

Outsourcing

Delivering Success 09

Central Hall Westminster, London - 26th November 2009

Main sponsor

DANWOOD

PROGRAMME

08:30


Registration and Coffee in the Networking Surgery

09:15

Chair's Opening Address

Colin Cram (*confirmed*)

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

 [View Presentation](#)

09:25

Clive Parminter (*confirmed*)

Public Sector lead for Business Process Outsourcing, Capgemini

"Public Sector Outsourcing: is it a case of If or When and How?"

09:45

John F McClelland CBE (*confirmed*)

Chair of NQC Ltd


"Developing a Successful Outsourcing Strategy"

10:05

Andy Brown (*confirmed*)

Group Marketing Director, The Danwood Group

"Risk mitigation strategies for outsourced solutions"


 [View Presentation](#)

10:20

Mark Lewis (*confirmed*)

Partner, Berwin Leighton Paisner LLP

"Outsourcing: A TUPE Update"

 [View Presentation](#)

10:40-10:50

Question and Answer Session

10:55

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: *ICT, Back Office Services and Facilities Management, Customer Facing Services and Facilities/Buildings Management, Estates Management, Construction and Energy Management.*

11:40

Coffee in the Networking Surgery

12:15

Masterclass Session 2

13:00

Lunch in the Networking Surgery

14:00

Masterclass Session 3

14:45

Graham White (*confirmed*)

Director of HR, Westminster City Council

15:05

Bharat Vagadia (*confirmed*)

National Outsourcing Association

“The Dos and Don’ts of Successful Outsourcing”


 [View Presentation](#)

15:25

Dr Paul Jackson (*confirmed*)

Performance Improvement Adviser, CIPFA

“Outsourcing vs Shared Services”

 [View Presentation](#)

15:45

Roger Burke-Hamilton (*confirmed*)

Deputy Director Finance and Commercials, Department for Work and Pensions

16:05

Panel Debate

“Rational Outsourcing: Practicality versus Politics”

16:30

Chair's Closing Remarks

16:40

Coffee in the Networking Surgery

16:50

Conference Close