can submit applications for multiple categories. However, only one application will be accepted for an organization within each category. If an organization has multiple shared service centers, a joint application may be submitted.
- All application must be submitted using the application form located at the MoI website (**www.moi.gov.ae**)
- All applications must be submitted in English, and follow the application form guidelines
- All information submitted in the application must prepared by the applicants, third parties must not be used to prepare applications.
- Applications must be submitted by email to **ssaward@moi.gov.ae** by the specified deadline. Any applications received after this deadline will not be accepted.
- An application cannot be amended or updated after the submission deadline.
- All applications must be accompanied by a declaration signed by an authorized company official to confirm that the information provided in the application is accurate.
- Any queries regarding the awards of the application process must be addressed to **ssaward@moi.gov.ae**



6. TERMS & CONDITIONS

Evaluation Process

- Applications not meeting the eligibility criteria, or applications that are not complete in any way, will not be considered during the application assessment phase.
- A confirmation email will be sent to applicants to confirm eligibility and completeness of applications.
- Accepted applications will be forwarded to the panel of judges for evaluation.
- Finalists for each award category will be announced on 30th of August 2018. The list of finalists will be published on the Mol website (www.moi.gov.ae).
- Finalists will be invited to present their application to the panel of judges via video conference.
- The allocation of the judging panel members for evaluation of each entry will ensure that there is no conflict of interest. The judges enforce and follow the highest standards of professionalism, fairness and business conduct.
- Any attempt to influence the panel of judges or the evaluation process will result in immediate disqualification of the application.
- The nominations, evaluation process and scores are proprietary to Mol, and will not be disclosed to applicants.
- The decision of the panel of judges will be final. Mol will not respond to any queries regarding the eligibility of completeness of applications, the evaluation of applications or the award itself.



6. TERMS & CONDITIONS

Award

- Winners will be announced on the 4th of October 2018
- Two representatives from the winning organizations will be invited to attend the awards ceremony to be held during the Government Conference on Shared Services in Abu Dhabi October 2018. MoI will bear travel related expenses (i.e. air fare and accommodation) of the nominated representatives. Representatives of the winning organizations will be responsible for arranging for required visas.
- The Awards Team reserves the right to withhold any award for a particular year, if the evaluations of applicants indicate that nominations do not meet award standards.

Confidentiality

- All information submitted will be treated in strictest confidence. Applications will only be reviewed by MoI staff and the panel of judges.
- The applicant will retain the copyrights for the submitted content, however, MoI reserves the right to use the content in the applications for promotional purposes (e.g. videos, case studies, press releases, etc.)
- In the event an organization becomes a finalist or a winner of an Award, the organization's name will be used in promotion for the awards program, either by the Ministry of Interior directly, or by a third party member of the media covering the awards ceremony.
- A synopsis of applications from Award winners will be published on the MoI website and also through media partners. In case there is any information contained in an application that needs to be kept confidential, it should be highlighted clearly in the application.