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## Global ICT Services Sourcing Post Crisis: Trends and Developments

Saturday, 14<sup>th</sup> November 2009; Maritim Jolie Ville Golf & Resort, Sharm el-Sheikh

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### AGENDA

- 09:00 – 09:45 hrs : Registration and Tea/ Coffee**
- 10:00 – 10:30 hrs :** *Inaugural Session*  
Graham Vickery, Head, Information Economy Group, OECD  
**Inaugural Address**  
**H.E. Dr. Tarek Mohamed Kamel**, Minister of Communications & IT, Arab Republic of Egypt
- 10:30 – 11:15 hrs :** *Keynote Address*  
**The changed agenda in the Global Sourcing industry: Perspectives and developments**  
Detlev J. Hoch, Director and Global Head Software Services Practise, McKinsey & Company, Germany  
*Chairperson:* Dr. Hazem Youssef Abdelazim, CEO, ITIDA  
*Q&A Session for 10 minutes*
- 11:15– 11:45 hrs : Tea/ Coffee Break**
- 11:45 – 12:30 hrs :** *Special Address*  
**Macroeconomic implications of global sourcing industry on developing nations: past and 5 years outlook**  
Randeep Sudan, ICT Policy Specialist, World Bank  
*Chairperson:* Graham Vickery, Head, Information Economy Group, OECD  
*Q&A Session for 10 minutes*
- 12:30 - 13:15 hrs :** **The Service Buyers View: How the crisis has impacted decisions on services, providers and locations**  
Jon Theuerkauf, Head of Centers of Excellence, Bank Efficiency Management, Operational Excellence, Credit Suisse  
*Chairperson:* Hussein Hamza, Senior Director and Country Manager, Oracle Egypt  
*Q&A Session for 10 minutes*
- 13:15 – 14:15 hrs : Networking Lunch**

- 14:15 – 15:30 hrs : Service providers after the storm: New trends in service delivery architecture, service offerings, global footprint strategy**
- Nancy E. Thomas, Vice President, Global Delivery, India, IBM Global Business Services
- Chairperson:* Dr Richard Sykes, Board Member, Intellect and recent Chairman of Intellect's Outsourcing & Offshore Group.  
*Q&A Session for 10 minutes*
- 15:30 – 16:15 hrs : Providing the right framework in a world of increased competition – the role of governments and industry bodies**
- Dr. Brian Nicholson, Senior Lecturer, Manchester Business School, UK
- Chairperson:* Charles Mok, Chairman, Internet Society Hong Kong  
*Q&A Session for 10 minutes*
- 16:15 – 16:45 hrs : Coffee break**
- 16:45 – 17:45 hrs : *Panel discussion***  
**Training Framework – A key Success factor for effective industry development in a changed environment**
- Dr. Mohamed Salem, Chairman, Information Technology Institute, MCIT, Arab Republic of Egypt
  - Anupam Prakash, Asia Pacific Practice Leader, Hewitt Associates
  - Martin Taschdjian, PhD; Adjunct Professor in the Interdisciplinary Telecommunications Program at the University of Colorado
- Chairperson:* Daniel J O'Neill, Executive Director, Global Information Infrastructure Commission  
*Q&A Session for 10 minutes*
- 17:45 – 18:00 hrs : Closing Remarks**
- Graham Vickery, Head, Information economy Group, OECD
  - Mr. Amin Khaireldin, Senior Advisor and Board member, ITIDA
- 1900 hrs onwards : Networking Canapés and Cocktails**