Global ICT Services Sourcing Post Crisis: Trends and Developments
Saturday, 14th November 2009; Maritim Jolie Ville Golf & Resort, Sharm el-Sheikh

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
Randee 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