



OUTSOURCING

The Keys to Success 09

The Barbican, London - 18th June 2009

Main sponsor
inTechno

PROGRAMME

08:30

Registration & Coffee in the Network Surgery

09:15

Chair's Opening Address

Colin Cram (*confirmed*)

Former Chief Executive, North West Centre of Excellence & Director, Marc1

Introduction to the day and a 'Brief History of Outsourcing'

09:20

Keynote Address

Chris Haynes (*confirmed*)

Director, EDT CIT, Department for Work and Pensions

"The Role of the Cabinet Office Strategic Sourcing Directorate; the Impact of Outsourcing on Public Services"

Chris Haynes will speak about the contribution of outsourcing to the delivery of government services from a central government to a local council level. His talk will touch on his experiences when at the Strategic Sourcing Directorate in the Cabinet Office. He will also speak about the Government Gateway, for which he is responsible for implementing, and wider lessons applicable to outsourcing generally

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09:40

Keith Davis (*confirmed*)

Director of Efficiency Practice, National Audit Office

"Managing contracts with outsourced service providers' "

How to maximise the chances of successful outcomes in outsourcing, and the need for a more strategic approach to create better and more efficient public services

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10:00

Paul Callegari (*confirmed*)

Partner, K&L Gates [City law firm]

"Outsourcing: A Legal Update"

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10:20

Stefan Haase (*confirmed*)

Marketing Director, InTechnology plc

Information Technology can bridge the gap between public and private sector. Private sector companies can create the solutions to the problems faced by the public sector in both services and management.

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10:35

Question and Answer Session

10:45

Masterclass Session 1

A series of Masterclasses will run throughout the day. You have the opportunity to pick a stream from the following three topics: Outsource Services, Outsourcing Consultancies and Service Providers, ICT Facilities Management

11:30

Coffee in the Networking Surgery

12:15

Masterclass Session 2

13:00

Lunch in the Networking Surgery

14:00

Masterclass Session 3

14:45

Colin Cram (*confirmed*)

Former Chief Executive, North West Centre of Excellence & Director, Marc1
"Operational Efficiency Programme"

The Operational Efficiency Programme, published on 21 April, requires a step change in the way public services are delivered. Funding will assume major efficiencies. The OEP will ensure a major increase in outsourcing, shared services, collaborative procurement and improved estates management. Public sector organisations must start preparing now.

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15:05

Graham White (*confirmed*)

Director of HR, Westminster City Council
"Local Government Outsourcing Successes"

Graham White will deliver a presentation on how Outsourcing can help local government achieve its targets and deliver first class services. With a strong background in HR and local government the presentation will draw on his experiences in policing, heavy engineering, manufacturing, hauling, central government and local government. Graham will touch on how Westminster City Council aims to have outsourced all of its IT by 2015, how will this affect the council and the running of departments such as human resources

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15:25

Adrian Quayle (*confirmed*)

Vice-President Gartner Consulting, Strategic Sourcing EMEA, Professional Service Members
Representative, National Outsourcing Association

A presentation on the National Outsourcing Association and how it helps and aids both the public and private sector in creating successful and coherent projects

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15:45

Melanie Franklin (*confirmed*)

CEO, Maven Training

A presentation on how effective leadership can lead to effective outsourcing.

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16:05

Chair's Closing Remarks

16:15

Coffee in the Networking Surgery

16:30

Event Close