

THE OUTSOURCING LEADERSHIP SERIES

World-Class Speakers Include:



Lori Blackman
President
DNL Global



Julia V. Santos, COP
Director, Worldwide Strategic Outsourcing
**Johnson & Johnson Group of
Consumer Companies**



Mary Finch
Executive Director, Outsourcing HR
Accenture



Chris Disher, COP
President
Chris Disher Associates



John Hindle
Vice Chairman
HROA



Cynthia DeFidelto
Principal
Towers Perrin

The 2009 IAOP Global Human Capital Forum: Managing the Talent Portfolio of Outsourcing

This is the only event to focus on talent management for the organization, for the individual and through HR outsourcing.

Designed for business managers, human resource professionals, organizational development leaders, and other forward-thinking executives, this leadership forum offers a jam-packed day of networking, high-impact keynotes and relevant sessions that will help you maximize the most powerful and sustainable competitive lever in the global knowledge economy: talent.

Did you know?

Ninety-five percent of organizations employ outsourcing professionals, with many large organizations operating outsourcing departments of more than 100 professionals.

—*Outsourcing Professionals Salary Survey*,
IAOP's Advocacy & Outreach Committee, Copyright © 2009 IAOP

Register at www.outsourcingprofessional.org by **September 1** and receive:

- One complimentary room night at the Marriott Chicago Downtown on either 9/21 or 9/22.*
- Access to the **Forum's LinkedIn Group** – Discuss the day's issues and exchange ideas with other delegates now!
- An electronic copy of The 2009 Global Outsourcing 100™ – IAOP's ranking of the world's best outsourcing providers.

*See back cover for details.

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REGISTER ONLINE AT WWW.OUTSOURCINGPROFESSIONAL.ORG

**REGISTER BY 9/1/09
AND GET ONE HOTEL
NIGHT INCLUDED FREE!***

Managing the Talent Portfolio of Outsourcing

In today's environment, managing an outsourcing talent portfolio has never been more important. To succeed, providers need to improve at matching the skills and capabilities of their people to the needs of their customers. For their part, customers must ensure that they maintain the right skills, knowledge and institutional memory — before, during and after outsourcing. As for advisors, methodology-driven talent is their stock and trade.

IAOP's Global Human Capital Forum: Managing the Talent Portfolio of Outsourcing, will focus on the critical role people play in outsourcing success as well as the range of outsourcing solutions available to help companies better manage their people and their talent portfolios. It explores both how to get better outsourcing results through better talent management and how to use HRO (human resources outsourcing) to improve the HR operations of any company.

After carefully defining what talent portfolio management is, the program will examine the topic through a series of educational track sessions focused on the macro — what's in it for the organization — and micro — what's in it for the individual — considerations, including:

- Managing the talent portfolios of emerging versus mature outsourcing locations
- Achieving buy-side adoption
- Leveraging talent portfolio management to acquire, develop and manage in-house, vendor, on-shore and offshore teams
- Individual portfolio analysis
- Skills, knowledge and experience required of today's and tomorrow's outsourcing professional
- Career portfolio planning

"Few topics in outsourcing are as important as talent portfolio management. Outsourcing is first and foremost a people business — especially in today's economy — and getting the people part right means getting the business part right. The two are inseparable."

—Michael F. Corbett, Chairman, IAOP

Top 5 Reasons to Attend

1. Guarantee You Have the People Power to Win

What's going to set you apart from competitors? Your people. Make sure your employees have the skills, personality and professional expertise to not only keep you in the game, but ensure you come out ahead of your competition in the long term.

2. It's More Than a Job. It's a Career

There is no better time than now to define your outsourcing career track, build your professionalism and credentials, and network, network, network! Whether you are considering a career in outsourcing, or are already an established professional, this forum is a career-defining event.

3. Trust the Content Is Credible

IAOP is the only global association dedicated to actively building professionalism in outsourcing and distinguishing individuals as leaders in the field. From the association's Career Mapping Initiative to its **Certified Outsourcing Professional® (COP)** program and designation, we are the leaders in providing the latest outsourcing research, insight and hands-on learning. Our knowledge and expertise forms the foundation of this forum, giving it unsurpassed credibility versus other conference companies that have little or no knowledge on the topic.

4. Tap Expert Know-How

Looking to gain insights and knowledge from the world's top HR experts? This forum will bring the leaders you want to meet together at one event. Through compelling main session presentations, interactive educational track sessions and multiple opportunities for networking, Forum attendees have exclusive access to the people and information that will propel them to success.

5. Continue to Learn After You Go

This forum is only the beginning of where you can go. Continue to explore the most relevant issues surrounding HR and outsourcing by participating in IAOP's Global Human Capital Chapter, an active and dynamic group that meets regularly online. While other conferences might be one-hit wonders, you'll form a lasting, profession-changing relationship with IAOP.

NETWORKING & SOCIAL EVENTS

Monday, September 21

7:00 pm - 9:00 pm

Welcome Reception for Delegates and Speakers

Get a head start and make the most of your time at the event by introducing yourself to colleagues and potential partners. Hosted by:

accenture

High performance. Delivered.

Tuesday, September 22

7:00 am - 8:30 am

Registration and Continental Breakfast

Start the day right and meet fellow delegates for coffee and networking.

9:45 am - 10:15 am

Refreshment Break

Hosted by:



12:30 pm - 2:00 pm

Networking Luncheon

Whether it's with existing or potential business partners, take the opportunity to enjoy lunch and expand upon conversations and ideas from earlier networking and sessions.

6:00 pm - 7:00 pm

Closing Cocktail Reception

Join your host - IAOP's Chicago Chapter - for one last opportunity to make new connections - all delegates welcome!

Join the Forum's

LinkedIn

Expand your network to include outsourcing's leading professionals. Exclusively for registered delegates.

KEYNOTE SESSIONS

Welcome and Opening Comments

Tuesday, September 22 | 8:30am - 8:45am

IAOP Global Human Capital Chapter Co-chairs:

Lori Blackman, President, DNL Global

Julia V. Santos, COP, Director, Worldwide Strategic Outsourcing, Johnson & Johnson Group of Consumer Companies



Join in as delegates are welcomed and the stage is set for this focused, in-depth, one-day session.

Lori Blackman, president, DNL Global is a thought leader in the global services space focusing on the people and organizational challenges presented by the complexities of cross-cultural, virtual globalization. Julia V. Santos is director, head of worldwide strategic outsourcing for Johnson & Johnson Group of Consumer Companies - reaching North America, Europe, Latin America, the Middle East and Asia Pacific. She is a Certified Outsourcing Professional (COP) and leader in the outsourcing arena.

Managing Outsourcing's Talent

Tuesday, September 22 | 8:45am - 9:45am



Mary Finch, Executive Director, Outsourcing HR, Accenture

With outsourcing now a critical business support tool for companies in every industry, finding, developing and motivating the outsourcing workforce — at all levels and in all regions of the world — is a top priority for buyers, advisors and providers alike.

Mary Finch is the executive director of human resources for the outsourcing growth platform of Accenture. In this role, Mary is responsible for the strategy and global operations of human resources for 80,000+ employees. One of Mary's top areas of focus is to create and enable a high performance culture through pay for performance, relevant career frameworks, and the focused capability development of the workforce.

Experienced Outsourcing Customers Share Their Real-Life Lessons

Tuesday, September 22 | 3:30pm - 4:30pm



Moderated by Chris Disher, COP, President, Chris Disher Associates

Recruiting and retaining world-class talent is crucial to an organization's success. Chris Disher, COP, will facilitate a panel of highly experienced outsourcing customers, who will share best practices and lessons learned for identifying and managing outsourcing professionals, which not only will carry firms through this current economic crisis, but will ensure that they emerge as leaders on the other side. Joining Chris Disher will be Julia V. Santos, COP, director, worldwide strategic outsourcing, Johnson & Johnson Group of Consumer Companies; and Kurt Kohorst, COP, vice president, Liberty Mutual Insurance.

Chris Disher, president of Chris Disher & Associates, is a recognized thought leader in the outsourcing industry, having served multinational companies such as Mobil, Barclays, Johnson & Johnson, U.S. Internal Revenue Service, NASSCOM, and the Duke University Offshoring Research Network. A COP, he is a founding member of IAOP and serves as chair of the Central American Chapter.

"The opportunity to network with individuals focused on a single topic allowed for richer dialog with peers."

—2008 IAOP Forum Delegate

Earn points toward becoming a COP!

Based on its coverage of the Outsourcing Professional Standards (OPS) and Outsourcing Professional Body of Knowledge (OPBOK), attendees of The 2009 IAOP Global Human Capital Forum will earn 3 points toward the Certified Outsourcing Professional (COP) designation. Current COPs earn 6 Continuing Education Hours. For more information on the COP program, please email copprogramservices@outsourcingprofessional.org.



REGISTER ONLINE AT WWW.OUTSOURCINGPROFESSIONAL.ORG

EDUCATIONAL TRACK SESSIONS

Talent Management: For the Organization Nothing is more critical to today's outsourced enterprise than managing talent within and across the global business ecosystem. Learn how the best are doing it.



Creating Global-Ready Professionals

Tuesday, September 22 | 10:15am – 11:15am

Atul Vashistha, COP, CEO, Global Ability

This session will discuss the skills that corporations need to help their global initiatives succeed as well as introduce tools and processes that leading companies are leveraging to enable global skills development.



IAOP's OperatorEvaluator: Improving Workforce Productivity in Global Outsourcing

Tuesday, September 22 | 11:30am – 12:30pm

Arijit Sengupta, CEO, BeyondCore, Inc.

The productivity and quality of your workforce can have a significant impact on your bottom line. The variability of operator quality and productivity across outsourcing regions makes this impact evaluation especially complex. In this session, we will explore Operator Lifetime Value frameworks based on Stanford and Harvard Business School student research that can help you objectively compare the 'total cost,' not just the labor cost of workers, whether they are in Bangalore or Baltimore. We will then review the IAOP OperatorEvaluator solution that is helping firms systematically identify and hire the highest quality, most productive workers.

Mitigating Organizational and Human Capital Risk in Outsourcing – Staff Augmentation to Managed Services – Enabling Your Sourcing Journey

Tuesday, September 22 | 2:15pm – 3:15pm

Steven Jeffries, Head-Global HR&OCM Solutions, Infosys

Nadir Masood, Senior Principal and Global OCM Lead, Infosys Technologies Ltd.



Outsourcing a major part of your operations not only requires transforming the way IT and business processes are delivered, but it also requires changes in your company's organizational structure, roles and responsibilities, employee competencies and training needs, as well as the way you and your sourcing partner work together. Global sourcing involves more than simply handing off specific tasks to a vendor; it's about transferring critical knowledge to your sourcing partner, moving your organization from the "as-is" to the "to-be," and moving your retained organization from managing the process to managing the results. As an organization, how you manage people and organizational changes are critical, and are key to enabling the success of your sourcing journey.

Hard and Soft Sides of Managing Talent in Outsourcing

Tuesday, September 22 | 4:30pm – 5:30pm

Neil S. Hirshman, COP, Partner, Kirkland & Ellis, and Chair, IAOP's Chicago Chapter

Jagdish R. Dalal, COP, Managing Director of Thought Leadership, IAOP



There are two sides to managing talent through the outsourcing process. The "hard" side deals with the legal issues, customary practices and contract terms. Neil Hirshman will address these topics based on his global experience in structuring and negotiating outsourcing transactions. The "soft" side deals with the short- and longer- term challenges and opportunities in talent management acquisition through utilization, and eventually repatriation. Jag Dalal will present both proven practices and forward thinking of talent management. Together, they will address how to integrate the hard and soft sides of managing talent. This session represents the Chicago Chapter's fall meeting. Chicago Chapter members may attend this session free of charge.

Talent Management: For the Individual Managing one's personal talent portfolio is more important than ever before. Learn how to compete and win in today's global job market.



Critical Skills for Outsourcing Professionals

Tuesday, September 22 | 10:15am – 11:15am

Sara Enlow, Principal, Vantage Partners

Managing a complex outsourcing arrangement is entirely different than managing an internal function. Rather than managing a set of internal resources to get the work done — working side-by-side with business units and functions, assessing needs, negotiating budgets and delivering results — outsourcing professionals must serve as intermediaries between the internal customer and the external provider. They must help the organization prioritize among competing claims on fixed resources. They have to be accountable for deliverables they can only influence indirectly. Making this shift requires a new mindset and a very different set of skills, much like those required of individuals on the provider side who are responsible for managing the interface between their organization and the customer. Experienced buyers and providers have learned that these skills — once thought to be "soft," like communicating effectively, building alignment, and solving problems creatively — are critical to achieving hard financial results. In this session, Sara Enlow of Vantage Partners will describe the key skills required of outsourcing professionals, and how having those skills translates into real value to the organization. She will also share examples of models and frameworks that should be a part of the best outsourcing professionals' repertoires.

QUESTIONS? CALL THE REGISTRATION DESK AT +1.845.452.0600 EXT. 110

EDUCATIONAL TRACK SESSIONS

IAOP's Career Mapping Initiative: Outsourcing Professional Salary Study – How Has the Economic Downturn Challenged the Data?

Tuesday, September 22 | 11:30am – 12:30pm

Moderator: Lori Blackman, President, DNL Global

Kurt Kohorst, COP, Vice President, Liberty Mutual Insurance

Julia V. Santos, COP, Director, Worldwide Strategic Outsourcing, Johnson & Johnson Group of Consumer Companies



In 2008, IAOP's Global Human Capital Chapter conducted a series of surveys designed to understand the number and compensation levels for outsourcing professionals working in organizations around the world. This survey data, especially when combined with research by IAOP on the skills, job and organizational profiles of outsourcing professionals and the companies they work for, provided the first clear and compelling picture of a new and very important profession. With the economic downturn, many of these findings are being challenged, as organizations have had to quickly reinvent their approach toward outsourcing. This panel will explore what the new climate means for the outsourcing professional and what's in store for the future.



The Outsourcing Professional

Tuesday, September 22 | 2:15pm – 3:15pm

Jagdish R. Dalal, COP, Managing Director of Thought Leadership, IAOP

New issues related to globalization and the economy call into practice what we have learned from the industry's three decades of experience — from being able to communicate the value of outsourcing internally and externally, to structuring agreements that will work for the company during crisis and recovery, to setting up proven governance models. Outsourcing can only be a success if all practitioners — customers, providers and advisors — work together and are bound by common standards, ethics and good practices.

Talent Management: Through HR Outsourcing HR outsourcing is helping companies around the world spend less time administering HR services and more time building and leveraging talent. These case studies provide a proven road map for HRO.



Continuing the HR Transformation Journey in an Uncertain Economy: Priorities and Processes That Deliver ROI

Tuesday, September 22 | 10:15am – 11:15am

Cynthia DeFidelto, Principal, Towers Perrin

Meg Paschall, Principal and Central Region Group Leader, Towers Perrin

Many of us in the outsourcing world are on the HR transformation path and have been for some time. We've put considerable planning, financial and people resources and time into HR transformation initiatives, with high expectations from leadership — and ourselves — for success and results. What does today's uncertain economy mean to these efforts? What does it take for HR to continue to make a contribution during these difficult times? What impact does HRO have on our efforts? What can organizations do to continue their transformation journey in an often challenging external and internal environment? Join us for this informative session, in which we'll discuss how organizations can practically and realistically continue to advance and deliver on the HR transformation agenda, even in an environment where budgets and resources are tighter than ever before, and organizational commitment can wane. We'll explore how to evaluate the HR strategy, structure and function in these terms, build or strengthen an existing business case, prioritize both new and ongoing activities based on likely return on investment (ROI), and continue to make progress with limited resources. Participants in this session will explore how to:

- Recognize the changes they need to make on their HR transformation journey amid challenging times
- Prioritize high-value initiatives that can lead to solid results in an uncertain economy, and actually deliver a positive ROI
- Evaluate and build out HR function requirements based on the sometimes conflicting needs of business, workforce, the market and HR itself
- Ensure that HR strategy, structure, process and technology are aligned, and identify the potential for cost reductions throughout

Inside Outsourcing: Roles, Responsibilities and Skills Needed to Manage an Outsourcing Engagement Successfully

Tuesday, September 22 | 11:30am – 12:30pm

LeAnne Andersen, Senior Director, HR Operations, Best Buy Company

Traci Egly, Partner, Accenture Technology Solutions



Outsourcing engagements bring fundamental change to the roles and skills required to manage and deliver services. Staff must learn how to be buyers of services rather than managers of people, and employees must adopt new ways of working and take personal responsibility for results. Research shows that talent requirements evolve over the life of an engagement, and that second-generation buying decisions are heavily influenced by the caliber of the provider's staff. Led by an experienced buyer and provider, this session explores the issues and challenges in keeping staff refreshed, building new skills, and finding, integrating and developing talent in remote delivery locations.

HROA: Helping HR Transform Through Standards, Benchmarking and Research

Tuesday, September 22 | 4:30pm – 5:30pm

John Hindle, Vice Chairman, HROA



Managing talent is a core HR function, and outsourcing is increasingly part of the HR solution. Outsourcing enables HR departments to focus on strategic issues like talent management, and to reduce the cost of providing HR services. In response to buyer needs for better tools to help them manage the outsourcing process, the HR Outsourcing Association (HROA) has established formal work programs around standards, benchmarking and research. The intent is to cut through the complexity of HR and simplify the process of outsourcing. This session will review the tools available to HROA members to enable faster, better sourcing decisions.

REGISTER ONLINE AT WWW.OUTSOURCINGPROFESSIONAL.ORG

The Outsourcing World Summit Conference Series



The 2009 European Outsourcing Summit
15-16 October 2009 • Copenhagen Business School
Copenhagen, Denmark

Using Outsourcing to Rebuild the Global Economy

Given the global economic crisis that is affecting every corner of the business world, the ideas to be shared at this year's Summit are of particular importance and will enable your organization to:

- Structure, negotiate and renegotiate outsourcing, shared services and global business operations that work during both crisis and recovery
- Create flexible, quickly changeable business processes that can handle today's levels of volatility
- Strengthen its global portfolio of capabilities and talent
- Establish relationship governance models to ensure that all parties work together to create shared success



The 2010 Outsourcing World Summit
February 15-17
Disney's Yacht & Beach Club Convention Center
Lake Buena Vista, Florida

Using Outsourcing to Emerge as a Leader in the New Global Economy

With the current recession appearing to ease, the question now facing most businesses is how best to position themselves for the growth to come. For those of us in the outsourcing industry, that answer will naturally lead to new challenges and new opportunities. We'll be expected to innovate new services and business models that can flexibly adapt to whatever the "new normal" turns out to be. Join customers, advisors and providers from across the globe to learn, exchange ideas and come away with new solutions and invaluable contacts.

For more information on these and other events in the conference series, please visit www.outsourcingprofessional.org.



An expanded recruitment/job posting service, BestOutsourcingJobs.com, is expected rapidly to become the leading global source for industry jobs and talent. Hear more about this new member benefit in Atul Vashistha's session titled "Creating Global-Ready Professionals."

REGISTRATION & AT-A-GLANCE

Monday, September 21, 2009

7:00 pm – 9:00 pm **Welcome Reception for Delegates and Speakers** – hosted by Accenture

Tuesday, September 22, 2009

7:00 am – 8:30 am **Registration and Continental Breakfast**

8:30 am – 8:45 am **Welcome and Opening Remarks**

IAOP Global Human Capital Chapter Co-chairs – Lori Blackman, President, DNL Global and Julia V. Santos, COP, Director, Worldwide Strategic Outsourcing, Johnson & Johnson Group of Consumer Companies

8:45 am – 9:45 am **Managing Outsourcing's Talent**

Mary Finch, Executive Director, Outsourcing HR, Accenture

9:45 am – 10:15 am **Networking Refreshment Break** – hosted by HROA

10:15 am – 11:15 am **Concurrent Educational Sessions – Round 1**

Talent Management: For the Organization	Talent Management: For the Individual	Talent Management: Through HR Outsourcing
Creating Global-Ready Professionals	Critical Skills for Outsourcing Professionals	The HR Transformation Journey in an Uncertain Economy

11:15 am – 11:30 am **Refreshment Break**

11:30 am – 12:30 pm **Concurrent Educational Sessions – Round 2**

Talent Management: For the Organization	Talent Management: For the Individual	Talent Management: Through HR Outsourcing
IAOP's Operator/Evaluator	IAOP's Career Mapping Initiative: Salary Study – part II	Managing an Outsourcing Engagement Successfully

12:30 pm – 2:00 pm **Networking Luncheon**

2:15 pm – 3:15 pm **Concurrent Educational Sessions – Round 3**

Talent Management: For the Organization	Talent Management: For the Individual
Mitigating Organizational and Human Capital Risk in Outsourcing	The Outsourcing Professional

3:15 pm – 3:30 pm **Refreshment Break**

3:30 pm – 4:30 pm **Experienced Outsourcing Customers Share Their Real-Life Lessons**

Moderated by Chris Disher, COP, President, Chris Disher Associates

4:30 pm – 5:30 pm **Concurrent Educational Sessions – Round 4**

Talent Management: For the Organization	Talent Management: Through HR Outsourcing
Hard and Soft Sides of Managing Talent	Helping HR Transform Through Standards, Benchmarking, Research

5:30 pm – 6:00 pm **Closing Comments**

Michael F. Corbett, Chairman, IAOP – with introduction of Neil S. Hirshman, COP, Chair, IAOP Chicago Chapter

6:00 pm – 7:00 pm **Closing Cocktail Reception** – hosted by IAOP's Chicago Chapter – all delegates are welcome to attend!

Register by September 1 and receive a complimentary room night at the Marriott Chicago Downtown on either 9/21 or 9/22. Plus:

- Access to the **Forum's LinkedIn Group** – Discuss the day's issues and exchange ideas with other delegates now!
- An electronic copy of The 2009 Global Outsourcing 100™ – IAOP's ranking of the world's best outsourcing providers.

IAOP Member Fee: \$700 USD

Non-Member Fee: \$1,000 USD

*Promotion valid for paid registrations received between August 4 and September 1, 2009. Room must be booked by calling the Marriott directly no later than 9/1/09. Room charge only will be master billed upon check out.

Register at www.outsourcingprofessional.org

Questions? Contact the registration desk at +1.845.452.0600 ext. 100



A block of rooms has been reserved at Marriott **Chicago Downtown Magnificent Mile** at the special rate of \$289 per night. To take advantage of this rate, call +1.800.228.9290 or +1.312.836.0100 by **August 31** and mention "The 2009 IAOP Global Human Capital Forum." A limited number of rooms are available, so be sure to book as soon as possible.



INTERNATIONAL ASSOCIATION OF
OUTSOURCING PROFESSIONALS

2600 South Road
Suite 44-240
Poughkeepsie, NY 12601