

1ST INTERNATIONAL AOPN CONFERENCE 2010

Venue:

DATE/ Conference Days

CONFERENCE CALL FOR PAPERS

Theme ***“Business process outsourcing: Making Nigeria the next destination.”***

The current economy is "placing pressure on organizations across all sectors to review their efficiency in mature markets." Consequently, organizations are looking globally in order to stay competitive and take advantage of emerging economies while at the same time use offshore outsourcing to reduce their cost base. Today, high performance businesses are turning to BPO to help them respond to the unprecedented market conditions and make vital changes both quickly and dramatically.

It is believed that Business Process Outsourcing (BPO) in Africa in the future will reach US\$10 billion to US\$15 billion. Any service, call centre, business support operation, or knowledge work that could be digitalized could be sourced globally to the cheapest, smartest, and most efficient providers.

The question therefore is or should be: where is the place of Nigeria in the outsourcing map in Africa and globally? Why the low awareness of outsourcing and its benefits in the country? What should be done to remedy the situation and get Nigeria on the global map as an outsourcing hub? The conferences being organized by the Association of Outsourcing Practitioners of Nigeria (AOPN) and the subsequent seminars and workshops are set to answer and address the questions.

SUGGESTED CONFERENCE AREAS

Interested speakers are invited to submit papers for the conference on the following suggested areas that will be very relevant to the theme of the conference. The suggested topics are as follows:

- IT

- Call Centers
- BPO in Banking and Insurance or financial services
- Software development
- Telecoms
- Onshoring
- Offshoring
- Economics of Smart Sourcing
- The knowledge economy
- Globalization of services
- Developing Outsourcing Service Excellence
- The Impact of new Fibre links on West Africa's Communications Sector
- ICT for the Oil & Gas Sector
- Data Protection, Regulatory & Compliance issues
- HR needs in the BPO/KPO industry

CONFERENCE PAPER SUBMISSION GUIDELINES

Abstract of conference papers must be submitted not later than **March 1, 2010** to austinnweze@aopn.org. The following guidelines must also be followed:

One page abstract to include the author(s) name(s), company, titles, the topic selected from the subjects outlined, presentation title, presentation objective, the material covered in the presentation as well as three attendee benefits.

A 50 to 100 word précis of the presentation. The précis should clearly identify the goal and key learning points of the presentation.

Speaker biographical information. 200 to 300 words **in narrative** form and not CV format please.

- Concise details of previous speaking experience
- Details of published works if relevant
- Signed and completed application form as printed below
- Colour photograph of speaker(s), head and shoulders in high resolution electronic format

TERMS AND CONDITIONS

- The breakaway presentation sessions will be 50 minutes. Time may be allocated by the speaker for questions and answers within this period of time.

- Persons submitting an abstract are doing so with the understanding that they agree to abide by the conditions, deadline policies and the decisions of the organising committee.
- Once the submission has been accepted by the organising committee, the accepted speaker agrees that this presentation shall be used exclusively for the AOPN 2010 Summit and that only once it has been presented at this conference may it be presented at other such events.
- If for any reason an accepted speaker is subsequently unable to attend the Conference, substitutions will NOT automatically be accepted and the paper and substituted presenter shall be placed on a waiting list and accepted solely at the discretion of the Speaker Selection Committee.
- It is **MANDATORY** that a written paper in a common text format, preferably Microsoft Word is submitted for publication in the conference proceedings. Papers will be edited and formatted before being returned to the author for final approval.
- Presentations at the conference must be in PowerPoint and utilise the standard conference template provided by the Conference Secretariat. The PowerPoint presentations will also be published in the Conference Proceedings together with the white paper. Alternate formats to PowerPoint may be used if the Conference Secretariat is advised.
- A proposal should not be submitted unless each speaker is available to appear on any day of the AOPN Conference and the mandatory written paper and PowerPoint presentation (if used) are submitted for inclusion in the published Conference Proceedings
- **N.B. Under no circumstances should the conference's podium be used as a place for direct promotion of a speaker's product, service or for monetary self-interest. For speakers wishing to take up an additional opportunity of a sales promotion/demonstration, an exhibition of products and services runs alongside the conference.**

Please Contact info@aopn-ng.org for more information.