



SERVICES: A NEW FRONTIER FOR SUSTAINABLE DEVELOPMENT
服务业：可持续发展的新领域

AGENDA

HIGH-LEVEL SESSION 3 BUILDING SUPPLY AND EXPORT CAPACITY: THE CASE OF OUTSOURCING SERVICES

14.30–17.30, 28 MAY 2013
CNCC, LEVEL 1, FUNCTION HALL A

14:30 - 15:30

PANEL A: OUTSOURCING BECOMING A NECESSITY MORE THAN A NEED

Chair

- **Mr. Ameet Nivsarkar**, Vice President and Head Global Trade Development, NASSCOM, India

Questions

- How has outsourcing gained importance in the current world economic situation?

to be addressed

- How have the types of services being outsourced changed over last 5 years? How are Social Media, Analytics and Cloud changing the ecosystem?
- What is driving outsourcing decisions for the customers?
- Where do emerging countries position themselves in the offshoring landscape?

Panellists

- **Mr. Hanumantha Karthik**, Vice President, Research, Everest Group
- **Mr. Russell Ives**, Managing Director, Business Process Outsourcing, Accenture for Australia and New Zealand
- **Mr. Tiak Koon Loh**, CEO, Pactera Technology International Ltd., People's Republic of China
- **Mr. Marco Sorgetti**, Director General, International Federation of Freight Forwarders Associations
- **Mr Jean-Marie Paugam**, Deputy Executive Director, International Trade Centre (ITC)

15:30 - 16:00

Interactive discussion on Panel A

16:00 - 17:00

**PANEL B: BUILDING SUPPLY AND EXPORT CAPACITY:
SUCCESS FACTORS AND CHALLENGES**

Chair

- **Mr. Mahbub Ahmed**, Secretary, Ministry of Commerce, Bangladesh

Questions

to be addressed

- What are the challenges to develop supply and export capacity in IT services that are outsourced and how can they be addressed?
- (From a business perspective) what is required to succeed in outsourcing, in the current market environment?
- How can Governments' policy/measures/actions be assessed with regard to corporate decisions to outsource functions to specific markets?
- What are the challenges faced by Governments designing policies aimed at developing services sectors, with the view to capture greater opportunities from outsourcing?

Panellists

- **Mr. Abdelwahab Maatar**, Minister of Trade and Handicrafts, Tunisia
- **Mr. Wim van Heumen**, Programme Director for Services, Center for the Promotion of Imports from Developing Countries, the Netherlands
- **Ms. Pumela Salela**, Member of the Advisory Council of the World BPO/ITO Forum

Contributors

- **Mr. Nanno Mulder**, Economic Commission for Latin America and the Caribbean, ECLAC
- **Mr. Gerardo Antonio Meza Grillo**, Ministry of Foreign Trade and Tourism, Peru
- **Mr. Robert Skidmore**, Chief of Sector Competitiveness, Division of Market Development, ITC

17:00 - 17:30

Interactive discussion on Panel B

