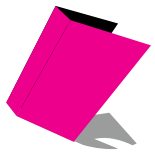IAOP

OWS2.0

CONNECT.
LEARN.
ENGAGE.

February 17-19, 2020 | Renaissance Orlando | Orlando, Florida

From the CEO

We're calling it OWS2.0 and there's a reason. We've added even more ways for you to connect, from Spark! Speed Networking on day one to the Customer-Only Workshop where you can speak freely with your peers, as well as topical pods and casual, creative social events like the 5k walk/run, the annual golf outing and an after hours event at SeaWorld to get you engaged in a more relaxed environment.

We've also switched up the content a bit with more immersive deep dives, bite-sized information on technology and the workforce of the future that we're calling AHEAD Talks as well as powerful crowd-sourced topics that you asked for!

We're pleased to have Dr. Marci Rossell, the former CNBC Chief Economist and Co-Host of Squawk Box on the main stage as well as Yaarit Silverstone, Managing Director, Strategy, Talent & Organization, Accenture, to talk how to harness disruption and re-imagine the workforce to unlock hidden potential. We'll be sitting down "fireside chat" style with some buy-side visionaries to talk strategy. Complementing the main session are dozens of breakouts on everything from Man vs. Machine to socially responsible outsourcing, vendor management and more.

We'll also be addressing a topic close to my heart - Impact Sourcing - and will feature companies like Intuit, Sutherland, Facebook, TechMahindra and Harambee, who are "doing well by doing good," and in that spirit, we will donate a portion of the registration, 5k and golf proceeds to the Second Harvest Food Bank and hurricane disaster relief.

I invite you to join us in Orlando as we connect, learn and engage 2.0 style.

Debi Hamill, CEO, IAOP

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IAOP OWS2.0

At-A-Glance

Sunday, February 16 (Pre-Conference)

- 1:00PM - 5:00PM   COP Standards Workshop
- 11:00AM - 5:30PM   OWS2.0 Golf Outing
- 5:00PM - 8:00PM   Early Registration & Welcome Happy Hour

Monday, February 17

- 6:00AM - 7:30AM   Make a Difference 5K Run/Walk
- 8:00AM - 5:00PM   Conference Registration
- 9:00AM - 12:30PM   Customer Key Issues Workshop
- 9:00AM - 11:30AM   Provider & Advisor Key Issues Workshop
- 11:30AM - 12:30PM Summit Kick-Off Luncheon
- 12:30PM - 3:00PM   Keynote Sessions
- 3:30PM - 6:00PM   Spark! Speed Networking and Workshops
- 6:00PM - 7:30PM   Welcome Reception in the Global Services Mall

Tuesday, February 18

- 7:30AM - 8:30AM   Networking Breakfast in the Global Services Mall
- 8:45AM - 11:30AM   Keynote Sessions
- 12:45PM - 2:00PM   IAOP Awards Luncheon
- 2:00PM - 5:45PM   Breakout Sessions Rounds 1-6
- 6:00PM - 7:30PM   Cocktail Reception in the Global Services Mall
- 7:30PM - 9:30PM   Closing Event at SeaWorld

Wednesday, February 19

- 8:30AM - 10:00AM   What's Keeping You Up at Night: A COP Roundtable
- 10:00AM - 12:00PM Design Thinking Workshop
- 12:00PM - 1:30PM   Food for Thought Networking Luncheon
- 12:30PM - 3:30PM   COP Advanced Intensive (COPs only)

REGISTER AT WWW.IAOP.ORG/SUMMIT

Keynotes - Monday

12:30PM - 12:45PM

Welcome to OWS2.0

Debi Hamill, *CEO, IAOP*

IAOP's CEO extends a big welcome to delegates and sets the stage for what's to come as the day's host.

12:45PM - 1:30PM

Global Outlook 2020: The Quest for Growth Amid the Turmoil

Dr. Marci Rossell, *Former CNBC Chief Economist and Co-Host of Squawk Box*

Trade wars, Brexit and the upcoming U.S. election are buffeting economies worldwide. Consumers and businesses are in a "wait and see" mode, but that won't tip the globe into recession. Join Dr. Marci Rossell as she considers how the economic growth unfolds in the year to come.

1:30PM - 2:00PM

Fireside Chat: The Future of GBS

Moderator: **Atul Vashistha**, *COP, Chairman, Neo Group*
Panelists: **Suzanne Leopoldi-Nichols**, *President of GBS, UPS*
Ofelia Fernandez, *LAC Regional Financial Controller & General Manager, Enterprise Operations Bogotá, Diageo*

Leading enterprises are leveraging GBS to enable transformation. GBS is no longer just shared services but a strategic lever to accelerate revenues, launch new products and optimize operations. Hear from industry experts as we explore this journey.

Keynotes - Monday

2:00PM - 2:20PM

AHEAD Talk: Imperatives for Competing in a Culture of Speed

Eric Clark, *Chief Digital Officer, NTT Data*

Yesterday's fast is today's unacceptable. New business models and the speed of business are forcing us to think not just bigger but radically different. "We've always done it this way" will put you out of business. In a race to remain relevant in this accelerated cycle of innovation, companies are under constant pressure to get to market faster with products and services that help their customers outpace their competition. "Slow" has become another word for "obsolete." Eric Clark kicks off our AHEAD Talks with this future focused session!

2:20PM - 2:40PM

AHEAD Talk: The CLM Paradox - Why 2020 Still Feels Like the 80s

Claude Marais, *President, SirionLabs*

In the early 1980s, companies had no internet, no laptops, and no cell phones. Another area where they struggled due to lack of technology was managing enterprise contracts, which had to be done manually in a tedious and ineffective manner. We are now in 2020 with cutting-edge web and cloud technologies, mobile devices and modern contract management systems. Why do we have enterprises – even the Fortune 500s – still struggling to address the same basic contract and supplier management needs – locating all of their contracts, understanding what's in those contracts, tracking obligations, and just making sure that the performance and invoices are aligned with the contracts? Join Claude Marais as he explains the mistakes that organizations continue to make in their contract management strategy and how they can use advanced CLM technology to create a truly modern enterprise.

2:40PM - 3:00PM

AHEAD Talk: Transcending Digital - Going Beyond Technology to Move Humanity Forward

Kevin Parikh, *COP, Global CEO and Senior Partner, Avasant; Chairman, Avasant Foundation*

Transcending Digital predicates that by applying moonshot thinking and leveraging technology innovation we can build a new world, the paradigm of which underlies infinite opportunity and benefit to humanity. It will enable us to become human again, strengthening our relationships and becoming connected over oceans and across borders. It unlocks opportunities for enterprises to create economic and business value. It creates an environment for current and future generations to thrive, enabled by hyper sustainability. Transcending Digital means we will go beyond a world that is defined by technology, to one where humanity is placed at the center.

TUESDAY HOST

Neil Hirshman, *COP*
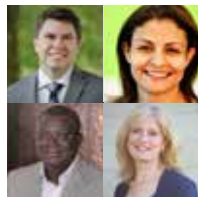*Partner*
Kirkland & Ellis LLP

WEDNESDAY HOST

Jagdish R. Dalal, *COP*
Chief Advisor,
Thought Leadership
IAOP

Keynotes - Tuesday

8:45AM - 9:45AM

Doing Well By Doing Good: The Future of Impact Sourcing

Moderator: **Jon Browning**, *CEO, Global Mentorship Initiative*
Panelists: **Maryana Iskander**, *CEO, Harambee Youth Employment Accelerator;* **Mamadou Biteye**, *VP, Social Impact, EMEA, VISA;* **Stacie Herring**, *VP, Consumer Services Experience, Intuit*

Impact Sourcing not only presents enormous opportunity for professional advancement of marginalized communities through training and steady, fair-wage employment but it is also a business practice that, when done right, maximizes business outcomes. This session will feature panelists from the organizations blazing the trail in this space as well as personal stories from struggle and adversity to success through ingenuity, drive, and dedication. Join us to hear how impact sourcing is transforming business for the better and learn where to start at your organization.

9:45AM - 10:30AM

Future of Work: Unlocking Human Potential

Yaarit Silverstone, *Managing Director, Strategy, Talent & Organization, Accenture*

In the digital era, business leaders don't need more theories on how to innovate; they need a practical playbook on how to harness disruption to continuously reinvent, grow sustainably and scale to a profitable "new"—all just to remain relevant. Organizations need to maximize their core business by making continuous wise pivots at the right time. But that's only part of the equation. Highly adaptive talent is required to keep pace with the constant business and technology change while also anticipating and shaping it. With the help of advanced analytics and new technologies, organizations can hyper-personalize experiences, reimagining the workforce to unlock hidden potential and fuel growth and disruption.

Wednesday Programming

8:30AM - 10:00AM

What's Keeping COPs Up at Night? A Panel Discussion

Moderator: **Jagdish R. Dalal**, *COP, Chief Advisor, Thought Leadership, IAOP;* Panelists: **Michael Nacarato**, *COP, IAOP's Buy Side Ambassador;* **Sailesh Thakur**, *COP, Director, CME Group*

There's just no escaping the stressors of modern business. There's the relentless decision-making, the sheer volume of day-to-day responsibilities and the drive to increase the bottom line, just to name a few. We're bringing together a panel of experts to discuss today's challenges - like innovation, finding the best talent and staying relevant - and providing advice that will help you succeed so you can switch off.

10:00AM - 12:00PM

Wednesday Workshop: Linking Up for Design Thinking

Mary Lewis, *COP, Manager, Sourcing, Sprint;* **Cynthia Batty**, *Chief Knowledge Officer, ISG;*
Sara Musil, *Manager, Sourcing, Sprint;* **Chris Okamoto**, *Associate Partner, Strategy & Design, Infosys*

Design thinking is a term first introduced in a 1987 book on architecture and urban planning. Its precepts, however, predate that. Robert McKim of Stanford University's School of Engineering introduced a similar iterative design process in 1973, that engineer Rolf Faste expanded on at Stanford in the '80s and '90s. Nearby Palo Alto-based design and consulting firm IDEO grew to build a thriving business helping companies apply design thinking — which it defines as "a human-centered approach to innovation that draws from the designer's toolkit to integrate the needs of people, the possibilities of technology, and the requirements for business success" — to product and service development. Today, IT service providers are adopting the approach. Design thinking is taking shape as an integral part of business processes and outsourcing solutions. Join Mary and executives from Infosys and ISG and work through a DT exercise, leaving with actionable items to take back to your team.

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Outsourcing Advisors list each year since the list's inception.

Navigate the Cloud Landscape

Kishore Durg, *Cloud and Growth Strategy Lead, Accenture Technology Services*

Today, identifying the right cloud solution is challenging. A great deal of time and money can be spent on cloud transformation initiatives only to find the solution doesn't deliver as intended – often leading to redundant costs or other unforeseen challenges. In this session, we'll discuss new ways to assess, architect and simulate cloud solutions to fit your business requirements, maximize value, reduce risk and accelerate ROI.

Automating Third-Party Risk & Governance

John Bree, *SVP & Partner, Neo Group*

Digital transformation requires niche and specialized skills that are often better provided by specialized third parties. Consequently, third parties play a large role in the everyday operations and success of digital transformation efforts. The third parties are not just a source of value, but also of significant business risk. As enterprises aggressively innovate and co-create with third parties, business-as-usual governance processes are insufficient. With the regulatory sector catching up, enhanced governance to test enterprise compliance capabilities and diligence is critical.

Leveraging Coaching Fundamentals to Strengthen Your Outsourcing Relationships

Audrey Cushing, *COP-GOV, Director, Vee Technologies, and a Vested Certified Deal Architect*

What do successful outsourcing arrangements have in common? RPA? Maybe. AI? Possibly. Strong human connections? Most definitely! The need for collaborative buyer provider relationships, attitudes, and behaviors are more important than ever. Positive communication throughout the outsourcing life cycle is the Holy Grail of outsourcing. Co-active conversations set the stage for perceptions and ideas to be freely shared opening the doors to new thinking and new actions. Take a breather from the high-tech outsourcing world and revisit the fundamentals of building strong relationships that foster constructive dialogue – after all, you are sending messages with each and every interaction. Learn valuable coaching and problem-solving techniques leveraging active listening, powerful questioning and mindfulness to develop more effective outsourcing relationships.

Breakouts – Round 1

Tuesday, 10:45AM – 11:30AM

Sony's Big Picture Success: A First-Hand Account of the Challenges and Wins That Have Helped Build an Empire

Adela Jamal, *Executive Director, Sony Pictures Entertainment;* **George Clark**, *Partner, Avasant;* **Anupam Govil**, *Partner, Avasant*

In this session, Avasant unfolds its rich history with client, Sony Pictures. We showcase the past successes, as well as how the relationship was built and continues to evolve. In the consulting business, there's always more than one path to success. Everyone wants to know "How did they do it?" In Avasant's 45-minute fireside chat, we delve into the details of a winning sourcing strategy, through a conversation with our client, Sony Pictures. During this session, we give our client the opportunity to tell the story from their perspective. We will explore how one of the world's largest media companies has created strategies to overcome hurdles and achieve long-term success.

Evaluating Automation Proposals from Suppliers in New Engagements

Ivo Tzontchev, *Senior Manager, Outsourcing Strategy and Governance, AbbVie*
Shuchita Singh, *COP, Director of Outsourcing Strategy and Governance, AbbVie*

Automation has been a concept with increasing popularity, and if the outsourcing world were a popularity contest, "automation" would be a top contender if not undisputed champ. To be more precise, market studies indicate 58% of over 500 prominent companies surveyed have employed RPA in one or more business process while 22% of enterprises surveyed have adopted intelligent automation (IA) at a level that is "scaled up and industrialized." Moreover, 51% of enterprises from the same study expect to have adopted IA in 2020, and a whopping 77% by 2021. This comes as no surprise, given the concept's bold promises of speed, accelerated productivity and serious cost reductions. As automation evidently continues to gain popularity among enterprises, the importance of clients thoroughly evaluating each services proposal centered around automation also becomes increasingly higher. At a rudimentary level, we are taught to look at automation's impact on unit pricing and general services cost. The key, however, to evaluating any such supplier proposal is to look underneath the surface into the core assumptions of the projected impact and how those assumptions align with reality. This session will focus on the deeper levels of evaluation.

Journey to 100% SaaS

Kevin Grayling, *CIO Florida Crystals Corporation*

Imagine an organization that focuses 80% of its time on the adoption of technology and only 20% on the design/build/test aspects necessary to ensure the technology works. As CIO of a fully integrated sugar cane company, Kevin and his team have set out to bring one of the world's largest agri-businesses into the 21st century through automation and digitization. Unlike many CIO peers however, Kevin is designing a digital platform with the goal of using only SaaS-based technology services. Can a multi-billion dollar agri-business leader, not a "digital native" but a firm heavily invested in farm equipment and decades old processes, use only SaaS-based technologies for its business operations? Kevin firmly believes SaaS-based technology services enable stakeholders to realize benefits faster. Rather than spend time building a better mousetrap, Florida Crystals stakeholders will spend time using the mousetrap to transform farming. Grab a coffee or tea, add a Domino® sugar packet, and come hear the evolving journey to 100% SaaS!

The Trust Factor: The Critical Element in a Successful and Enduring Partnership

Lance Kwasniewski, *COP, Chief Executive Officer, Belcan LLC*
Mahesh Patel, *Director, Global Engineering Sourcing, Pratt and Whitney*

Trust is at the core of all successful outsourcing partnerships, but when it comes to a company's engineering functions, particularly with a jet engine—one of the most complicated and safety-critical machines on earth—trust is taken to another level. Pratt & Whitney and Belcan have been enjoying a successful and enduring alliance for over 50 years based around transparency, security, and trust. Join this discussion to learn how to build a trust-based outsourcing model and how it generates tangible value for both the customer and provider.

Breakouts - Round 2

Tuesday, 11:45AM - 12:30PM

Your Crowdsourced Topics on Contracting and Negotiation

Moderator: **Neil Hirshman**, *COP, Partner, Kirkland & Ellis LLP* Panelists: **Lawrence Kane**, *COP, COP-GOV, Senior Leader, IT Sourcing Functional Excellence, Boeing;* **John Beardwood**, *Partner, Fasken Martineau DuMoulin LLP;* **Shellie Freedman**, *Partner, Kirkland & Ellis LLP*

This crowdsourced session brings together a team from the legal, advisory, buyer and provider communities to address considerations in navigating contracting in a multi-vendor environment. Questions will be drawn from both the Customer- and Provider-only key issues workshops on Monday as well as live during this session. Whether you're a provider, advisor or buyer, this session is for you.

Man Vs. Machine

Alex Gerler, *Regional Director, Portfolio Administration, Cushman & Wakefield*
Bryan Wool, *Director – GOS Portfolio Strategy, Cushman & Wakefield*

Today's real estate companies are exploring new emerging technologies such as robotics to solve operational inefficiencies and lease abstractions. This session brings together experts to discuss how robotics is driving the lease administration business in new ways. This interactive and engaging session will consist of a deep dive on automated lease abstraction and machine learning and constructive discussion on industry trends and best practices. You will learn about the fundamentals of robotics and automation technologies, and more importantly, how they will play an integral role in your portfolio management process over the next decade.

Breakouts – Round 3

End-to-End IT Vendor Governance; Leveraging Cloud Technology to Enable Outsourced Service Delivery Processes with Contractual Oversight

Ves Kjenstad, *Vice President, IT Operations, BMS*

Imagine enabling service delivery while measuring performance, all on one platform! Consolidated tracking of your work requests, issues, consumption and contractual changes is possible. We have leveraged our SaaS ITSM solution to include compliance monitoring, Project Management, and Application Portfolio Management. We expanded the functionality of our platform to also govern Finance, Performance, Contract, and Relationship Management for fully accountable supplier lifecycle management, both with our Service Providers and Internally. We will share lessons learned and tips for how we designed this consolidated platform to drive supplier performance and value.

Key Issues in 2020: The Insights You Need to Plan & Execute Successfully

Eric Simonson, *Managing Partner, Research, Everest Group*
Shirley Hung, *Vice President, Everest Group*

Geopolitical, economic and even environmental events are impacting all of us in new ways, both personally and professionally, and this year promises more turbulence and uncertainty. Learn the results of our recent Key Issues Study, in which executives from your peer organizations and most likely your own company participated. These insights will be critical as you design and execute your strategic outsourcing plans. This session will cover issues such as organizations' top growth challenges, how organizations are viewing and investing in innovation, and talent challenges and priorities.

A Bi-Partisan Approach to Assessing Risk

Lawrence Kane, *COP, COP-GOV, Senior Leader, IT Sourcing Functional Excellence, Boeing*

**Janette Nyden**, *JD, Contracts Expert and Author*

Poorly written SOWs and boilerplate legal terms lead to preventable value leakage that damage buyer/supplier relationships. The fastest way to preserve value for both buyer and seller alike is to mitigate identifiable risks that may affect the delivery of goods or services. In this interactive session, appropriate for both buying and selling organizations alike, participants will explore common delivery risks, how to identify those risks using a checklist, and how to mitigate those risks through an improved SOW and contract terms. By considering a case study and list of questions, participants will discuss best practices from the buying and selling perspective to reduce identifiable risks. We will facilitate the discussion to capture common lessons learned, which can then be distributed to conference attendees.

Doing Well By Doing Good: Service Provider Stories

Moderator: **Debi Hamill**, *CEO, IAOP* Panelists: **Kellie Walenciak**, *Head of Corporate Communications, Televerde;* **Jessica Custer**, *Manager, Inclusive Economy, GISC;* **Tom Sheridan**, *Principal, Eclaro;* **Paula Hurlock**, *Manager, Social Impact Initiatives, Sutherland Global Services;* **Cheryl Leader**, *President & COO, Datrose*
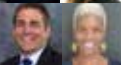
Many companies today are making a conscious effort to put impact sourcing practices into action. Doing so helps society; it also creates goodwill for their reputations and contributes positively to their brands' health and performance. Are buyers willing to pay more for services that come from companies that engage in actions that furthers social good? Does care convert to action when it comes to buying decisions? According to a recent Neilsen survey on Corporate Social Responsibility, the answer is yes. A few key corporate members in the impact sourcing space are here to share their stories and inspire you!

How to Be a Good Customer

Host: **Sherry Jost,** *COP, Voice of the Customer Chapter Co-Chair and IAOP Authorized Trainer*
Moderator: **Kyle Andrews,** *Sales and Marketing Chapter Co-Chair* Panelists: **Vijay Verma**, *Executive Vice President, HCL America, Inc;* **Michael Nacarato**, *COP, IAOP's Buy-Side Ambassador;* **David Althoff**, *Senior Vice President, Cognizant*

There has always been plenty of discussion around how to be a good supplier. Know your customers' business, provide a great service, communicate with the customer, listen, solve issues promptly and more. But what about being a good customer? A customer that complains about everything is tough to communicate with, tries to hold issues over the suppliers head, etc., and can make it impossible for the supplier to be a good supplier. It's a two-way street, and it takes both sides getting along for the relationship to work. With this mind, please join the Voice of the Customer and the Sales & Marketing chapters for a high-energy panel discussion that will turn the tables and focus on how to be a good customer. You'll hear expectations of Customer Sourcing Executives and Supplier VPs as they engage in dialogue that will ultimately help the supplier meet customer expectations. Although the discussion will be facilitated, audience members will have the opportunity to ask questions of the panel as well. Anyone who has a role in the supplier/customer relationship will benefit greatly from this session.

Digital Transformation in Latin America and the Caribbean

IAOP's Latin America and Caribbean Outsourcing Council (LACOC)
Atul Vashistha, *COP, CEO, Neo Group;* **Anupam Govil,** *Partner, Avasant;* **Mauricio Velasquez**, *COP, IAOP Authorized Trainer;* **Santiago Pinzon,** *Executive Director, ANDI;* **Anna Karina Quessep**, *Executive President, Colombian Association of BPO;* **Michael Mensick**, *COP, Partner, Baker & McKenzie*

Join members from IAOP's LACOC as they present this panel discussion on the opportunities created by digital transformation and the current and future trends in the outsourcing industry within the region.

Breakouts – Round 4

Tuesday, 3:00PM – 3:45PM

The Future of Social Responsibility in Outsourcing

Debi Hamill, *CEO, IAOP, along with members of IAOP's SRO Chapter*
Join members of IAOP's SRO Chapter as they present their ongoing work to develop and launch guiding principles for socially responsible outsourcing. Their progress will be shared with IAOP's Membership and the industry at large. The SRO Chapter's Leadership includes representatives from the Global Mentorship Initiative, Facebook, Microsoft, Sprint, Alorica, Accenture, TechMahindra and the Global Impact Sourcing Coalition.

GEO Award-Winning Case Study: Intuit's Customer Outsourcing Transformation

Balakarthik Venkataramanan, *Director, Global Partner Management, Intuit*
Intuit's Customer Success requires a strategic and a stable network of 20,000+ outsourced customer success associates to compliment the rapid customer base expansion Intuit is experiencing, as well as to deliver on the brand promise and value proposition of best in class customer experience to all the users of Intuit's products. Hear how the partner management team embarked the journey of modernizing the outsourced partner relationships and delivered experience and efficiency improvements in double digits while increasing outsourced partner workforce retention by 40%. All made possible through a strategic combination of leveraging modern data and technology platforms, tapping in to outsourced gig workforce models and integrating impact sourcing as a way of doing business.

The Perils and Potential of Digital Transformation

Don Estes, *Vice President, Application Modernization, Atos | Syntel*

The focus of digital transformation has been entirely on how to implement new applications for a digital marketplace. The new applications are intended to replace the aging legacy applications that run the business today. In most organizations, the complex business logic from the legacy is imperfectly understood at best, but must be carried forward correctly or business operations can be affected. The legacy code contains all the business logic, but extracting that logic from aging spaghetti code which is heavy with technical debt is subject to errors and omissions. This session will examine how technical debt exhibits itself at the code level, and set out a methodology to successfully extract that logic in a form that can be loaded into a rules engine or a decision management system. The extracted logic can be proven to be free of errors and omissions by using the legacy system as the standard of truth.

Using Space-as-a-Service to Drive New Partnership Models

Maureen Ehrenberg, *Global Head of Facility Management Services, WeWork*

Can you really use an outsourcing partner to help drive corporate culture, increase employee engagement and help attract new talent? The answer is yes. When considering the latest trends within the co-working and space-as-a-service business, organizations are increasingly looking for new partnership models to help drive organizational culture and attract new generations into the workplace. Experience design, community management and circular economy have become hot topics within the Facility Management and Corporate Real Estate industry, where WeWork is increasingly being seen as a disruptor.

REGISTER AT WWW.IAOP.ORG/SUMMIT

Breakouts - Round 5

Outsourcery – Are Good Outcomes a Result of Magic or Strategy?

FD Giambattista, *COP, VP, Right Shoring Strategy and Operations, Bank of the West*
Andy Sealock, *Principal, Pace Harmon*

Successful outcomes for any outsourcing endeavor rely on honest, thorough and detailed strategy and planning. This session will focus on core elements for successful outsourcing outcomes including determining secret sauce (core competencies): what to keep vs. what to send, end-to-end solutioning - redefine your outcomes to be end-to-end, not just about the one process or my mess for less and more.

GTA's Journey to Contract Automation

Peter Blake, *aCOP, Director of Contracts and Compliance, Georgia Technology Authority (GTA)*
Claude Marais, *Co-founder and President, SirionLabs*

Georgia Technology Authority (GTA) is responsible for managing Georgia state's central IT infrastructure (data centers, network, security, telecom, etc.) supporting 100,000+ users spread across 1200+ state agencies. As GTA's operations scaled, it became evident that our legacy, manual contract management processes just couldn't scale up to keep pace. While putting together our contract automation strategy, management of contracts after signature – especially obligation management – emerged as the most critical challenge for us. With this clarity, we deployed a specialized contract lifecycle management technology combining contract repository with advanced performance management capabilities to enable automated validation of supplier performance against contractual obligations. Join us for this session to learn about GTA's contract automation journey and the technology behind it.

REGISTER AT WWW.IAOP.ORG/SUMMIT

Unconscious Bias
Maura Hudson, *COP, Senior Vice President, Colliers*
Michelle Needles, *Executive Managing Director, Colliers*

Unconscious biases are social stereotypes about certain groups of people that individuals form outside their own conscious awareness. Everyone holds unconscious beliefs about various social and identity groups, and these biases stem from one's tendency to organize social worlds by categorizing. Join this highly interactive session where we will address the issue, share examples, learn how to avoid blind spots and create more inclusive thinking.

Human Capital 3.0: The Contract Workforce is the New Outsourcing in the Age of A.I. and Automation
Rajeev Thakur, *Head of Global Knowledge Center, Newmark Knight Frank*

There's little dispute, A.I. and automation will eliminate large swaths of jobs, but it will also create new opportunities. These sweeping industrial changes will no doubt power the growth of consulting and contracting type jobs and allow individuals to work for many different organizations and in temporary groups. For companies, it will make it easier to contract out work on short-term basis and reduce their full-time workforce. It will have a similar effect as outsourcing although business process outsourcing will likely continue to expand. This session is designed to do a deep dive into what tomorrow's (outsourced) workforce will look like in terms the post-industry 4.0 workforce.

Breakouts – Round 6

Tuesday, 5:00PM – 5:45PM

How Digital Disrupts Outsourcing

Jan Erik Aase, *COP, Principal Analyst and Global Head, ISG Provider Lens*
Stanton Jones, *Director and Principal Analyst, ISG*

Digital brings new, exciting market opportunities that increase service providers relevance. However, the increasing use of automation, AI/ML and cognitive computing are changing the outsourcing core, its people. Digital is not the same game with new rules. It is a new game. While traditional outsourcing responds to five client needs of advisory/decision making, staff augmentation, project-based capacity (short duration), cost-efficiency and gains of scale, these needs can now be filled by the web, robots, pay-as-you-go, AI/ML/ algorithms and the cloud. Join us to understand the new value added by emerging delivery models.

Past, Present and Future of Governance

Moderator: **John Bree**, *SVP & Partner, Neo Group* Panelists: **Umapathy Viswanathan**, *COP, Director, Strategic Partner Governance, BCBS Association;* **Andy Gottschalk**, *Managing Director, Emergent Holdings Inc.;* **Doug Ausnehmer**, *Director, Supplier Management Office, Abbott;* **Alpa Inamdar**, *Head of Business Change Group, Americas, BNY Mellon*

We first brought this group together at GOV19 and now we're bringing this session to OWS2.0! As our operating models and support mechanisms continue to change at an accelerated pace, slow, episodic Governance must be replaced with agile, resilient and sustainable programs. This panel will provide insight to where we are heading and how to be prepared for the road ahead.

WORKPLACE EXPERIENCE MATTERS

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Workshops

PRE-CONFERENCE - SUNDAY

Key Issues: Buyer Roundtables and Provider/Advisor Roundtables

Monday morning kicks off with these separate, structured, expert-led topical discussions that allow for open discourse among peer groups. Pick a table, pick a topic and dig in. The workshops are three hours in length. *Fee: Included with conference seat.*

COP Standards Workshop
Sherry Jost, COP, and Mauricio Velasquez, COP, COP-BD, *Authorized Trainers*

Workshop attendees will use a real-life, award-winning case study to work through the Outsourcing Professional Standards. Through a mixture of lecture and group work, students will discuss the motivation behind the project, the 21st century challenges, learn how the project team followed IAOP best practices to get the results they were after and walk away with the understanding and knowledge needed for next steps in their own organizations. COPs will earn 4 points toward their required recertification. IAOP Authorized Trainers and Ambassadors, Sherry Jost, COP and Mauricio Velasquez, COP, lead this hands-on session. *Fee: Complimentary, but you must reserve your spot!*

POST-CONFERENCE - WEDNESDAY

COP Advanced Intensive
Jagdish R. Dalal, COP, *Chief Advisor, Thought Leadership, IAOP*

This complimentary, in-depth annual update is exclusively for COP designation holders attending OWS2.0. Join this elite group and discuss the field's most challenging and critical issues, build your top-notch professional network, earn the points you need to maintain your certification in full, and best of all, hear how this coveted certification is already leading to greater opportunities and outcomes for outsourcing professionals and firms. *This workshop is for current COPs only. Fee: Complimentary but you must reserve your spot.*

New for 2020

Make a Difference 5K Run/Walk Get your juices flowing and kick off your OWS2.0 experience with IAOP's inaugural 5K Fun Run/Walk! Whether you run, walk or crawl, you're bound to make some great connections: 5% of proceeds will be donated to Second Harvest Food Bank of Central Florida. *Additional fee applies.*

Spark! Speed Networking After an incredible first year, we're bringing back Spark! Speed Networking, but you have more time! During this session, delegates experience several one-on-one mini meetings with their business peers. Each meeting is an excellent opportunity to initiate new relationships for a variety of objectives. A personalized schedule of meetings and table assignments will be provided upon arrival at the event and a facilitator will guide delegates through additional instructions to ensure a positive experience for everyone. *Complimentary, but you must reserve your spot.*

SeaWorld After Hours Mix, mingle and raise a glass as we toast to another year of connecting and learning! Spend the evening with your colleagues and some special animal ambassadors! *Additional fee applies.*

Topical Pods As you're making your way through the conference center, there will be unstructured opportunities to discuss top-of-mind issues with like-minded attendees. Join in!

Networking & Social Events

- **OWS2.0 Golf Outing**
- **Early Registration Welcome Event**
- **Make a Difference 5K Run/Walk** hosted by HCL
- **Registration Coffee Bar** hosted by Cushman & Wakefield
- **Key Issues: Buyer Roundtables and Provider/ Advisor Roundtables**
- **Summit Kickoff Luncheon**
- **Spark! Speed Networking**
- **Opening Night in the Global Services Mall** hosted by Accenture
- **COP Cocktail Reception** (Invitation Only)
- **Networking Breakfast in the Global Services Mall**
- **2020 IAOP Awards Luncheon**
- **Cocktail Reception in the Global Services Mall** hosted by Schellman
- **Networking Event at SeaWorld** hosted by HCL
- **Breakfast Roundtable Discussions**
- **Food For Thought Networking Luncheon**

Venue

RENAISSANCE ORLANDO
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Immerse yourself in luxury at the Renaissance Orlando. Their deluxe accommodations and premier location across from SeaWorld® and other famous Orlando attractions inspire unforgettable experiences. Well-appointed guest rooms offer ample space for relaxing and boast thoughtful and comfortable amenities for a sound night's sleep or productive business day.

Four restaurants, a Starbucks and an ice cream shop will please all palates. Looking to explore Orlando like a local? Ask their friendly Navigators for tips about hidden gems.

IAOP has reserved a block of rooms for conference delegates at the Renaissance Orlando at SeaWorld at a preferred rate of $249 plus tax (resort fee optional), per night.

You can make your resort reservation by visiting the venue section of IAOP's website at www.IAOP.org/Summit.

REGISTER AT WWW.IAOP.ORG/SUMMIT

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COP Master Class & Governance Workshop
July 20-23, 2020 | DePaul University, Chicago, Illinois

Whether your objective is to arm yourself or your team with the skills and tools necessary to improve outcomes with your strategic partnerships and outsourcing relationships or to get certified, the COP Master Class is the complete lifecycle course geared to prepare professionals at every level with an intensive learning experience on the state-of-the-art, end-to-end process for success.

Designed for customers, providers and advisors at all levels, this 4-day intensive provides in-depth coverage of the OPBOK's 10 standard categories, including hundreds of specific standards and elements of the standards. It teaches students a common language, a common framework and how to build collaboration in their area of specific focus.

Individuals who complete the course will not only be one step away from the aCOP designation. but will also earn 75 points toward their COP designation.

www.IAOP.org -> IAOP Academy

IAOP

OWS2.0

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