



Gartner Outsourcing & IT Services Summit 2009

15 – 16 June 2009, London | europe.gartner.com/outsourcing

Suggested Timetable for Government and Public Sector Professionals at the Gartner Outsourcing & IT Services Summit, June 15-16, 2009

Practical Outsourcing – Balancing Cost Optimization with Performance Improvement

With cost-cutting at the top of every board agenda, the first two questions on almost everyone's mind are, "What can we outsource?" and "How fast?" But letting cost alone drive outsourcing decisions can be a dangerous game. Those who have done just that have found their capacity to improve, innovate and adapt severely restricted.

The Gartner Outsourcing & IT Services Summit is here to help. This year's theme says it all: Practical Outsourcing – Balancing Cost Optimization with Performance Improvement. Invest two days with us for a deep dive into the strategies, tactics, state of the market and players, deal structures and SLAs. A completely new, four track agenda covers it all – sourcing strategy; the IT services marketplace; vendor evaluation, negotiation and management; business process outsourcing; and global sourcing.

As a Government or Public Sector Professional, there are certain topics covered at this event that are likely to be of particular interest to you. Below is a suggested agenda that you can follow during the event. We hope you find this useful. Please note that this timetable is a suggestion and other presentations will be relevant to you depending on your role and your organization's focus on outsourcing. Please visit www.europe.gartner.com/outsourcing to see the full agenda, and use the Agenda Builder Tool to plan your own specific timetable for the summit. We also suggest that you avail of the many opportunities to network with your peers at workshops, roundtables and designated networking points.

Sunday, 14 June 2009

18:00 – 19:00

Registration & Information

Monday, 15 June 2009

07:30 – 08:00

Registration & Information

09:00 – 09:10

Introduction to Gartner's Outsourcing & IT Services Summit 2009

09:10 – 09:40

Opening Keynote: The European Outsourcing and IT Services Scenario: Insight for a Turbulent Market

2009 and 2010 will be a key period of time for the Outsourcing and IT services market in Europe. Organizations' focus on IT cost reduction is coupled with requirements for business performance improvement and step changes in speed and flexibility. Service providers face a sea of threats and opportunities: new outsourcing prospects as well as renegotiations, the rise of alternative delivery models, balancing price reductions with an increase of requirements. We examine a market that will be

characterized by large successes, failures, consolidation and acquisition.

Ian Marriott and Claudio Da Rold,
Gartner

09:40 – 10:30

Gartner Keynote: Multisourcing Today: Techniques for Optimizing Cost Containment and Performance Management

Gartner research shows that outsourcing deals predicated on cost savings alone are doomed to fail and that forecasted savings are seldom achieved long term. But in an environment of unstable business conditions where business stakeholders continually demand more for less, what techniques can be applied to drive cost improvement without compromising vendor performance and business outcomes?

Linda Cohen, Gartner

10:30 – 11:00

Refreshment Break

10:30 – 11:00

Panel Discussion: Service Industrialization, Partnerships and Other Market Trends

Dynamic market changes, linked to a turbulent global economic crisis, create many challenges for buyers and sellers of IT services alike. This panel discussion, featuring senior executives from some of the leading providers, and executives from some of their key customers, will address these challenges. Questions will be posed by both Gartner analysts and the audience, and topics will include pricing trends, business innovation and renegotiations, alternative delivery and acquisition models, the importance of global delivery models, partnering between service providers, and best practices to ensure strong relationships between service providers and their clients.

Jos Schoemaker, COO, Getronics
Sam Kingston, CEO, T-Systems
Paul Klaver, IT Executive: Production, Ops & Service Delivery, OMSTA
Technology, Old Mutual Group



Monday, 15 June 2009 (continued)

11:45 – 12:30

Guest Keynote: Does the IT Department Have a Future?

Outsourcing has an important role to play in the IT industry. But if there is a power imbalance between the service providers and the IT departments, then either or both parties are likely to spiral rapidly into oblivion. This keynote explores a number of scenarios in respect of the IT department's future, detailing what can be done to ensure that both IT departments and IT service providers remain strategically relevant.

Ade McCormack, Advisor, Author and Financial Times Columnist

12:30 – 13:45

Lunch with Boardroom Participants and Sponsors

13:45 – 14:35

Don't Just Cut Sourcing Costs – Manage Them

Many enterprises are currently embarking on blind cost cutting crusades, often with less than satisfying savings — and often with very negative impact on the business. What is necessary is a business perspective that will consider business value and risks, leading to sourcing initiatives that deliver value while optimizing costs. This session presents a new approach to this age-old question of sourcing costs.

- What are the common sourcing cost cutting traps?
- What is the business value delivered by sourcing initiatives?
- What is the business-oriented approach to optimize sourcing costs?

Cassio Dreyfuss, Gartner

14:35 – 15:15

Sponsor Presentation of your choice

15:15 – 15:45

Refreshment Break

15:45 – 16:30

Case Study: Swiss Railways: Adapting Vendor Management to Embrace a Multi Provider Environment

Swiss Railways, one of Europe leading railways, has outsourced its data centre infrastructure since 1998. Since then, they have gradually opened up from a single sourcing to a multiprovider environment. By enhancing existing classic OLA's to business focussed OLA's and shifting to utility services, the organisation has demonstrated innovation in its service design and delivery. This case study will:

- Identify the organisational challenges and responses through OLA measurements and incentives
- Explain challenges and solutions for structured interactions among the different service providers and the customer

- Demonstrate how innovation can be implemented in a multiprovider environment

Burkhard Schulz, Strategic Procurement, Swiss Railways

16:40 – 17:30

Developing a Vendor Management Program

Holistic vendor management requires planning and discipline. Effective vendor management is a result of ensuring each member of the team, and the respective recipients of the service, are working toward the same goal. This presentation examines the development of a vendor management program, and identifies how to ensure that each vendor delivers at an optimal level.

- What are the goals and objectives for a cross-organizational vendor management program?
- What are the key pitfalls to avoid in development of a vendor management program?
- What metrics can be used to measure vendors and management effectiveness?

Alexa Bona, Gartner

17:40 – 18:00

Sponsor Presentation of your choice

18:00 – 20:10

Networking Reception

- What key factors must be re-examined to deliver on the enterprise's revised business priorities?
- What frameworks and tools can enterprises utilize to adjust sourcing strategies?
- How will global delivery move to the next stage in its evolution?

Cassio Dreyfuss, Gartner

10:50 – 11:40

Contracting for Utility Services: Flexible, Measurable and Now

Once you cut through the technology innovation and hype, infrastructure utility and cloud computing are industrialized services delivered by a third party provider. Using infrastructure utility for SAP and some of the emerging cloud infrastructure offerings as examples, this presentation highlights emerging best practices and

Tuesday, 16 June 2009

08:00 – 08:50

Fostering Better Outsourcing Relationships Through Balanced Trust and Control

Service providers and recipients struggle to identify and manage the key elements to establish a "trust based" relationship. When more and more work is being delivered by multiple vendors, the demands on the business to business relationships are even greater. This presentation identifies the mechanisms and techniques that can be used to ensure an optimal relationship.

- What are the challenges to establishing trust in a multisourced operation?
- What controls are necessary to manage a balanced relationship?
- What are the best practices in building confidence when utilizing a multisourcing model?

Linda Cohen and Ian Marriott, Gartner

09:00 – 09:30

Sponsor Presentation of your choice

09:30 – 09:50

Refreshment Break in Solution Showcase

09:50 – 10:40

Practical Realities for 2009 – Adjusting Your Sourcing Strategy for Tough Times

2009 is a year of challenges with storms of all types to be weathered — economic, geo-political, financial scandals and market consolidations. This is forcing enterprises to look for ways to achieve business results and cost savings within the current fiscal year. Here we discuss practical approaches for revisiting and adjusting sourcing strategies to address current business realities.

- How are traditionally built sourcing strategies impacted by current business realities?

Tuesday, 16 June 2009 (continued)

contractual elements that are specific for these services.

- What are current examples of infrastructure utility and cloud computing services available in the market?
- What are the standard contracting attributes for these services?
- What can organizations do to prepare for successfully contracting industrialized services?

Neil Rickard and Claudio Da Rold, Gartner

11:50 – 12:20

Sponsor Presentation of your choice

12:20 – 13:20

Lunch in the Solution Showcase

13:20 – 14:10

Help Desk and Desk Top Outsourcing Services in Europe

The help desk and desktop outsourcing markets are rapidly evolving under the influence of trends such as global delivery, standardization, automation and virtualization. Here we describe the market evolution, position key providers in the European scenario and describe key challenges organizations will be facing in help desk outsourcing relationships.

- What are the key trends shaping the help desk and desktop outsourcing market?
- Best practices for help desk and desktop outsourcing

- How are the major providers positioned in the European marketplace?

Gianluca Tramacere, Gartner

14:20 – 15:00

Legal Panel: Developing Flexible Deals To Positively Manage Change – a Legal Perspective

The economic downturn is forcing organizations to consider outsourcing initiatives as a key vehicle to aggressively cut cost. While this could potentially deliver short term benefits, there is a risk that 2009 will become a “great year” for bad outsourcing deals. To avoid constant deal renegotiation, providers and clients must focus on drafting contracts that will provide for change and flexibility, particularly when the recovery turns their focus to business growth.

Kit Burden, DLA Piper; Ian Ferguson, Allen & Overy LLC

Or

Case study presentation of your choice

15:00 – 15:30

Refreshment Break in Solution Showcase

15:30 – 16:15

Guest Keynote: Creating a Self-Funded Project to Transform IT

Phil Pavitt was appointed as Group CIO for Transport for London (TfL) in early 2007 and in less than 24 months he and his team have made significant cost improvements.

A pragmatic and self-funded investment strategy was required to address the organisation’s infrastructure, which had legacy issues relating to the assimilation of 13 individual companies into one. Phil will explain how, by integrating systems, rationalising datacentres, reducing TfL’s software estate, applying due diligence to vendor agreements and reviewing outsourcing arrangements, he has implemented TfL’s second largest cost savings project, and is due to hit cost-savings of £55 million in 2009/10.

Phil Pavitt, Group CIO, Transport for London

16:15 – 17:00

Gartner Keynote: IT as a Service – Outsourcing Initiatives: Balancing Excellence, Innovation and Cost

Business demands and cost pressures are increasing. Outsourcing clients want more from their deals, including reduced cost and better/faster delivery of services. In this presentation, we examine the realities and myths about outsourcing and how you can get what you expect from the deal.

Helen Huntley, Gartner

17:05

Conference Close

