



IAOP **OWS24**

UNITING MINDS, IGNITING CONNECTIONS

**EARLY BIRD
PROGRAM**

**MAY 21-23, 2024
CHICAGO, IL**

ABOUT IAOP & EVENTS

IAOP® is at the forefront of creating a world where businesses and societies flourish through the art of collaboration in outsourcing, sourcing, and Global Business Services (GBS). As a preeminent association, IAOP pioneers the transformation of business practices by uniting organizations and professionals in pursuit of partnership excellence.

Renowned for hosting elite executive events, IAOP is the nexus for thought leadership in the realm of collaborative partnerships. These events are not just occasions but immersive experiences dedicated to advancement and connectivity, meticulously curated by the visionaries who make up IAOP®'s diverse global community.

At the heart of IAOP's yearly calendar is OWS, an incubator for groundbreaking concepts and a marketplace for tomorrow's opportunities, connecting a mosaic of customers, providers, advisors, and academics. This is where industry-shaping dialogue happens, paving the way for pivotal business ventures and alliances.

Since its inception in 1998, the OWS Conference Series has established a legacy across the globe, convening over 40 times on five continents. Its reputation is built on the caliber of its speakers and the comprehensive scope of its educational offerings, ensuring attendees are at the cutting edge of their fields.

“This is a great event for learning what providers (big and small) are innovating.”

~Roberto Ladera, Home Depot

UNITING MINDS, IGNITING CONNECTIONS

In 2023, OWS was restructured for a more exclusive experience, limiting attendance to 250 key stakeholders, including the C-Suite and decision-makers, directors and managers from the buy-side as well as service providers, advisors and consultants. The redesign fosters more intimate networking among attendees.

OWS attracts diverse cross-industry and cross-functional representation that has included companies like Google, American Express, Pfizer, Walmart, Disney, GM, Microsoft, J&J, PepsiCo, Avasant, Infosys, Allstate, Amazon, HP, Nike, McDonald's, Facebook, Canon, Kelly, Sutherland, Fannie Mae, Transamerica, DocuSign, AstraZeneca, Comcast, Deloitte, Kirkland & Ellis LLP, Baker McKenzie, DLA Piper, HCSC, Intel, KPMG, AT&T, and Best Buy. This array of participants highlights the event's appeal across various sectors, bringing together leaders from tech giants, financial institutions, healthcare pioneers, retail behemoths, entertainment powerhouses, and more, underlining the event's wide-reaching influence and networking potential.

OWS delegates have represented over 40 countries encompassing a diverse range of global economies, from leading industrial nations to emerging markets including Australia, Belgium, Brazil, Canada, China, Colombia, Denmark, France, Germany, India, Ireland, Japan, Malaysia, Mexico, Netherlands, Norway, Poland, Singapore, South Africa, Spain, United Arab Emirates, United Kingdom, and United States reflecting a wide spectrum of business environments and opportunities.



TOP 10 OWS24 LEARNING OBJECTIVES

- **Understanding the Intersection of Digital Technologies and Social Impact:** Learn how digital technologies are being integrated with social impact efforts to create positive changes in society and governance.
- **Exploring the Future of Work and Governance:** Gain insights into how the future of work is shaping up, including the impact of digital transformation on governance and business strategies.
- **AI Governance in Healthcare:** Explore the governance of AI in the healthcare sector, focusing on ethical, legal, and operational considerations.
- **Talent Development and Making a Meaningful Difference:** Discover strategies for talent development and how to make a significant impact in your organization and beyond.
- **Supplier Governance Evolution:** Learn about the evolution of supplier governance and how it affects business relationships and outcomes.
- **Industry Trends for 2024 and Beyond:** Get updated on the latest industry trends, particularly in healthcare, and their expected impact on businesses and society.
- **Data Security and Privacy in the AI Era:** Address critical concerns regarding data security and privacy, especially in the context of increasing AI integration.
- **Hands-on Workshop on Overcoming Operational Challenges:** Participate in a workshop aimed at identifying and addressing significant operational challenges, known as "rocks in the road."
- **Networking and Collaboration Opportunities:** Leverage the conference to build new connections, exchange ideas, and gain fresh perspectives on pressing industry challenges.



PREFERRED HOTEL



SHERATON
GRAND

Chicago Riverwalk

**301 East North Water Street
Chicago, IL 60611**

IAOP has secured a limited number of rooms at the Sheraton Grand Chicago Riverwalk, a 9-minute walk to the conference venue.

Special rate dates:
May 19, 2024 - May 23, 2024

The deadline to book rooms at the special rate is April 24. Rates start at \$299/night. Visit www.iaop.org/summit for more information and to book via the special link.

CONFERENCE VENUE

HCSC/BLEU CROSS BLEU SHIELD TOWER:



300 E Randolph St, 30th Floor Conference Center, Chicago, IL, 60601

We're thrilled to have HCSC hosting us at their facilities, which is a quick walk from the preferred hotel. An OWS24 registration table will be in the lobby and security will expedite access for OWS24 attendees.

For directions and information on nearby amenities visit www.iaop.org/summit.

Questions? Email the Registration Desk at registration@iaop.org.

THE PROGRAM AT-A-GLANCE

MONDAY EVENING NETWORKING EVENT

Badge Pick-Up Social Event!

6:00 PM – 9:00 PM

Location announced shortly!

TUESDAY EVENING SOCIAL EVENT

Chicago River Architecture Tour

8:00 PM – 9:00 PM (Fee applies.)

Wendella Docks

Reserve your seat at
www.iaop.org/summit

TUESDAY, MAY 21

8:30 AM – 9:15 AM

9:15 AM – 9:30 AM

9:30 AM – 10:15 AM

10:15 AM – 10:45 AM

10:45 AM – 11:00 AM

11:00 AM – 11:30 AM

11:30 AM – 12:15 PM

12:15 PM – 1:30 PM

1:45 PM – 2:15 PM

2:15 PM – 2:45 PM

2:45 PM – 3:30 PM

3:30 PM – 4:00 PM

4:00 PM – 4:30 PM

4:30 PM – 5:15 PM

5:15 PM – 5:30 PM

5:30 PM – 6:00 PM

6:00 PM – 7:00 PM

8:00 PM

Registration and Morning Coffee

Welcome and Opening Comments

Keynote: The Power of T - Kate Vitasek, Faculty, University of Tennessee, Author
Part I: EU Policymakers Clear Way for Passing of Landmark AI Act - Emma Flett, Partner; Max Harris, Partner; and Ben Zeris, Associate, Kirkland & Ellis LLP

Refreshment Break

Part II: AI Governance in Health Care - Robert Kantrowitz, Partner; Dennis Williams, Partner, Healthcare & Life Sciences Regulatory; Caitlin Kierum, Associate; Micah Desaire, Associate, Healthcare & Life Sciences Regulatory, Kirkland & Ellis LLP

Making a Difference Leveraging Unconventional Talent - Jon Browning, CEO, GMI; Marv Richardson, Co-Founder and Board Chair, Driving Forward; and Yele Adelakun, Associate Professor of MIS and Founder of DePaul University ID Lab

Networking Luncheon

Global Business Solution Providers as Impact Agents to Effect Positive Change - James Donovan, CEO, ADEC Innovations, and Chairman, Global CEO Alliance

The Evolution of Supplier Governance from Managers of Vendors to Governance Maestros - Mike Wheeler, Partner & Global Supply Chain Practice Lead and Jim Lee, Principal & Global Supplier Governance Practice Lead, Avasant
Partnering for Mission-Critical Work: The UPS and Sparq Story - Harry Bolton, Global Procurement Director Strategic Sourcing and Vendor Management UPS and Alex Bruce, Chief Revenue Officer, Sparq

Refreshment Break

Ahead Talk

Panel: Investing in the Workforce of the Future Moderated by Mark Voytek, COP, Chief Advisor, Thought Leadership, IAOP, and featuring members of IAOP's Future of Work CoE

Review & Ready

Cocktail Reception hosted by Avasant

IAOP Awards Ceremony

Evening Networking Event - Chicago Architectural Tour (Fee applies.)

THE PROGRAM AT-A-GLANCE

WEDNESDAY EVENING NETWORKING EVENT

Stay tuned for details!

7:30 PM – 9:00 PM

Reserve your seat at
www.iaop.org/summit

WEDNESDAY, MAY 22

8:30 AM – 9:15 AM

9:15 AM – 9:30 AM

9:30 AM – 10:15 AM

10:15 AM – 11:00 AM

11:00 AM – 11:30 AM

11:30 AM – 12:00 PM

12:00 PM – 12:30 PM

12:30 PM – 1:30 PM

1:45 PM – 2:30 PM

2:30 PM – 3:15 PM

3:15 PM – 3:30 PM

3:30 PM – 4:15 PM

4:15 PM – 5:00 PM

5:00 PM – 5:15 PM

5:15 PM – 6:30 PM

7:30 PM – 9:00 PM

Registration and Morning Coffee

Welcome and Day Two Overview

Keynote: 2024 and Beyond: Unveiling Future Industry Trends - Dan Schuffert, Divisional Vice President Strategic Sourcing, HCSC (Health Care Service Corporation)

Data Security and Privacy in the Age of AI - Baker McKenzie

Refreshment Break

Ahead Talk

Ahead Talk

Networking Luncheon - Hosted by IAOP's Centers of Excellence

CX and Sustainability Maturity Tools Adapted to Our Industry Dan Lang, SVP, Sutherland and Christiane Laframboise, Vice President, Experience Team, Sutherland Global Services

Panel: Best Practices in Governing the Procurement and Deployment of AI - Vinny Sanchez, Partner, DLA Piper

Refreshment Break

Leadership Session

Newbies and the Old Guard Face Off on CSG Trends and Challenges - Members of IAOP's Collaborative Supplier Governance Leadership Team

Review & Ready

Until Next Time Cocktail Reception

Evening Networking Event (Optional. Fee applies.)

THURSDAY, MAY 23

8:30 AM – 9:00 AM

9:00 AM – 12:30 PM
workshop

12:30 PM – 1:30 PM

Registration and Morning Coffee

Governance In-Depth: Practical Tools to Fix What's Ailing You An interactive led by IAOP's Collaborative Supplier Governance CoE Leadership Team (Complimentary but you must reserve your seat.)

It's a Wrap Luncheon

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zinnov

DON'T JUST TAKE OUR WORD FOR IT



“OWS is a great opportunity to engage with other providers, advisors, and customers on issues that matter to all of us who do business across our organizational boundaries. It is the best forum in our industry for a 3-dimensional consideration of the key issues that will advance the art of cross organizational service delivery.” ~*Stephen Sheahan*

“If you want a single event where you can interact with experts and colleagues from across industries and find out how companies are addressing the latest trends and risks in outsourcing, this is it! I came away from #OWS with new ideas in cybersecurity, impact sourcing, and communicating quality across cultures that I can immediately share and apply.” ~*Mary Lewis, COP*

“IAOP always provides immense learning professionally and personally. The topics delivered are very in tune with the current happenings. Provides a lot of insights and collaboration opportunities to supplier, providers and all stakeholders.” ~*Ruchi Gupta,*

“As a software vendor for RPA and our BPO production platform, we enjoy the IAOP community and we feel that there is not much comparable outside of this fantastic community.” ~*Torsten Malchow*

“I always leave OWS knowing significantly more than I did when I arrived. It’s a blessing to be part of a community of professionals collaborating to continually strengthen and lead our industry forward.” ~*Michael Nacarato, COP*

Reserve your seat at
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