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Sommario/riassunto	Praise for Shared Services A Manager's Journey""In Shared Services: A Manager's Journey, Dan presents the real business cultural challenges along with human factors when taking on such a change in a company's processes. A must-read for any executive, manager, or team member who is considering, decided to, or is already in the process of converting a company from a decentralized organization to a shared services environment.""-Katherine M. Ericsson Vice President of Membership, Project Management Institute of South Florida and director of a project management office, in a shared