



Outsource2Jamaica – Eastern Conference
Kingston | Jamaica
January 30th, 2019

Conference Theme: “Global Services: Transforming Processes, People and Culture”

8:30am – 9:00am	Registration & Arrival
9:00am - 09:45am	Opening Ceremony <ul style="list-style-type: none">• <i>Welcome & Opening Remarks:</i> Ms. Gloria Henry, BPIAJ President• <i>Greetings:</i><ul style="list-style-type: none">○ Mrs. Audrey Tugwell Henry, Executive Vice President, Bank of Nova Scotia○ His Worship, Senator Delroy Williams, Mayor of Kingston & St Andrew• <i>Remarks – Preparing Talent for the Next Frontier of Global Services –</i> Senator Ruel Reid, Minister - Ministry of Education, Youth & Information
09:45am – 10:00am	Coffee & Networking Break
10:00am – 10:30am	Opening Keynote: <i>The Future of Contact Centers: The Power of the People</i>
10:30am - 11:45am	Panel Discussion: – <i>Rethinking Talent & Leading through Disruption</i>
11:45am – 12:30pm	Panel Discussion: <i>Exploring the Benefits of Shared Services Arrangements</i>
12:30pm – 02:30pm	O2J Luncheon
02:30pm - 03:30pm	Panel Discussion: – <i>Moving up the Value Chain using Cutting Edge Technology, Solutions & Infrastructure</i>
03:30pm-04:00pm	Closing Keynote/ #O2J Symposium & Expo 2019 Announcement Ms. Gloria Henry, President – Business Process Industry Association of Jamaica