

# Agenda at a Glance

## Sunday, May 3, 2009

12:00pm	<b>Registration</b>	
	<b>Pre-Summit Tutorials</b>	
3:00pm	<b>T1.</b> IT Services Market Leaders — M. Goldman	<b>T2.</b> Using Benchmarking as a Cost Optimization Tool — R. Matlus and K. Doering
4:15pm	<b>T3.</b> Renegotiation Strategies for Success — H. Huntley	<b>T4.</b> Using Standards and Methodologies to Improve Outsourcing Performance — R. Matlus
5:30pm	<b>T5.</b> Selecting Service Providers in Uncertain Times — D. Anderson	<b>T6.</b> How to Manage Security and Privacy Challenges When Going Offshore — A. Hallawell

## Monday, May 4, 2009

7:00am	<b>Registration &amp; Attendee Breakfast</b>					
7:45am	<b>Welcome Address</b>					
8:00am	<b>K1: Keynote Session: Multisourcing Today: Techniques for Optimizing Cost Containment and Performance Management</b> — Linda Cohen, Gartner VP Distinguished Analyst, and Chris Ambrose, Gartner Research VP					
9:15am	<b>K2: Keynote Session: End-User Panel: Making Outsourcing Work: Lessons Learned from the Trenches</b> — Mike Lafford, Gartner GVP, and Linda Cohen, Gartner VP Distinguished Analyst					
10:30am	<b>Solution Provider &amp; Case Study Sessions</b>					
11:30am	<b>Attendee Lunch &amp; Solution Showcase Dessert Reception</b>					
	<b>TRACK A: IT SERVICES AND PROVIDERS</b>	<b>TRACK B: SOURCING STRATEGIES FOR CHALLENGING TIMES</b>	<b>TRACK C: CONTRACTING FOR FLEXIBILITY</b>	<b>TRACK D: MATURING VENDOR MANAGEMENT</b>	<b>TRACK E: GLOBAL SOURCING</b>	<b>TRACK F: BPO</b>
1:30pm	<b>A1:</b> Services Market Insights: Prudent Choices for Prosperous Outcomes — A. Young	<b>B1:</b> Don't Just Cut Sourcing Costs — Strategize and Optimize — C. Dreyfuss <b>CO</b>	<b>C1:</b> Outsourcing Contracting: Balance Risk and Speed Using the Right Approach — F. Ridder	<b>D1:</b> Chaos to Control: The Emergence of IT Vendor Management — C. Ambrose	<b>E1:</b> Global Sourcing: State of the Market and Future Trends — F. Karamouzis	
2:45pm	<b>Solution Provider Sessions &amp; Case Studies</b>					
4:00pm		<b>B2:</b> Practical Realities — Adjusting Your Sourcing Strategy for Tough Times — F. Karamouzis	<b>C2:</b> The Nine Deal Complexity Factors and Pricing Mechanisms that Optimize Outsourcing — B. Maurer	<b>D2:</b> Developing a Vendor Management Program — B. Snyder	<b>E2:</b> Contracting in a Globally Sourced World: Understand the Pitfalls and How to Avoid Them! — H. Huntley	<b>F2:</b> BPO's Moment of Truth: Evolution of the Market During Economic Downturn — R. Brown
5:00pm	<b>Solution Showcase Reception</b>					

## Tuesday, May 5, 2009

7:00am	<b>Registration &amp; Networking Breakfast</b>					
8:00am	<b>K3: Keynote Session: Focus on Skills That Can't Be Outsourced</b> — Daniel Pink, Author of <i>A Whole New Mind: Why Right Brainers Will Rule the Future</i>					
9:15am	<b>A3:</b> A Cost Effective Guide to Building and Sourcing Your Global Network — T. Chamberlin <b>CO</b>		<b>C3:</b> Practical Outsourcing: How to Structure SLAs, Penalties and Incentives — B. Maurer and G. van der Heiden	<b>D3:</b> Workshop: Assessing the Health of Your Outsourcing Deal — B. Snyder and S. Buckley <b>A</b>	<b>E3:</b> Governance, Due Diligence and Risk in Global Sourcing — P. Iyengar <b>A</b>	<b>F3:</b> Streamlining Your BPO Strategy — What Does the Future Look Like? — C. Tornbohm
10:30am	<b>A4:</b> Alternative Delivery and Acquisition Models: Where We Are, Where We Are Going — B. Pring <b>A</b>	<b>B4:</b> The Practical Approach to Lean, Effective Multisourcing — F. Ridder	<b>C4:</b> Contracting for Utility Services: Flexible, Measurable and Now — T. Chamberlin and B. Maurer		<b>E4:</b> IT Infrastructure Outsourcing in an Offshore Delivery Model — R. Matlus	
11:30am	<b>Attendee Lunch &amp; Solution Showcase Dessert Reception</b>					
11:45am	<b>Sponsor Lunch Address</b>					
1:30pm	<b>End User Case Study</b> Visit <a href="http://gartner.com/us/outsourcing">gartner.com/us/outsourcing</a> for case study updates.	<b>End User Case Study</b> Visit <a href="http://gartner.com/us/outsourcing">gartner.com/us/outsourcing</a> for case study updates.	<b>Case Study Panel:</b> Contracting in a World of Co-existing Utility and Traditional Sourcing — F. Ridder	<b>End User Case Study</b> Visit <a href="http://gartner.com/us/outsourcing">gartner.com/us/outsourcing</a> for case study updates.	<b>Case Study Panel:</b> Gartner Update on China & Client China Sourcing Experience	<b>End User Case Study</b> Visit <a href="http://gartner.com/us/outsourcing">gartner.com/us/outsourcing</a> for case study updates.
2:30pm	<b>Solution Provider Sessions &amp; Case Studies</b>					
3:45pm	<b>End User Case Study</b>	<b>End User Case Study</b>	<b>C5:</b> Driving Outsourcing Cost Reductions Through a Focus on Productivity and Innovation — E. Smythe <b>CO+A</b>	<b>End User Case Study</b>		<b>F4:</b> Critical Success Factors in Managing BPO: Lessons Learned From the Front Lines — R. Brown
4:30pm	<b>Hospitality Suites</b>					

## Wednesday, May 6, 2009

7:30am	<b>Breakfast with the Analysts</b>					
8:30am	<b>K4: Keynote Session: Outsourcing Initiatives: Balancing Excellence, Innovation and Cost</b> — Helen Huntley, Gartner Research VP					
9:45am	<b>Solution Provider Sessions &amp; Case Studies</b>					
10:30am	<b>A5:</b> The Infrastructure Services Scenario: Trends, Futures, Directions and Decisions — D. Anderson	<b>B5:</b> A Hands-On Approach to the Strategy and Management of ADAM Services — B. Pring		<b>D5: Workshop</b> — Developing a New Generation of Outsourcing Performance Metrics and Dashboards — C. Ambrose and K. Doering <b>A</b>	<b>E5:</b> Evolution of Methodologies in Global Sourcing — Does Agile work? — P. Iyengar <b>A</b>	<b>F5:</b> BPO Contracting and Pricing Trends: From the Lawyers Lair — C. Tornbohm and L. Cohen
11:30am	<b>Attendee Lunch</b>					
12:30pm	<b>A6:</b> Application Services Scenario: Trends, Futures, Directions and Decisions — A. Young	<b>B6:</b> Build a Sourcing Governance Framework to Deliver Business Value — C. Dreyfuss	<b>C6: Workshop</b> — Improve Business Outcomes and Service Integration using Operating Level Agreements — B. Maurer and G. van der Heiden <b>A</b>		<b>E6:</b> Picking the Right Country Destination for Offshore Services — P. Iyengar	<b>F6:</b> Global Delivery Models in BPO — C. Tornbohm
1:45am	<b>A7:</b> Workshop: When to Choose SaaS/Cloud Over Traditional IT Offerings — B. Pring and D. Anderson	<b>B7:</b> Outsourcing Security: Challenges and Strategies — A. Hallawell		<b>D7:</b> Fostering Better Outsourcing Relationships Through Balanced Trust and Control — L. Cohen	<b>E7:</b> Transition and Knowledge Transfer in Globally Delivered Outsourcing — E. Smythe	
2:45pm	<b>Conference Adjourns</b>					

**CO** = Cost Optimization Session **A** = Advanced Session

See page 9 for details on our "Cost Optimization" and "Advanced" classifications.

\* Agenda current as of February 20, 2009 and subject to change.