Outsourcing has and will become a permanent feature of business life and particularly so within the financial services industry (FSI). As the outsourcing arrangements of financial institutions become more pervasive and complex, there is a greater need to ensure a responsive and rigorous approach towards management of these outsourcing arrangements.

This workshop aims to better equip professionals in the FSI and their outsourced service providers (OSPs) who are responsible for the Outsourcing service arrangements on the due diligence and deliverables required to stay compliant with the MAS’ Outsourcing Guidelines.
Learning Outcomes
At the end of the workshop, participants should be able to

- understand what constitute a change in outsource service arrangement and how to manage the change
- establish KPIs to monitor service delivery of the OSPs and define KRIs to better forecast future issues/problems
- better manage service lapses/disruptions by OSPs and the recovery processes
- gain insights into common pitfalls and best practices of outsourcing engagement

Who Should Attend
- Any professionals who need to interact with OSPs which may include but not limited to team leads/department managers (infrastructure, application, network, cloud or any outsourcing services), outsourcing managers and procurement managers
- Any professionals from OPS providing services to the FSI

Fee

<table>
<thead>
<tr>
<th>Fee/pax</th>
<th>GST</th>
<th>Total Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>$400</td>
<td>$37.80</td>
<td>$428</td>
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<tr>
<td>$600</td>
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<tr>
<td>$540</td>
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*After 10% discount on normal fee. For registration and payment by 24 Mar 2016.
Note: IBF-FTS funding and early-bird rate will not be applicable for the seminar component only.

Financial Training Scheme
This programme is approved for listing on the Financial Training Scheme (FTS) Programme Directory and is eligible for FTS claims subject to all eligibility criteria being met. Please note that in no way does this represent an endorsement of the quality of the training provider and programme. Participants are advised to assess the suitability of the programme and its relevance to participants' business activities or job roles. The FTS is available to eligible entities, at a 50% funding level of programme fees subject to all eligibility criteria being met. FTS claims may only be made for programmes listed on the FTS Programme Directory with the specified validity period. Please refer to www.ibf.org.sg for more information.

Note: IBF-FTS funding is only applicable to company-sponsored employees from eligible entities such as financial institutions. For self-sponsored employees from eligible entities, you may wish to seek your HR to submit claims to IBF on your behalf where fund transfer arrangements will then be settled between your company and yourself. Terms and conditions on eligibility for IBF-FTS funding apply.

UTAP
This programme is supported under UTAP (Union Training Assistance Programme), an individual skills upgrading account specially for NTUC members where members enjoy 50% of the unfunded course fee capped at $250 every year. For claims on UTAP and eligibility criteria, visit http://skillsupgrade.ntuc.org.sg.

How to Register
Visit www.fita.smu.edu.sg and look under Programmes tab.

Cancellation and Replacement
If notice of withdrawal/cancellation in writing is given:
- 7 working days or more before workshop starts - 100% refund of fee (if any) paid
- 7 working days or less before course starts – No refund
- "No-show" on first day or after commencement - No refund of fee (if any) paid
A substitute participant is welcome at no extra charge. Please provide the name and particulars of the substitute participant(s) at least 5 working days prior to the workshop.

Programme

<table>
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<tr>
<th>Time</th>
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<tr>
<td>8.30am</td>
<td>Registration and Networking</td>
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</table>
| 9am - 10.30am | Welcome Remarks
Keynote Address: Gearing Up for a Changing Financial Operating Landscape
Patrick Tay, Assistant Secretary-General, National Trades Union Congress, Co-chair, Financial Sector Tripartite Committee |
| 10.30am | Tea Break |
| 10.45am - 12.45pm | Outsourcing Governance & Risk Management
KPMG Singapore's representatives comprising
Daryl Pereira, Partner, Management Consulting, ASEAN
Grace Tan, Associate Director, Financial Services Regulatory Compliance
Abha Sood, Manager, Information Protection & Business Resilience, KPMG |
| 12.45pm | Networking Lunch |
| 1.45pm - 5.30pm | Hands-on Workshop
Choose one of the following breakout workshops, limited to 30 participants per workshop, on a first-come first-served basis.
- WS1) Managing Outsourcing Service Arrangement Changes
- WS2) Service Monitoring and Performance Management of Outsourced Service Providers (OSPs)
- WS3) Managing Service Lapses and Recovery |
| 5.30pm | End of Workshop |

*Note: The organiser reserves the right to amend the programme without prior notice.

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