



IA  P



IA  P

Global Standard-Setting Organization and Advocate for the Outsourcing Profession

- **Agenda**

- **IAOP Introduction and OverviewMike Wilton**
- **Lunch.....Maggiano's Staff**
- **Transforming IT Service Delivery.....Calvin Rhodes**
- **Atlanta IAOPMike Wilton**
- **Questions and Closing Remarks.....Mike Wilton**

● ABOUT IAOP

85% of IAOP members credit IAOP for improved outsourcing outcomes at their organizations and 93% of IAOP's Certified Outsourcing Professionals® (COPs) say that the designation has had a positive impact on their careers.

With a global community of more than 120,000 members and affiliates worldwide, IAOP is the global, standard-setting association and advocate for outsourcing professionals and the organizations they support. Our client-side members are, on average, responsible for \$60 million per year of outsourcing spending with some overseeing outsourcing programs in the billions of dollars.

● MEMBER SERVICES

Global Chapter Network – Through its 50+ active and expansive chapters, IAOP members share their expertise and find knowledge on best practices for specific industry segments, topics and geographic areas.

Conferences & Events – IAOP hosts the world’s best-known and most highly-respected executive conferences on the topic of outsourcing, including The Outsourcing World Summit®.

Professional Training & Certification– IAOP’s trainings and certifications are the industry’s de facto, geared to individuals and organizations

Pulse – The official publication of IAOP features in-depth coverage of the industry, issues, trends, geographies and vertical sectors and functions; thought leadership and case studies, probing Q&As, C-level interviews and profiles.

● MEMBER SERVICES

IAOP's Knowledge Center – This online repository houses more than 1,000 articles, including chapter meeting presentations, conference proceedings, industry whitepapers, research articles and more.

Outsourcing Relationship Health Check – This web-based diagnostic tool provides outsourcing customers and service providers with rapid insights to realizing outsourcing value.

BestOutsourcingJobs.com – Companies seeking the best talent for outsourcing jobs, as well as professionals looking for employment opportunities, will benefit from this IAOP member service.

GlobalSupplyRiskMonitor.com – This web-based product enables clients to monitor, predict and manage the various risks in their service supply chain across countries, cities and suppliers, in real time.

● AWARDS PROGRAMS



The nomination and application processes are outlined on our website & Winners are announced at **The Outsourcing World Summit!**

The Global Outsourcing 100 - ranks the top 100 outsourcing service providers and the top 20 Advisory firms globally.

GEO - honors outsourcing professional teams at customer organizations that are leading the effort to better serve their organization's customers and make their companies more successful through outsourcing. **Nominations accepted now through September 30, 2014.**

The Outsourcing Hall of Fame - one of the most prestigious outsourcing awards, it recognizes individuals for their contributions to the management practice and industry and their contributions to society at-large. **Nominations being accepted now**



GOSRIA – IAOP/ISG Global Outsourcing Social Responsibility Award for the top service provider judged for how they integrate CSR in their outsourcing relationships.



Transforming IT Service Delivery

Calvin Rhodes, State CIO and Executive Director
Georgia Technology Authority

2006: State of Georgia IT Service Delivery Snapshot

- Infrastructure reliability failing
- Financial model not sustainable
- Exposure of state data vulnerabilities
- Overall risk profile for the state increasing

2007: State of Georgia Responds

- Retained a leading consulting firm
- Conducted comprehensive IT service operational assessment
- Interviewed agency IT professionals, business managers
- Gathered and assessed extensive amounts of data

Total Executive Branch annual IT spend: \$617 million

Total annual expenditures in scope: \$249 million

- Data centers
- Servers
- Mainframes
- Help desk services
- End user computers (laptops and desktops)
- Voice services
- LAN/WAN

What We Found

- Dedicated people, but thinly staffed
- Aging infrastructure
- Not meeting minimum standards
- Absence of processes and skills
- Duplicate spending with little measurement
- Under funding of critical initiatives
- Disaster recovery deficiencies

The capabilities within the state to fix the problem have deteriorated to such an extent that only an enterprise-wide initiative that draws services and skills from the market has the opportunity to make timely repairs.

– TPI Sourcing Assessment
December 2007

Decision Summary

- Implement a self-funding solution model
- GTA to consolidate IT infrastructure through external service providers
- Competitively bid separate contracts for Infrastructure Services and Managed Network Services
- Winning service provider to make substantial investments
- Continual investment program = current technology base
- Reduce FTE's from 1095 to about 170
- Transform GTA

Our Goals

- Consolidate IT infrastructure
- Secure state data
- Stable operating environment
- Well governed
- Replace aging infrastructure
- Robust disaster recovery
- Broad industry standards

2014: Georgia's New IT Environment

- Improved IT service delivery
- Increased infrastructure reliability
- Improved data security
- Financial transparency
- Improved operational reporting
- Maturing technology management

Next Steps

- Re-procure Managed Network Services (2014)
- Procure and implement Multisourcing Service Integrator function (2014-2015)
- Conduct Service Management Organization operational review (2014)
- Initiate planning for re-procurement of Infrastructure Services (2016)
- Continue to partner with our customers and stakeholders

Outsourcing: Lessons Learned

- Implement Service Level Agreements to motivate the right behavior
- Identify clear roles and responsibilities for integration
- Incorporate innovation into your contract
- Balance provider's ability to deliver and customer's ability to receive service (maturity)
- Hold vendors accountable to task
- Accept and address your organizational deficiencies



Atlanta IAOP Chapter
Mike Wilton

www.IAOP.org

● UPCOMING CHAPTER MEETINGS

Aug 2014

Aug 7 - [Atlanta](#) Chapter Meeting

Nov 2014

Nov 7 - [Atlanta](#) Chapter Meeting

Other Chapter Offerings thru October:

August 2014

August 14 - [Governance](#) Chapter Webinar

September 2014

September 9 - [Transboundary Sourcing](#) Webinar

September 17 - [Nordic](#) Chapter Meeting

September 18 - [Outsourcing Tools & Technology](#) and [NorCal](#) Chapters' Meeting

October 2014

October 9 - [Governance](#) Chapter Webinar - save the date - registrations will open after the August webinar

October 9 - [Rocky Mountain](#) Chapter Meeting - save the date - details to be shared soon

October - [Charlotte](#) Chapter Launch - details to be shared soon

October 23 - [Chicago](#) Chapter Meeting

IAOP Professional Members may attend an unlimited number of chapter meetings. Associate Members may attend up to two chapter meetings as IAOP's guest. Go to the chapters' page at www.IAOP.org/chapters for meeting details and to register.



SPECIAL OFFER FOR ATTENDEES!

**Become an IAOP Professional Member at
20% off the Regular Fee of \$345/Year (\$276/Year Net Fee)**

Be part of the *first and only* global, professional membership-based organization to establish standards for customers, providers and advisors of outsourced service.

As one IAOP Corporate Member put it:

“It’s a tremendous one-stop shop for all things outsourcing!”

Go to <https://www.IAOP.org/PMregistration> and join today!
When asked for an “offer code,” please enter: **IAOP-PM-0515.**

www.IAOP.org

• CONFERENCES AND EVENTS

Join us:

Coming Soon!

The 2014 Asia-Pacific Outsourcing Summit

Singapore – Mandarin Orchard Hotel

September 23-24, 2014

IAOP Partner Event: Outsource2LAC

Guatemala City, Guatemala

November 12-13, 2014

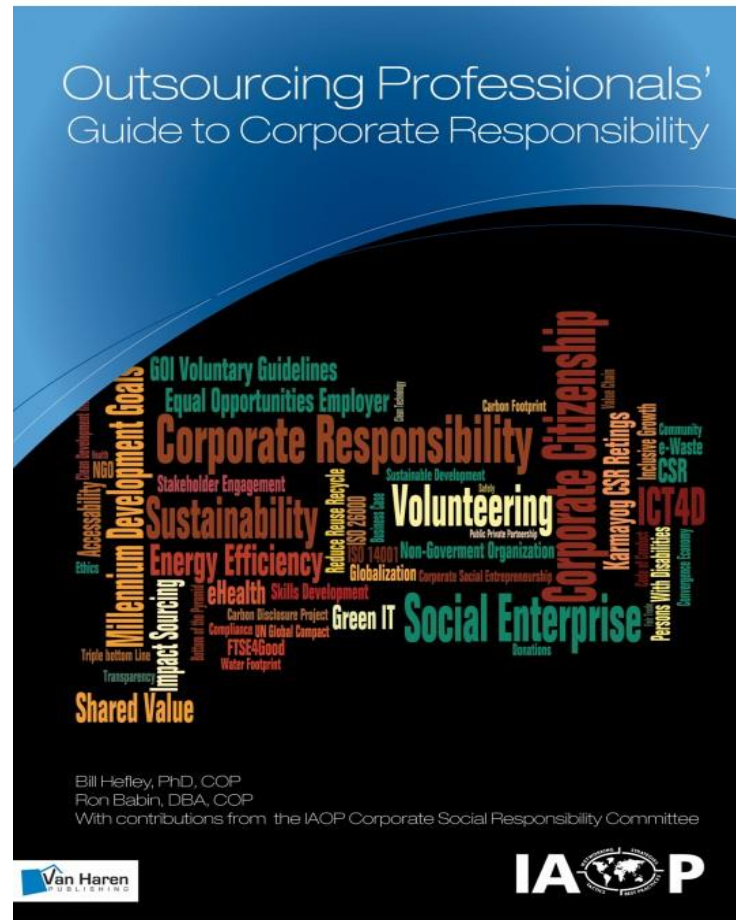
The 2015 Outsourcing World Summit®

February 16-18, 2015 – JW Marriott Phoenix Desert Ridge

Phoenix, Arizona



To obtain your copy of IAOP's newly released *Outsourcing Professionals' Guide to Corporate Responsibility* e-book management guide by Bill Hefley, PhD, COP and Ron Babin, DBA, COP, with contributions from IAOP's Corporate Social Responsibility (CSR) Committee, contact an IAOP representative or memberservices@iaop.org



• TRAINING & CERTIFICATION

COP Master Classes (* & Governance Workshop)

- September 15-18, 2014 – Denver, CO*
- November 5-7, 2014 – Netherlands
- March 30 – April 2, 2015 – Atlanta, GA*

Online Classes are also available!

**Become a COP and improve
your outsourcing success!**





Chapter/Webinar Attendees Only!

COP Master Class/Governance Workshop Bundle – Toronto/Denver only – 4 day training

**\$3,500 price for all chapter attendees! (Get Governance workshop free,
savings of \$1,000's)**

Online COP Master Class/Governance Workshop Bundle

\$3,000 price for all chapter attendees! (savings of \$700)

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www.IAOP.org



**THANK YOU FOR
JOINING US!**



**For more information on IAOP's Programs
and Services, email info@iaop.org.**