

CONCEPT VERSION Programme overview

BPO-ITO Legal Aspects

	Day 1	Day 2
08.45–09.00	Registration	Today's programme overview
09.00–10.30	Opening - Introduction workshop (LK) - This is CBI (LK) - CBI-website (LK) - Introduction consultants - History and economics offshore outsourcing (LK) - Offshore outsourcing process (LK) Lecture, assignment Laszlo Klucs	Dispute settlement -Alternatives to legal settlements -Process law -Arbitrage Lecture Frits Mutsaerts
10.30–11.00	Coffee / tea break	Coffee / tea break
11.00–12.30	-EU Legislation for contracting -Contract Law Lecture Frits Mutsaerts	Intellectual property -Trade Mark & Copyright -International patent law -IPR in software development Lecture Frits Mutsaerts
12.30–14.00	Lunch	Lunch
14.00–15.30	Legal aspects of negotiation -Legal Binding -Good Faith, Bad Faith -Non-disclosure agreements -Letter of intention and MoU Lecture Frits Mutsaerts	Legal compliance -Security, Confidentiality & Privacy -Data protection (health care, personal data) -HIPAA, Sarbanes-Oxley, IAS Lecture, assignment Laszlo Klucs
15.30–16.00	Coffee / tea break	Coffee / tea break
16.00–17.30	Contract development -Software development outsourcing -Licensing & Consulting -Maintenance and support - SLA, metrics and support (LK) Lecture, assignment Frits Mutsaerts & Laszlo Klucs	Group Discussion, Questions & Answers - Evalin-workshop evaluation - Certificates & Closing Ceremony Frits Mutsaerts & Laszlo Klucs

RSA - Durban