

## **E-DEVELOPMENT SERVICES THEMATIC GROUP**

In collaboration with **ITSLC, ECA GDLN, e-Ghana and e-Sri Lanka Teams**



Invites you to take part in a Quickstart seminar/Global Dialogue videoconference on:

### **Offshoring: Global Trends and Market Strategies for Developing Countries**

**Leveraging ICTs to Enable Job Creation and Exports of Services**

**Tuesday, February 7, 2006**

**9:00 am – 11:00 am**

**Room I1-200, 1850 I Street NW Washington DC USA**

**Participating Country Offices:**

**Ghana, Russia and Kazakhstan (Almaty)**

**LIVE WEBCAST AND ARCHIVED VIDEOCLIP WILL BE ALSO AVAILABLE**

*Live Webcast will start at 9:00 am EST on Feb. 7 at: <http://www.worldbank.org/edevelopment/live>*

#### **PROGRAM DESCRIPTION:**

Offshoring and outsourcing have become industry buzzwords. Offshoring was a key issue in the last US election with Democrats raising the specter of well-paid American jobs disappearing to low-wage locations in developing countries. Offshoring is also the topic of many new books and articles. But despite gaining in popularity, the concept itself remains poorly understood and it's potential for developing and transition countries remains largely unexploited.

Offshoring, or the process whereby one company delegates responsibility for performing a function or series of tasks to operation based in another country, now represents a US\$100 billion market: a market that is growing exponentially, at more than 30 percent per annum. In India, a global leader in this area, IT offshored exports account for close to US\$22 billion and represent significant share of the country's total export revenues. The total number of jobs created in the Indian IT industry is 700,000 and rising, with many jobs filled by women and 2.5 million jobs indirectly.

Can other countries replicate this successful model? What are the key challenges and opportunities? What are the key measures that developing and transition countries need to put in place to succeed in this area? What are the global trends and successful market strategies? What role should the World Bank be playing to support our client countries in this booming area? These questions will be answered drawing on international experience with a special focus on recent experience from the Indian State of Andhra Pradesh and Sri Lanka in terms of efforts to develop a successful offshoring industry as well as World Bank's own experience in outsourcing to developing countries.

Join us for what promises to be an exciting discussion and debate on one of the hottest topics in the development agenda!

### **Seminar Agenda.**

- Welcome & Introduction by **Sudhakar Kaveeshwar**, Manager, ISGEA, World Bank
- All The World's A Stage: The Offshoring Opportunity for Developing Countries - Presentation by **Randeep Sudan**, Senior ICT Policy Specialist, CITPO, World Bank
  - Questions & Answers
- Finding Sri Lanka's Offshoring Niche – Presentation by **Ismail Radwan**, Senior PSD Specialist, SASFP, World Bank
  - Questions & Answers
- Information Technology Enabled Services and Business Process Outsourcing in Developing Countries: Opportunities for Latin America – presentation by **Eloy Eduardo Vidal**, Lead Telecommunications Engineer, GICT, World Bank
  - Questions & Answers
- Country Perspectives – Comment by **Kwaku Ofusu Darkwa**, Chief Director, Ministry of Communications, Ghana
  - Comments by other countries (**Russia, Kazakhstan, Sri Lanka**), if any
- Open Discussion

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For the benefit of country offices and webcast viewers all the presentations have been uploaded to [the event website](#).

For further information on the seminar or to join our mailing list, please write to [edevelopment@worldbank.org](mailto:edevelopment@worldbank.org), visit <http://www.worldbank.org/edevelopment> or contact Oleg Petrov (e-TG Facilitator) at 202-4738861

*e-Development Services Thematic Group is supported by ISG and GICT in collaboration with WBI, PREM and other partners*