IAOP

The Association with Collaboration at its Core.



COP Master Class and Outsourcing Governance Workshop

www.IAOP.org

Certified Outsourcing Professional (COP) Master Class and Outsourcing Governance Workshop

A comprehensive Learning Experience for Improved Outsourcing Outcomes

Atlanta, Georgia

April 3 - 6, 2017

The COP Master Class Bundle Includes:

- **A seat in the 3 day COP Master Class**
- **A seat in the 1 day Outsourcing Governance Workshop**
- **All day snacks and refreshments and daily lunch**
- **All printed class material**
- **Print copy of the OPBOK**
- **Electronic templates from the OPBOK**

Outsourcing professionals are increasingly working across and supporting a wide-range of operational models from procurement to vendor management to global business services.

As the global economy continues to recover and restructure, organizations have become increasingly technology driven and interdependent through an array of ever-changing collaborative business models. Most generally referred to as 'outsourcing', these approaches include multi-sourcing, global business services, offshoring, nearshoring, robotic process automation (RPA), cloud-sourcing and many other variants. Both opportunities and challenges have emerged from these changes: new technologies like social, mobile, analytics and the cloud have moved front and center; partners have become sources of not just efficiency, but innovation; security and privacy have taken on new urgency; and even the most basic management principles have begun to give way to new interdependent approaches led by a new generation of business leaders.

To succeed, a streamlined approach and cohesive set of standards must be accepted across all business sectors. IAOP, the association for improving outsourcing outcomes by bringing together customers, providers, and advisors in a collaborative, knowledge-based environment that promotes professional and organizational development, recognition, certification and excellence, delivers professional development training based off of a cohesive set of industry recognized standards.

Organizations such as ISS, one of the worlds largest facility service organizations, KellyOCG, a global leader in innovative talent management solutions and an aeronautical Fortune 500 company that's global network of employees and suppliers provides unparalleled opportunities to meet the needs of its industry, have embraced IAOP training methodology as a way to increase collaboration, build competency and gain a competitive advantage by learning first hand from experts within the industry how to implement an effect strategy into its business environment.

The COP Master Class and Outsourcing Governance Workshop training was designed for customers, providers and advisors at all levels. This 4 day intensive integrates, project management, shared services and outsourcing best practices with the Outsourcing Professional Body of Knowledge (OPBOK) to understand how to implement a common framework within their own organizations and build collaboration to ensure outsourcing success.

Professionals work together during these 4 days with the use of electronic Project Plan Templates that work off of IAOP's Big Bank Case Study. This group work will teach how to plan, document and execute the full end to end process. Course instructors provide one-on-one and group coaching and feedback ensuring candidates grasp the tools and techniques needed for successful outsourcing deployments. Open discussions and industry veteran testimonials allow for a more dynamic environment where professionals can enhance their knowlege of the industry and how to lead successful program initiatives. Today, outsourcing success and business success are inseparable. IAOP has developed content that is presented in an executive environment and delivered in a way that turns individuals into a new generation of business leaders.

Successful candidates also earn 75 points (50% of the total required) toward their COP Certification and the COP Master Class also fulfills the requirements towards the aCOP certification.



Course Syllabus

Day 1 focuses on the decision to use outsourcing within a company's strategy. Hear from a C-level executive on how to think about outsourcing both onshore and offshore.

Day 2 works into the setup of the project and the many decision variables that help a team decide if the relationships and outcomes are right for each partner.

Day 3 focuses on making and closing the deal and setting it up for success. Lays out best-in-class practices in governance which is a pivotal attribute in great relationships.

Day 4 Outsourcing Governance Workshop *(This workshop is included in the COP Master Class Bundle for all North American classes)* Gain comprehensive cutting-edge knowledge on all aspects of creating and sustaining successful relationships with your outsourcing partners.

Fully mastering outsourcing essentials positions professionals to leverage the power of bringing about meaningful outsourcing programs tied to their organization's strategy in a world competing for attention and resources, and changing at the speed of technology.

Day 1

Outsourcing as a Management Practice – A working definition of outsourcing. Business drivers and anticipated benefits. The offshore advantage.

The Executive Mindset – How C-level execs view outsourcing. Setting policy and practices. Designing and deploying a management system that supports outsourcing. Role of the outsourcing professional.

Managing Outsourcing as a Business Process – A 5-stage approach to outsourcing. Stage gates, decision makers, and process timelines. Overcoming internal resistance to change. Mapping the organization and its opportunities.

Making the Strategic Decisions – Outsourcing for competitive advantage. Developing the optimal decision matrix. Scoping and prioritizing opportunities. A comprehensive framework for risk analysis. Identifying regulatory impacts.

Day 2

Creating and Leading Project Teams – Picking the right team for each stage of the outsourcing process. Assembling & leading the team.

Opportunity Assessment – Critical business measures of success. Baselining current performance and costs. Assessing maturity of the provider marketplace. Scorecarding desired outcomes. Assessing organizational readiness.

Bringing Customers & Providers Together – Identifying and pre-qualifying potential providers. Developing a request for proposals (RFP). Collaborative approaches to solution development.

Selecting Outsourcing Service Providers – The competencies, capabilities, and relationship dynamics approach. Managing the selection process. Building consensus around a scoring system.

A Financial Model for Value Capture – Capturing the total financial picture. Forecasting future volumes, costs, and benefits. Projecting planning, transition, and oversight costs. Getting to the optimal pricing model and price-point.

Day 3

The Ins and Outs of Outsourcing Contracts – Structuring the outsourcing contract. Setting the terms of the agreement. Documenting the scope of services, standards of performance, and how they're measured. Building in change management.

Value-Based Negotiating – Keeping the interests of all parties in focus. Managing an effective negotiating process. How to negotiate the best deal without wrecking the relationship.

Empowering People through Outsourcing – Making the case for change. Developing an end-to-end employee transition program. Assessing and managing community and press reactions.

Transitioning for Long-Term Success – Developing an effective transition plan. Keeping everyone on track while ramping up. Operationalizing the management structure. Dealing with the unexpected.

Governance – Making Outsourcing Relationships Work - Designing organizational links up, down, and across the business. The role of the project management office. Making interdependent planning a reality. Measuring progress, moving forward. The critical link from governance back to strategy.

All of the course content is based on the Outsourcing Professional Body of Knowledge (OPBOK) and Outsourcing Professional Standards (OPS), developed by IAOP's Outsourcing Standards Board.

Faculty varies by class offering and includes: Jagdish R. Dalal, COP, Managing Director, Thought Leadership at IAOP and one of the best-known experts in the field. IAOP partners with IAOP-trained instructors for classes held around the world. Guest Lecturers from some of the world's most successful customer and advisory firms, such as American Express, PwC, Kirkland & Ellis, and Procter & Gamble present their real-world experiences.

Outsourcing Governance Workshop

A One Day Intensive by IAOP

IAOP is pleased to present a one-day intensive Outsourcing Governance Workshop. Content is based on the Outsourcing Professional Body of Knowledge (OPBOK) and the Outsourcing Professional Standards developed by IAOP and the Outsourcing Standards Board. Whether your goal is to earn 15 points toward the Certified Outsourcing Professional (COP) designation or simply to gain comprehensive cutting-edge knowledge on all aspects of creating and sustaining successful relationships with your outsourcing partners — this workshop is for you! Studies have found that more than half of all organizations spend two percent or less of an outsourcing contract's cost on governance. However, more than 60 percent report losing 10 percent or more of the contract's value because of poor governance between the customer and the provider. Given this, professionals involved in outsourcing clearly have an important role to play in helping their organizations plan, invest in, and execute a cohesive set of business practices for designing and implementing a strong governance program.



NOTE:
All workshops are taught in English.

Attendance is limited to 25 students per class, so please register promptly. An online version of the Outsourcing Governance Workshop is now also available at www.iaop-cop.com.

Topics to be covered include:

Understanding the stages of growth in governance and assessing where your organization is positioned and how it can move further along the growth curve.

Designing and overseeing an organization's outsourcing governance model, including:

- Relationship management
- Risk management
- Operational delivery management and compliance tracking
- Management and staff commitment

Defining and evaluating organizational alternatives and other dimensions for managing governance, including:

- Outsourcing program management office
- Creating a link between an outsourcer and its using organizations — at all levels
- Role of sourcing and other support organizations
- Tools and reporting mechanisms for creating consistency

Defining and implementing an interdependent planning methodology that include such elements as:

- A regularly updated outsourcing business plan that puts in place a formal process for periodically reviewing and updating all aspects of the relationship between the companies, including strategies, operations, financial considerations, and business relationship management
- A joint risk assessment planning system that is a forward-looking tool and an early warning system of potential opportunities and problems
- Developing an understanding to be able to measure, assess, and achieve continual improvement in organizational outcomes through outsourcing relative to original goals and changing business needs
- Establishing an audit process and methodology that assure compliance not only to governance, but also to various statutory requirements (such as SOX compliance in US or Safe Harbor Act for EU countries)

Atlanta, Georgia

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Registration



Please register me for:

- o **Certified Outsourcing Professional (COP) —– MASTER CLASS BUNDLE**
  (Bundle includes: A seat in both the COP Master Class and Outsourcing Governance Workshop)

Location: **Crown Plaza Atlanta SW Peachtree City**
Date: **April 3 - 6, 2017**
Address: 201 Aberdeen Pkwy, Peachtree City, GA 30269

Contact Information (make as many copies as needed)

Name: _____

Title/Position: _____

Company: _____

Address: _____

City: _____ State: _____ Zip: _____

Country: _____ Email: _____

Tel: _____ Mobile: _____

Payment Information

Fees in USD	*BUNDLE*
IAOP Corporate/Professional Member –	$3,800.00*
IAOP Associate Member–	$4,200.00

**Fee applicable pending membership verification*

The course fee includes all course materials, classroom and small group sessions, snacks and refreshments throughout the day and lunch. It does not include hotel accommodations, any meals outside of those mentioned above or travel and other personal expenses.

Payment Options

- o Check Enclosed (please make payable to IAOP, US funds only)
- o Electronic Funds Transfer (banking details will be immediately faxed to you)
- o Credit Card: o AMEX o VISA o MASTERCARD

Name on Card: _____ Card Number: _____

Expires: _____ Signature: _____

I agree and accept that any cancellation penalties are charged to my credit card according to the published cancellation conditions.

Submitting Registration

Phone: **+1.845.452.0600 ext. 100**

Mail: **IAOP**
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Poughkeepsie, NY 12601

Fax: **+1.845.452.6988**

Terms and Conditions

Space cannot be confirmed without payment or payment authorization for any training. Cancellations are charged 50% fee up to 45 days in advance of program date, 100% thereafter and must be received in writing. Credit letters are available upon request and will be honored for name changes to the class originally registered for only. Transferring of class dates will not be accepted.

See www.iaop.org for IAOP's privacy policy.



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