Global Standard-Setting Organization and Advocate for the Outsourcing Profession
• IAOP Introduction and Overview .......Mike Wilton
• Lunch..............................Maggiano’s Staff
• Transforming IT Service Delivery ....Calvin Rhodes
• Atlanta IAOP ..........................Mike Wilton
• Questions and Closing Remarks ....Mike Wilton
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.
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.
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.
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
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.
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.
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!

www.IAOP.org
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)

Courtney.Giardina@IAOP.org

www.IAOP.org
THANK YOU FOR JOINING US!

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