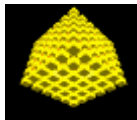


Center for Global Outsourcing

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Washington D.C., USA

Final Conference Program

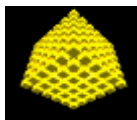
Time Slot	Event	Description
Thursday - September 15, 2005		
11:00 AM – 7:00 PM	Registration	Registration Area Open
12:00 – 7:00 PM	Vendor Booths	Booth Area Open
1:00 PM – 1:45 PM	Welcome Session Chair: Shailendra Palvia	<ul style="list-style-type: none"> • Welcome Remarks by Conference Chairperson • Welcome Remarks by Local Chairperson • Inaugural Speech by David W. Edgerley, Director of Montgomery County Department of Economic Development • Speech by Chris Foster, Deputy Secretary of the State of MD • Welcome Remarks by Program Chairperson
1:45-2:00 PM	Break	Coffee
2:00-3:30 PM	Parallel Session A Outsourcing Frameworks I Chair: Ram Misra	<ul style="list-style-type: none"> • A Generalized Business IT Framework → Jo Ann Saitta, New Jersey Institute of Technology, USA • The Impact of Outsourcing on Systems Development Life Cycle → Ram B. Misra, Montclair State University, New Jersey, USA • The Metrics of Software Outsourcing → Mark Wesker, Artifact, USA
2:00-3:30 PM	Parallel Session B Outsourcing: Various Perspectives Chair: James Walters	<ul style="list-style-type: none"> • IT/IS Offshoring: Educators' Perspectives → Martin Bagaya, Nova Southeastern University, USA • IT Outsourcing in the Public Sector → James E. Walters, Ball State University, USA • Outsourcing as a Strategy for Global Competitiveness: Case Studies by Sam Bansal, Elixir Netcom Solutions
3:30-3:45 PM	Break	Coffee
3:45-5:15 PM	Parallel Session A Outsourcing Frameworks II Chair: Rene Riedl	<ul style="list-style-type: none"> • The Transformational Offshore Imperative in the Age of Payment → Bob Olson, Carretek Corporation, USA • Theoretical Underpinnings of Global Outsourcing, Shailendra Palvia, Long Island University, USA; Megha Shah, Columbia University; and Kailash Joshi, University of Missouri at Saint Luis • Asymmetrical Information and Opportunism in IS Outsourcing: Exploring the Relevance of Service Level Agreements → Rene Riedl, Johannes Kepler University Linz, Austria



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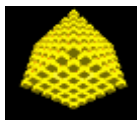
3:45-5:15 PM	<p>Parallel Session B Compliance Issues and Future Trends Chair: Craig Kaplan</p>	<ul style="list-style-type: none"> • Outsourcing and Complying with Sarbanes-Oxley– Making it Work, Bryan Mekechuk, Pacific Crest Consulting Group • Websourcing Work: the Future of Outsourcing → Craig Kaplan, iQ Company • Difficulties in Managing Offshore Outsourcing Relationships: An Empirical Analysis of Indian Software Companies Nilay V. Oza and Tracy Hall, University of Hartfordshire, UK.
6:00-7:30 PM	<p>Reception Chairs: Monique Albrecht and Karamvir Singh</p>	<p>Sponsored by Key Management Group</p>
<p>Friday - September 16, 2005</p>		
7:30 AM-5:00 PM	<p>Vendor Booths</p>	<p>Booth Area Open</p>
7:30 AM-5:00 PM	<p>Registration</p>	<p>Registration Area Open</p>
7:30-8:00AM	<p>Breakfast</p>	<p>Breakfast Area</p>
8:00-9:30 AM	<p>Keynote Speech Breakfast Session Chair: Monique Albrecht</p>	<ul style="list-style-type: none"> • Welcome Remarks by Conference Chairperson Shailendra Palvia • Keynote Speech by Dr. Erran Carmel, Chairperson at Kogod School of Business, American University • Presentations, 5 minutes each by exhibitors and sponsors – KMG, SYSDATA-IT, CTIS Informatica Ltd
9:30-9:45 AM	<p>Break</p>	<p>Coffee</p>
9:45AM - 11:45 AM	<p>CIO/CEO/Executive Roundtable Chair/Moderator: Shailendra Palvia</p>	<p style="text-align: center;">Issues</p> <ul style="list-style-type: none"> • Managing across geographical distances, time zones, cultural differences, and language differences. • Addressing myriad training issues for vendors and clients. • Addressing security threat and intellectual property protection concerns. • Evaluating cost effectiveness of outsourcing onshore and off shore. • Managing failure of outsourcing • Managing changes in client and vendor organizations due to outsourcing.



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		<ul style="list-style-type: none"> • Providing scalability (by vendors) to changing and/or expanding client business. • Sustaining LT primary outsourcing destination advantage by countries like India – role of English language and other issues. • Legislating to curb outsourcing onshore and/or offshore
12:00 noon – 12:45 PM	Lunch	Lunch Area
12:45 PM - 2:15 PM	Keynote Speeches Plenary Session Chair: Ram Misra	<ul style="list-style-type: none"> • Remarks by Conference Chairperson • Short Speech by Chairman Li of China • Keynote Speech by Ms. Ginny Ritchie, Executive VP, MFXchange US Inc. • Keynote Speech by Mr. Gad Selig, President GPS Group Inc. • Short Speech by Mr. Rahul Gupta, President of KMG, India
2:15-2:30 PM	Break	Coffee
2:30 PM - 3:15 PM	Global Outsourcing Quiz Bowl Chair/Conductor: Anupam Palvia	<ul style="list-style-type: none"> • Global Outsourcing Quiz Bowl between Researchers and Practitioners conducted by Mr. Anupam Palvia, Herbal Life International
3:15-3:30 PM	Break	Coffee
3:30-5:00 PM	Parallel Session A Country/Regional Issues Chair: Vijay Vemuri	<ul style="list-style-type: none"> • Ireland as a Value-Added Outsourcing Destination → Ronald S. McCandless, McGinley and Associates • Global IT/IS Outsourcing to Singapore in the Investment Banking Industry → Hideyuki Matsumoto, University of London • Impact of Global Outsourcing on IT Jobs in the U.S.: An Empirical Analysis, Gopal Vemuri, J.P. Morgan and Vijay Vemuri, Long Island University
	Parallel Session B Business Process Outsourcing Chair: Prashant Palvia	<ul style="list-style-type: none"> • Outsourcing Accounting Functions using IT-Enabled Applications → Dr. Medlin, Appalachian State University, USA • Effect of Outsourced Call Centers on Consumer Satisfaction and Organizational Effectiveness, Prashant Palvia, University of North Carolina, Greensboro, NC, USA • Verticalized BPO: A Case Study → Fransesco Paola and Aaron Hiatt, Trinity Partners, Inc.



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Saturday - September 17, 2005		
8:00AM- 12:00 noon	Vendor Booths	Booth Area Open
8:00AM- 12 noon	Registration	Registration Area Open
8:00 AM- 8:45 AM	Breakfast	Breakfast Area
8:45 AM – 10:15 AM	Plenary Session Outsourcing Issues and Opportunities Chair: Kailash Joshi	<ul style="list-style-type: none"> • Outsourcing: Cost Savings or Lost Opportunity → Michael H. Zack, Northeastern University • Is the Tide Turning for Offshore Outsourcing → Glenn Dardick, Longwood University, USA • Managing Large Outsourced Projects: Challenges and Issues → Sanjay Rai, Terastone Inc., USA • An Analysis of India’s Future Attractiveness as an Offshore Destination for IT and ITeS, Kailash Joshi, University of Missouri at St. Louis; Shailendra Palvia, Long Island University; and Srikanth Mudigonda, University of Missouri at St. Louis
10:15AM - 10:30 AM	Break	Coffee
10:30 AM – 12:00 noon	Plenary Session Compliance Issues and Future Trends Chair: Bradley Jensen	<ul style="list-style-type: none"> • Moving Up the Outsourcing Value Chain in India, Amitava Dutta, George Mason University, USA • Impact of Sarbanes-Oxley on Security Issues due to Global Outsourcing → Bradley Jensen and Amanda Jensen, University of North Texas, Denton, TX, USA • Next Practices in Outsourcing → Mahesh Raisinghani, Texas Woman’s University, USA