

- 8:00 AM - 5:30 PM** **Vendor Booths**
- 8:00 AM - 5:30 PM** **Registration**
- 8:15-9:00 AM** **Breakfast**
- 9:15 AM - 10:45 AM** **Welcome and Keynote/Plenary Speech Session: Chaired by Dr. Shailendra Palvia**
Welcome Remarks by International Conference Chairperson Shailendra Palvia
Keynote Speech by Dr. Rathi Dasgupta (35 minutes)-- ITO and BPO Captives in India: A Solutions Framework
- Plenary Session Speech by Dr. Zareen Karani Araoz: Managing Across Cultures (30 minutes)*
Presentations by sponsors and exhibitors -- INTEC, USourceIT (Mr. Ashish Kumar), APTSL (15 minutes)
Next Year's Conference Announcements -- New York city (5 minutes)
- 10:45 AM - 11:00 AM** **Tea Break**
- 11:00 AM – 12:30 PM** **Parallel Sessions**

Parallel Session A: Client Issues chaired by Prof. Dr G.J. van der Pijl

Paper 1: Outsourcing Vendor Selection Approach by Nischal Sanghavi

Paper 2: A Framework for IS Outsourcing Decisions by Umesh Gulla and M.P. Gupta

Paper 3: Straddling the Gap: The Organization of Multi National Vendors in IS Offshore Outsourcing by Jan Arnoldus and Gert van Pijl

Paper 4: Offshoring IT Projects: Vendor Selection and Management by Rathi Dasgupta and Jaideep Ghosh

Parallel Session B: Healthcare Outsourcing and Medical Tourism chaired by Dr. Benosh Haris

Paper 1: The Medical Tourism Challenge: Where does India Stand and Where can it Go? By Dilip Bhardwaj and Varun Chablani

Paper 2: An Exploratory Study of Challenges for Medical Transcriptions Outsourcing to India by Gary C. David, Anjane Sethi, Shyamli Rathore, Donald Chand, and Angela Cord Garcia

Paper 3: The Virtual Medical Tourism Ecosystem or another topic by Benosh Haris

Paper 4: Key Trends in Offshoring of Healthcare Revenue Cycle Management by Neeraja Kandala

12:30 PM – 1:30 PM **LUNCH (Sponsored by INTEC)**

1:30 PM -- 3:15 PM **Keynote and Plenary Speech Session: Chaired by Dr. Ashok Agarwal**

Remarks by India Conference Chairperson Dean Dr. Venkataraman

Keynote Speech by Padma Shri Kiran Karnik --> Global Sourcing of Services: Vision 2020 (40 minutes)

Plenary Session Presentation by Utkarsh Rai--> Success Mantras and its Measurement Criteria for Offshore Centers (30 minutes)

Release of the book --"Offshoring Secrets" -- by Padma Shri Kiran Karnik

Short Presentation from Gold Sponsor – INTEC (10 minutes)

Remarks by International Chairperson Dr. Shailendra Palvia

3:15 PM – 3:30 PM **TEA BREAK**

3:30 PM – 5:00 PM **Parallel Sessions**

Parallel Session C: Vendor-Client Issues chaired by Dr. Helmut Krcmar

Paper 1: Scenario of Benchmarking & Six Sigma in BPO Industry in India

Aninda Das and G.C. Kothandan

Paper 2: Offshoring Challenges for IS Outsourcing Relationship Types by Stefanie Leimeister and Helmut Krcmar

Paper 3: Patterns of HR Outsourcing to India: An Analysis with Case Studies by Sita Vanka and Anitha Kumari Pinapati

Paper 4: Product Development Outsourcing and ODC Setup: Success Factors and Risks by Shibaji Mukherji

Parallel Session D: Global Outsourcing Trends and Captive In-Sourcing chaired by Dr. Rathi Dasgupta

Paper 1: IT/ITES Outsourcing Trends in India by Ashok Antony

Paper 2: Outsourcing 3.0: Using the Metaphor of Web 1.0, Web 2.0 and web 3.0 by Subbu Murthy

Paper 3: Outsourcing and Captive Insourcing: Challenges in Knowledge Retention by Rathi Dasgupta

Paper 4: An Empirical Examination of time in globally in-Sourced Teams by Donald Chand, Gary C. David, and Senthil Kumar

5:15 PM -- 6:00 PM **Plenary Session Chaired by Dr. Venkataraman**

Plenary Session Presentation by Dr. Janakiraman-->Smart Sourcing of R&D Services from India: Systems/ Products, IC Designs and Embedded Software

6:15 PM to 6:45 PM **SECOND ANNUAL JITCAR EDITORIAL BOARD MEETING chaired by Shailednra Palvia**

Mission, Scope, Accomplishments, Issues, Challenges, Ideas, Special Issues, Editorial Prefaces, Teaching Case Articles, Book Reviews, Expert Opinion Reports

7:30 PM to 9:00 PM **Cultural Program followed by Reception**

Saturday, August 9, 2008

8:00 AM - 5:00 PM **Vendor Booths**

8:00 AM - 3:00 PM **Registration**

8:15 AM - 9:00 AM **Breakfast**

9:15 AM - 10:45 AM **Welcome and Keynote/Plenary Speech Session: Chaired by Dr. Rathi Dasgupta**

Remarks by International Conference Chairperson Shailendra Palvia

Keynote Speech by Subbu Murthy (40 minutes)— Service Providers: Getting Yourself Ready for Outsourcing Contracts

Plenary Session Presentation by Shailendra Palvia (30 minutes): Critical Issues Facing India Vendors

Recognition of Best Papers (5 minutes)

Next Year's Conference Announcements -- New York city (5 minutes)

10:45 AM - 11:00 AM **Coffee Break**

11:00 AM – 12:30 PM

Parallel Sessions

Parallel Session E: Issues and Challenges in Business Process Outsourcing (BPO) chaired by Dr. John Wreford

Paper 1: *Call Center Outsourcing and BPO Issues* by V. Raghuraman, R. Ganesan, and M.S. Rajalakshmi

Paper 2: *Critical Success Factors in Offshoring of Debt Collections to India: A Case Study* by John Wreford

Paper 3: *An Investigative Analysis of Business Process Maturity for BPO* by B. Dawn Medlin

Paper 4: *A Process View of IT Vendors in India and China* by Prashant C. Palvia, Shailendra C. Jain Palvia, Ruth C. King, and Weidong Xia

Parallel Session F: Impact of Global Sourcing of IT and ITES on Business Curricula by Dr. Hindupur Ramakrishna

Paper 1: *Global Sourcing of Talent: Implications for Business Education* by Hindupur Ramakrishna and Bindiganavale Vijayaraman

Paper 2: *Curricular Impact of IT Offshoring/Outsourcing Phenomenon: A Case Study* by Hindupur ramakrishna and James B. Pick

Panel Session: *Outsourcing/Offshoring in the University Business Curriculum* moderated by Dr. Hindupur Ramakrishna

Panelists: Shailendra Palvia, Bindiganavale Vijayaraman, Helmut Krcmar, John Wreford, Dawn Medlin

12:30 PM-1:30 PM

LUNCH (Sponsored by USourceIT)

1:30 PM – 3:15 PM

Plenary Session Chaired by Dr. Sita Vanka

Remarks by International Chairperson Shailendra Palvia

Plenary Session Presentation by Pradeep Mukherji (30 minutes) – Strategic Global Sourcing – Best Practices & Emerging Trends

1:30 PM-2:00 PM

2:00 PM -- 2:15 PM

Plenary Session Speech by APTSL Speaker -- K. Praveen Kumar IAS, Managing Director

2:15 PM – 3:15 PM

Global Outsourcing Quiz Bowl -- conducted by Anupam Palvia

Remarks by International Chairperson Shailendra Palvia

3:15-3:30 PM

Tea Break

3:30 PM – 4:30 PM

PLENARY SESSION chaired by Dr. Rajashekhar

Paper-1: *Local Compliance in Global Business* by Chris Harriossn

Paper-2: *Offshoring Knowledge Worker Jobs: A Blessing in Disguise for the Developed Nations* by Balaji Janamanchi

4:45-5:00 PM

Award of 15 CPE Credits Certificates to those who signed up for and attend the Entire Conference

See You all Next Year in New York city in August, 2008

5:15-6:00 PM

Organizing Committee Meeting -- Review and Planning for Next Year
Next year's Conference in August, 2008 in New York City, NY