

Global Sourcing Invitational Program 2009, May 3-5, Mandalay Bay, Las Vegas, Nevada

Sunday, May 3

- 12:00 – 7:00 pm Conference Registration
2:00 – 2:45 pm Welcome & Orientation
3:00 – 4:00 pm Summit Tutorials:
 IT Services Market Leaders *or*
 How to Manage Security and Privacy Challenges When Going Offshore
 (please select one tutorial)
4:15 – 5:15 pm Summit Tutorials:
 Renegotiation Strategies for Success *or*
 Using Standards and Methodologies to Improve Outsourcing Performance
 (please select one tutorial)
5:30 – 6:30 pm Summit Tutorials:
 Selecting Service Providers in Uncertain Times *or*
 Using Benchmarking as a Cost Optimization Tool
 (please select one tutorial)

Monday, May 4

- 7:00 – 7:45 am Attendee Breakfast
7:45 – 9:00 am Welcome Address and Keynote Session
9:15 – 10:15 am General Session
10:30 – 11:40 am Sponsor Case Study Presentations
11:45 – 12:45 pm Attendee Lunch & Solution Showcase Dessert Reception
1:00 – 2:50 pm Sponsor Case Study Presentations
3:00 – 3:45 pm Solution Provider Sessions & Case Studies
4:00 – 5:00 pm Track Session: Global Outsourcing Contracts – What Do I need to Know?
5:00 – 7:00 pm Solution Showcase Reception

Tuesday, May 5

- 7:00 – 8:00 am Attendee Breakfast
8:00 – 9:00 am Keynote Session
9:15 – 10:15 am Track Session: Governance, Due Diligence and Risk in Global Sourcing
10:30 – 11:40 am Sponsor Case Study Presentations
11:45 – 12:45 pm Attendee Lunch & Solution Showcase Dessert Reception
1:00 – 2:50 pm Sponsor Case Study Presentations
3:45 – 4:30 pm End User Case Study: Critical Success Factors in Managing BPO: Lessons Learned from the Front Lines
4:30 – 6:30 pm Hospitality Suites