

FORE School of Management

Management Development Programme on Emerging Trends in Information Technology February 6-7, 2012, FSM Campus, New Delhi

Introduction

It has been a hard-core fact that India has emerged as the most preferred destination and outsourcing hub for various IT Software Development Services, ITES (BPO, Call Centre, eCRM, Back Office Operations, R&D), Bio-technology, ERP, Data Warehousing, Knowledge Management and other IT related customer care services.

In view of our excellent International Communication connectivity (Bandwidth) facilities most global MNCs in UK, USA, Europe, Australia and other Asia Pacific countries are outsourcing various IT and IT related services to Indian reputed IT & BPO services companies. In order to preserve and build this lead, Indian IT organizations have restructured themselves to take on new emerging opportunities in above areas. There has been a drastic shift from core Software Development services to much faster IT Enabled Services which has become the main driver for our IT export growth. Despite slowdown in the world on IT spending, ITES have been growing at an average rate of 46% since 9/11 September mishap.

This 2-day programme is specifically designed to appraise the participants to discuss these issues in detail, take first hand knowledge of these emerging tools and take full advantage of opportunities available with our competitive edge.

There has been a major shift in thinking process of the top management of the organizations in employing various IT tools to enhance and improve their business operations. They treat spending on IT as an investment and expect good return through IT projects and IT infrastructure facilities. IT Heads have been redesignated as Profit Centre Heads who focus on how IT as a strategy is beneficial to the organization.

Objectives

The programme aims at providing in-depth understanding of these emerging IT tools the details of which are given in the programme content.

Contents

The two-day Programme on “**Emerging Trends in IT**” has been designed after detailed discussions and interaction with senior and experienced IT, Telecom BPO, Call Centre, IT Security and Software Development professionals. The topics include:

- IT Strategic Management - its implementation and outsourcing;
- New look at Software Engineering & Development and Integration tools;
- How to reduce cost of Software Development projects under stiff competition;
- Business Intelligence, Knowledge Management & IT applications in Bio-technology
- IT as Investment and Return (ROI) on implementing IT Projects;
- Remote Area Data Communication for IT applications;
- IS System Audit, Data Security, Disaster and Recovery Management;
- ITES (BPO, Content Management, Customer Care and Technology Support.

Methodology

Programme methodology includes audio-visual presentation of speakers. Knowledge sharing and interactive exercises, role-plays and discussions about real life practical experience of the speaker and the participants.

Who May Attend

Middle and Senior level IT and IT related professionals from private corporate and business houses, public sector, state and central government enterprises, defence establishments, banks, insurance, telecom, BPO, call centers and ITES organizations.