

## Thursday, September 6, 2007

<b>7:30 AM - 5:00 PM</b>	<b>Vendor Booths</b>
<b>7:30 AM - 5:00 PM</b>	<b>Registration Open</b>
<b>7:30 AM - 8:15 AM</b>	<b>Breakfast</b>
<b>8:30 AM - 10:15 AM</b>	<b>Welcome and Keynote Speech Session: Chaired by Shailendra Palvia</b> <i>Welcome Remarks by Conference Chairperson Shailendra Palvia</i> <i>Keynote Speech by Tom Keesling (40 minutes)-- Opportunities and Challenges in Healthcare Outsourcing and Medical Tourism</i> <i>Plenary Session Presentation by Sharad Rao (25 minutes) – Service Oriented Architecture and its Impact on Healthcare and Outsourcing</i> <i>Presentations by exhibitors and sponsors (15 minutes)</i> <i>Welcome Remarks by Program Chairperson Padmanabhan Prasad</i>
<b>10:15 AM - 10:30 AM</b>	<b>Break</b>
<b>10:30 AM – 12 Noon</b>	<b>Parallel Sessions</b> <b><u>Parallel Session 1: Global Outsourcing: e-Market Place, Case Studies and Framework chaired by Subbu Murthy</u></b> <i>Paper 1: e-Market Place for SME Vendors and Clients by Subbu Murthy</i> <i>Paper 2: Smart-Sourcing Resource Expertise in Process Manufacturing to Achieve Operational Excellence and Gain Competitive Edge by Pratap Nair, Jim Brigman, Steve Fodo</i> <i>Paper 3: Success of Offshore IT Outsourcing - An Investigation into the Recent Outsourcing Engagements by Saji K. Mathew and Rajendra Sahu</i> <i>Paper 4: Managing Global Outsourcing Projects: Establishing a Framework by Anita Dhir</i> <b><u>Parallel Session 2: Medical Tourism chaired by Pamela C. Smith</u></b> <i>Paper 1: Safeguarding IP in Global Sourcing Transactions by Healthcare Companies, by Milton B. Whitfield</i> <i>Paper 2: Medical Tourism and its Impact on the US Healthcare System by Dana A. Forgione, and Pamela C. Smith</i> <i>Paper 3: The Virtual Medical Tourism Ecosystem by Benosh Haris</i> <i>Paper 4: Medical Tourism: Forecasting Future Trends from the Data by David Vequist</i>
<b>12 Noon – 1:00 PM</b>	<b>LUNCH</b>
<b>1:00PM – 1:15 PM</b>	<b>Welcome Remarks by Mr. Joseph Kelly, President of Atlantic City Chamber of Commerce</b>
<b>1:15 PM – 3:15 PM</b>	<b>Plenary and Keynote Speech Session: Chaired by Prasad Padmanabhan</b>

	<p>Remarks by Conference Chairperson Shailendra Palvia</p> <p>Plenary Session Presentation by Katia Passerini --&gt; <i>IT Does Matter: A Comparison of General and Global Outsourcing Trends Among Five Countries (30 minutes)</i></p> <p>Keynote Speech by Shiv Trikha from KMG --&gt; <i>Your Competitive Edge: India, the Primary Global Technology Outsourcing Hub (40 minutes):</i></p> <p>Plenary Session Presentation by Shyam Varan Nath --&gt; <i>Medical Tourism: Dawn of a New Era (30 minutes)</i></p> <p>Short Presentation from Gold Sponsor – KMG (10 minutes)</p>
<b>3:15 PM – 3:30 PM</b>	<b>BREAK</b>
<b>3:30 PM – 5:00 PM</b>	<p><b>Parallel Sessions</b></p> <p><b><u>Parallel Session 3: Developing Country Perspectives in Global Outsourcing chaired by Ram Misra</u></b></p> <p><b>Paper 1:</b> <i>Offshoring of Service Firms to China: A European Perspective</i> by Désirée van Gorp, Motoko Ike'e, Haico Ebbers</p> <p><b>Paper 2:</b> <i>Some Empirical Results on Outsourcing of Software Development Projects in Emerging and Developed Nations</i>, by Kallol Bagchi , T. Grandon Gill and Jimmie L. Joseph</p> <p><b>Paper 3:</b> <i>Dynamics of Captive IT Center – India</i>, by Rathi Dasgupta</p> <p><b>Paper 4:</b> <i>IT Outsourcing – Does Pakistan have a Chance?</i> by Ram Misra and Imran M. Qureshi</p> <p><b><u>Parallel Session 4: Cultural and Legal Issues in Offshore Outsourcing chaired by Richard Platt</u></b></p> <p><b>Paper 1:</b> <i>Offshore Outsourcing: A Delphi Study</i>, by Anu Gokhale</p> <p><b>Paper 2:</b> <i>The Soft-Side of Outsourcing: What Outsourcing Can Learn from Psychology, Sociology, and Political Science</i>, by Richard Platt</p> <p><b>Paper 3:</b> <i>Cultural Aspects of Offshore Outsourcing</i>, by Kunal Prasad and Michiel Kooper</p> <p><b>Paper 4:</b> <i>Legal Dimension of Offshore Outsourcing: A Comparative Study of EU and US Policy Responses</i>, by C.S. Avendano Canto and Désirée van Gorp</p>
<b>5:30 PM – 6:30 PM</b>	<p><b>FIRST ANNUAL JITCAR EDITORIAL BOARD MEETING chaired by Shailendra Palvia</b></p> <p><i>Mission, Scope, Accomplishments, Issues, Challenges, Ideas, Special Issues, Editorial Prefaces, Teaching Case Articles, Book Reviews, Expert Opinion Reports</i></p>

***Friday, September 7, 2007***

<b><i>7:30 AM - 5:00 PM</i></b>	<b><i>Vendor Booths</i></b>
<b><i>7:30 AM - 3:00 PM</i></b>	<b><i>Registration</i></b>
<b><i>7:30 AM - 8:15 AM</i></b>	<b><i>Breakfast</i></b>
<b><i>8:30 AM - 10:15 AM</i></b>	<b><i>Plenary and Keynote Speech Session: chaired by Désirée van Gorp</i></b> <i>Remarks by Conference Chairperson Shailendra Palvia</i> <b><i>Keynote Speech by Gad Selig (40 minutes)— The Growing Importance of the Project Manager in Successful Strategic Sourcing and Outsourcing – Why, What and How?</i></b> <b><i>Plenary Session Presentation by Christopher Jones:</i></b> <i>Outsourcing Clinical Trials to Foreign Destinations: Opportunities for Life Sciences</i>
<b><i>10:15 AM - 10:30 AM</i></b>	<b><i>Coffee Break</i></b>
<b><i>10:30 AM – 12 noon</i></b>	<b><i>Parallel Sessions</i></b> <b><i><u>Parallel Session 5: Vendor Related Issues in Global Outsourcing chaired by Nilay Oza</u></i></b> <b><i>Paper 1: Do All Vendors Benefit Equally from Outsourcing Contracts? The Value of Experience by Tom Madison, Paul San Miguel and Prasad Padmanabhan</i></b> <b><i>Paper 2: How Professional Organizations Approach Offshore Outsourcing, by Abdullah Uz Tansel</i></b> <b><i>Paper 3: Vendor selection in offshore IT outsourcing, by Nilay Oza and Juhana Peltonen</i></b> <b><i>Paper 4: An Analysis of Critical Issues Facing IT Outsourcing Vendors in India by Shailendra C. Jain Palvia, Prashant C. Palvia, Weidong Xia, and Ruth C. King</i></b> <b><i><u>Parallel Session 6: Medical Tourism, Call Centers, Rural Sourcing and Outsourcing by Small Enterprises chaired by Kailash Joshi</u></i></b> <b><i>Paper 1: Rural Sourcing of IT and IT-Enabled Services: Opportunities, Challenges and Strategies by Kailash Joshi</i></b> <b><i>Paper 2: Call Centers Empowered by Real Time Business Intelligence by Shyam Varan Nath</i></b> <b><i>Paper 3: Promises and Pitfalls of Medical Tourism by Lalit Goel</i></b> <b><i>Paper 4: A Small Enterprise Offshores Website Design and Development: Challenges and Lessons by Shailendra C. Jain Palvia</i></b>

<b>12 Noon – 1:00 PM</b>	<b>LUNCH (Sponsored by KEY MANAGEMENT GROUP)</b>
<b>1:00 PM – 2:15 PM</b>	<b>CIO/CEO/Executive Roundtable</b> <b>Chair/Moderator: Dr. Shailendra Palvia</b>
<b>1:00 PM – 1:15 PM</b>	Address by Mr. Francis Bonsignore, Dean of College of Management, Long Island University
<b>1:15 PM – 2:15 PM</b>	<b>Top Five Vendor Issues and Top Five Client Issues will be discussed</b> <b>Executives: Gad Selig, Francis Bonsignore, Pankaj Gupta, Sharad Rao, Tom Keesling</b>
<b>2:15 PM – 2:30 PM</b>	<b>BREAK</b>
<b>2:30 PM – 3:25 PM</b>	<b>GLOBAL OUTSOURCING QUIZ BOWL</b> <b>Chair/Moderator:: Ajay A. Palvia</b>
<b>3:30 PM – 5:00 PM</b>	<b>PLENARY SESSION</b>
<b>3:30 PM --4:00 PM</b>	<b>Paper 1: Business Services: Increasing Offshore Leverage and Industrialization by Ajay Sharma and Patricia Loh</b>
<b>4:00 PM-5:00 PM</b>	<b>Paper-2/Panel Session: Reengineering Business Curricula in the Context of Global Smart-Sourcing as an Accepted Business Strategy Moderator Shailendra Palvia; Panelists -- Suprateek Sarker, Richard Platt, Désirée van Gorp and Anita Dhir</b>
<b>5:00 PM – 5:15 PM</b>	Collection of Summary Feedback Sheets from Participants to Facilitate Mailing of CPE/PDU Certificates
	Next year's Conference in August, 2008 in Hyderabad, India