International Association of Outsourcing Professionals (IAOP) Midwest Chapter and University of Missouri – St. Louis (UMSL)

Offer the IAOP Certified Outsourcing Professional (COP) Master Class and Governance Workshop:

When:  Monday, November 8, 2010 through Thursday, November 11, 2010
          8:00 am to 5:00 pm CDT

Where:  On the Campus of University of Missouri – St. Louis.
          401 Social Sciences Building

Tuition: The fee for both the 3 Day COP Master Class and 1 Day Governance Workshop are offered for a combined bundled discounted fee of $3,300 per student for IAOP Corporate and/or Individual Professional Members and $3,800 for non-members.

For additional information or registration, contact Matt Shocklee at: matt.shocklee@iaop.org or Professor Mary Lacity at: mary.lacity@umsl.edu

The COP Master Class and Governance Workshop set the stage for professionals who aspire to lead outsourcing business initiatives at all levels of the organization and on a global basis.
Every day, business journal headlines and industry reports alike are making one thing clear - outsourcing is now essential to business success.

Whether it’s a financial institution like Wachovia that has recently outsourced finance, accounting, and human resources to help it become a “great customer relationship company,” a transportation company like Penske whose ‘virtual subsidiaries’ handle everything from obtaining titles for its trucks to its tax filings, or Procter & Gamble that expects half of its new products to come from the outside by 2010, outsourcing success and business success are inseparable. The goal is not just cost savings but a dynamic and continuous transformation that keeps a company healthy and competitive.

In turn, this tremendous growth in outsourcing has caused businesses world-wide to recognize that they also have an exploding demand for outsourcing professionals who can effectively lead these initiatives from beginning to end.

As the global-standard setting organization and leading advocate for the outsourcing profession, IAOP works with buyers, sellers, and advisors worldwide to develop these professionals. The COP Master Class course sets the stage for COP family candidates who aspire to consult at all levels of the organization and to lead their organization's outsourcing programs.

The COP Master Class employs class-room lecture and team discussion focused on industry recognized standards proven to ensure deployment of successful outsourcing programs. Experts (current and relevant executive speakers from various industries and professional disciplines) join the class and share their insights honed from years of first-hand experience conceiving and leading outsourcing projects.

Geared for all three primary stakeholder groups – clients, providers and advisors – the COP Master Class integrates project management best practices with the Outsourcing Professional Body of Knowledge (OPBOK) and the 54 Outsourcing Professional Standards developed by the Outsourcing Standards Board. This 3-day course includes 10 modules as well as a Capstone Case Study.

Students use electronic Outsourcing Project Plan Templates to plan, document and track the Capstone Case Study as well as to work on their own outsourcing project throughout the course. Course instructors provide one-on-one and group coaching and feedback ensuring candidates grasp the tools and techniques needed for successful outsourcing deployments.

Successful candidates also earn 75 points (50% of the total required) toward their COP Certification and the COP Master Class also fulfills the requirements towards the aCOP certification.
Certified Outsourcing Professional® (COP) Master Class:
A Comprehensive Learning Experience for Improved Outsourcing Outcomes

AN EDUCATIONAL PROGRAM DEVELOPED BY THE INTERNATIONAL ASSOCIATION OF OUTSOURCING PROFESSIONALS® (IAOP®) PART OF THE COP PROGRAM

Day 1 focuses on the decision to use outsourcing within a company’s strategy. Hear from a C-level execute on how to think about outsourcing both onshore and offshore.

Day 2 works into the setup of the project and the many decision variables that help a team decide if the relationships and outcomes are right for each partner.

Day 3 focuses on creating and closing the relationship and setting it up for success through best-in-class practices in governance that are pivotal attributes in successful relationships.

Fully mastering outsourcing essentials positions professionals to leverage the power of bringing about meaningful outsourcing programs tied to their organization’s strategy in a world competing for attention and resources, and changing at the speed of technology.

Day 1
Outsourcing as a Management Practice

The Executive Mindset - How C-level exec view outsourcing. Setting policy and practices. Designing and deploying a management system that supports outsourcing. Role of the outsourcing professional.

Managing Outsourcing as a Business Process - A 5-stage approach to outsourcing. Stage gates, decision makers, and process timelines. Overcoming internal resistance to change. Mapping the organization and its opportunities.


Day 2
Creating and Leading Project Teams - Picking the right team for each stage of the outsourcing process. Assembling and leading the team.


Bringing Customers and Providers Together - Identifying and pre-qualifying potential providers. Developing a request for proposals (RFP). Collaborative approaches to solution development.

Selecting Outsourcing Service Providers - The competencies, capabilities, and relationship dynamics approach. Managing the selection process. Building consensus around a scoring system.

A Financial Model for Value Capture - Capturing the total financial picture. Forecasting future volumes, costs, and benefits. Projecting planning, transition, and oversight costs. Getting to the optimal pricing model and price-point.

Day 3
The Ins and Outs of Outsourcing Contracts - Structuring the outsourcing contract. Setting the terms of the agreement. Documenting the scope of services, standards of performance, and how they’re measured. Building in change management.

Value-Based Negotiating - Keeping the interests of all parties in focus. Managing an effective negotiating process. How to negotiate the best deal without wrecking the relationship.


Transitioning for Long-Term Success - Developing an effective transition plan. Keeping everyone on track while ramping up. Operationalizing the management structure. Dealing with the unexpected.

Governance: Making Outsourcing Relationships Work - Designing organizational links up, down, and across the business. The role of the project management office. Making interdependent planning a reality. Measuring progress, moving forward. The critical link from governance back to strategy.

All of the course content is based on the Outsourcing Professional Body of Knowledge (OPBOK) and Outsourcing Professional Standards (OPS), developed by IAOP the Outsourcing Standards Board.

[Faculty varies by class offering and includes: Jagdish R. Dalal, COP. Managing Director, Thought Leadership at IAOP and one of the best-known experts in the field. IAOP partners with IAOP-trained instructors for classes held around the world. Guest Lecturers from some of the world’s most successful customer and advisory firms, such as American Express, PwC, Kirkland & Ellis, and Procter & Gamble present their real-world experiences.]
Outsourcing Governance Workshop: A One-Day Intensive Presented by the International Association of Outsourcing Professionals® (IAOP®)

The International Association of Outsourcing Professionals (IAOP) is pleased to present a one-day intensive Outsourcing Governance Workshop. Content is based on the Outsourcing Professional Body of Knowledge (OPBOK) and the Outsourcing Professional Standards developed by IAOP and the Outsourcing Standards Board.

Whether your goal is to earn 15 points toward the Certified Outsourcing Professional (COP) designation or simply to gain comprehensive cutting-edge knowledge on all aspects of creating and sustaining successful relationships with your outsourcing partners — this workshop is for you!

Studies have found that more than half of all organizations spend two percent or less of an outsourcing contract’s cost on governance. However, more than 60 percent report losing 10 percent or more of the contract’s value because of poor governance between the customer and the provider. Given this, professionals involved in outsourcing clearly have an important role to play in helping their organizations plan, invest in, and execute a cohesive set of business practices for designing and implementing a strong governance program.

Topics to be covered include:

Understanding the stages of growth in governance and assessing where your organization is positioned and how it can move further along the growth curve

- Designing and overseeing an organization’s outsourcing governance model, including:
  - Relationship management
  - Risk management
  - Operational delivery management and compliance tracking
  - Management and staff commitment

- Defining and evaluating organizational alternatives and other dimensions for managing governance, including:
  - Outsourcing program management office
  - Creating a link between an outsourcer and its using organizations — at all levels
  - Role of sourcing and other support organizations
  - Tools and reporting mechanisms for creating consistency

- Defining and implementing an interdependent planning methodology that include such elements as:
  - A regularly updated outsourcing business plan that puts in place a formal process for periodically reviewing and updating all aspects of the relationship between the companies, including strategies, operations, financial considerations, and business relationship management
  - A joint risk assessment planning system that is a forward-looking tool and an early warning system of potential opportunities and problems

- Developing an understanding to be able to measure, assess, and achieve continual improvement in organizational outcomes through outsourcing relative to original goals and changing business needs
- Establishing an audit process and methodology that assure compliance not only to governance, but also to various statutory requirements (such as SOX compliance in US or Safe Harbor Act for EU countries)

NOTE: All workshops are taught in English. Attendance is limited to 25 students per class.
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(COP)MASTERCASS&GOVERNANCEWORKSHOPBUNDLE

Location:UniversityofMissouri–St.LouisCampus
401SocialSciencesBuilding(Building11inthefollowingURLMAP)

Date: November8, 2010 through November11, 2010
8:00 am to 5:00 pm for each day of the class.

CONTACT INFORMATION (make as many copies as needed)

Name: ________________________________________________________________
Title/Position: ________________________________
Company: ______________________________________________________________
Address: ________________________________________________________________
City: __________________ State: _______ Zip: ______________ Country: ____________
Tel: ___________________ Mobile: ______________
Email: ____________________________
Special physical or dietary requirements? ______________________________________

PAYMENT INFORMATION

The course fee includes all course materials, classroom and small group sessions, and snacks
during the day. It does not include hotel accommodations, meals, travel, campus parking and
other personal expenses.

BUNDLED FEE FOR THE COP MASTER CLASS & GOVERNANCE WORKSHOP

IAOP CORPORATE MEMBER- $3,300.00
IAOP MEMBER - $ 3,300*
NON-IAOP MEMBER - $ 3,800.00
*Fee applicable pending membership verification

Check Enclosed (please make payable to IAOP - US funds only)
Electronic Funds Transfer (banking details will be immediately faxed to you)
Credit Card: AMEX VISA MasterCard

Name on Card: ___________________________ Card Number: ______________________ Expires: _____________
Signature: ______________________________________________________________
I agree and accept that any cancellation penalties are charged to my credit card according to the
published cancellation conditions.

Terms and Conditions: Space cannot be confirmed without payment or payment authorization. Name
changes are gladly accepted at any time. Cancellations are charged a 25% fee up to 30 days in advance
of program date, 100% thereafter and must be received in writing. Credit letters are available upon
request for future course offerings. See www.outsourcingprofessional.org for IAOP’s privacy policy.