The First Outsourcing & Shared Services Forum for NGOs and Development Partners, Laico Regency Hotel, Nairobi
17 June 2009

Theme: Optimising service delivery through shared services

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0730	Coffee & Conference Registration
0830	## Opening Session **Welcome** Sean Moroney, Chairman, AITEC Africa **Introductory Remarks** Dr. Wiebe Boer, Associate Director, Rockefeller Foundation **Keynote Address** Dr. Bitange Ndemo, Permanent Secretary, Ministry of Information & Communications
0900 *Chair: John Mwangi, MD, AITEC East Africa*	## Session One: Overview of the BPO Industry Kenya **Building Kenya's competitiveness as a shared services location** Paul Kukubo, CEO, Kenya ICT Board **Kenya BPO Industry Report** Zakir Gaibi, Partner, McKinsey & Co, Dubai **The operators' value proposition: What services are on offer and why outsource to them?** Gilda Odera, Chair, Kenya BPO & Contact Centre Society
0945	**Q & A**
1000	**Refreshment Break**
1030 *Chair: Muriuki Mureithi, CEO, Summit Strategies* *(15 minutes per presentation)*	## Session Two: Benefits of Outsourcing and Shared Services **NetHope's Vision for Shared Services to Bridge the NGO IT Gap** Dr. William A. Brindley, Chief Executive Officer/Executive Director, Nethope **Building the NetHope Platform for NGO Shared Services** Thomas Abell, Senior Manager, Strategy Consulting, Accenture Development Partnerships **World Vision's Perspective on Shared Service Opportunities Leveraging WV's Global Presence and the NetHope Partnership** Adam Bricker, Chief Information Officer, World Vision International **A brief exploration of the value and benefits of outsourcing services and software applications for an NGO** Mark Dronzek, Chief Information Officer, Family Health International

		Socially responsible outsourcing: Empowering the poor through remote work Leila Chirayath, Founder and CEO, Samasource, USA **South Africa's experience with outsourcing and shared services in the development sector** David Barnard, Executive Director, Southern African NGO Network (SANGONeT) **Fund-raising through African contact centres: Save costs, maximise benefits** David Stewart, CEO, Horizon Contact Centres, Kenya **Creating an enabling environment for NGOs and development agencies in the promotion of outsourcing and shared services in developing countries** Constantine Bitwayiki, CEO & Principal ICT/e-Government Development Consultant, Devinovit Associates, Uganda
	1230	**Q & A**
	1300	**Lunch**
	1430 *Chair: Dr Wiebe Boer, Associate Director, Rockefeller Foundation* *(10 minutes per case study)*	## Session Three: Case Studies **Outsourced M&E Systems** Ms. Liza Kimbo, Regional Director , Academy for Educational Development (AED) (Kenya) **Single, shared or married – matching service needs for two international NGOs (ICRAF and ILRI)** Tony Simons, Deputy Director General, ICRAF **Lessons from Kencall Famine relief Work ''*Answering hunger one call at a time''*** Nick Nesbitt, CEO, KENCALL **Case Study: Providing contact centre services to World Neem Foundation** Peres Were, Cascade Global, Kenya **The concept of an outsourced farmer helpline** Fiona Smith, GSMA Development Fund Programme Manager, GSM Association, UK **Shared Services structure: Case of Enablis Organization**Moses Mwaura, Regional Director, ENABLIS East Africa**Payroll outsourcing** Eric Langton, MD, Data Centre, Kenya **Case Study: Shared Services and Outsourcing for World Vision Entities in Kenya** Stephen Ciirah, IT Director, Africa Regional Office, World Vision
	1630	## Session Four: Workgroups – Matching needs with services on offer **Financial services** *Facilitator:* Barry Ryan, CEO, Fintech, Kenya

	Human Resources *Facilitator:* Caroline Juma, CEO, Kenya Computer Recruitment **ICT** *Facilitator:* Adam Bricker, CIO, World Vision International, USA **Customer care/Contact Centres** *Facilitator:* Peres Were, Cascade Global, Kenya
1730	**Workgroup reports**
1800	**Way Forward and Vote of Thanks**
1830	**Networking Cocktail Reception and Launch of the TechSoup Global service in East Africa, in partnership with SangoNet**