

**2<sup>nd</sup> Knowledge Summit**  
**Reshaping the IT & Knowledge**  
**Based Professional Service Organisations of Tomorrow**  
**07 March, 2012 : Hotel The Lalit Ashok, Bangalore**

**Summit Background**

As the world is slowly emerging out of the global recession, a fresh set of economic challenges are staring down at us. There is no doubt that global economy is facing strong headwinds which will impact growth and prospects in the future. Firms in the IT and Knowledge based Professional Services Industry are no exception to this rapidly changing macroeconomic environment.

In order to not just survive but excel, it's pertinent that IT and Knowledge Services firms in India accelerate the pace of globalization, leverage new technologies, build non-linear business models and develop products and services which can take them to the next level and help achieve inclusive growth. It's time to look beyond legacy territories, beyond organic growth models and explore new markets and consolidate. Inclusive growth globally and locally will help in addressing the challenges of talent, infrastructure cost, margin pressure and competition. In the pursuit of these new strategies, leadership will need to play a key role. Multi-level leadership programs will have to be developed for creating leaders who are ready for the bold plays of tomorrow.

The 2012 Knowledge Summit will provide a great opportunity to consider, debate, and reflect on critical challenges being faced by the IT and Knowledge Services industry in India. The Summit would thrive to develop a road map to stay ahead of the global competition and will focus on how business leaders can guide their organizations through these challenges and reshape them to create world class organizations in changing global landscape.

**Summit Agenda (as on 16 February, 2012)**

0900 – 1000 hrs	Registration
1000 – 1115 hrs	<b>Inaugural Session : “Reshaping the IT &amp; Knowledge Based Professional Service Organizations of Tomorrow”</b>
	Introduction <b>Rekha Sethi</b> Director General All India Management Association
	Welcome Address <b>Rajiv Vastupal</b> President AIMA, and Chairman and Managing Director Rajiv Petrochemicals Pvt Ltd
	Theme Address <b>Pramod Bhasin</b> Summit Chairman and Vice Chairman, Genpact
	Keynote Address <b>Kris Gopalakrishnan</b> Executive Co-Chairman Infosys Technologies
	Interaction with Audience
	Vote of Thanks <b>K Jairaj</b> Chairman, AIMA Centre for Public Governance & Addl. Chief Secretary, Government of Karnataka

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1115 – 1145 hrs      Tea/Coffee

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1145 – 1300 hrs

### **Plenary Session 1 : Leadership Vision in Times of Global Turbulence & Transition**

*As the current economic order moves from one business cycle to another, the times of stability and prosperity are gradually becoming less prevalent. In times like these, where crisis and fire-fighting is commonplace, service organizations irrespective of size, industry, geography or structure are struggling with developing an effective vision and plan for the future across dimensions such as organic and Inorganic growth, managing a diverse workforce and developing future leadership talent. A new level of leadership is required to steer the vision of companies and shape the future amidst an ever evolving economic order. In this session, business leaders will share their ideas on the new leadership paradigm that will be required to further shape the knowledge and professional services organizations of tomorrow.*

Chairman

**Pramod Bhasin**  
Summit Chairman and  
Vice Chairman, Genpact

Speakers

**D Shivakumar**  
Sr Vice President, AIMA and  
Sr Vice President, Nokia for India, Middle East & Africa

**Lakshmi Narayanan**  
Vice Chairman  
Cognizant Technology Solutions

Interaction with Audience

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1300 – 1400 hrs

Lunch

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1400 – 1515 hrs

### **Plenary Session 2 : Leveraging The Game Changing Technologies**

*With every successful disruptive technology the business landscape undergoes a paradigm shift and new products and services are born to support new business opportunities. As familiar and conventional business models are replaced by new models, the necessity to learn, invest and adopt new game changing technologies such as cloud computing, social networking, tele-presence is not just about upping the game but a key to survival. In this section, innovators will share their thoughts on the current game changing trends in business and how an organization can change itself to foster a culture of innovation and continuous improvement.*

Speakers

**Bhaskar Pramanik \***  
Chairman  
Microsoft Corporation (India) Pvt. Ltd

**Ganesh Lakshminarayanan \***  
Managing Director  
Dell International Services India Pvt Ltd

**G V Mani**  
Senior Director  
CRISIL Global Research & Analytics

Interaction with Audience

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1515 – 1545 hrs

Tea/ Coffee

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1545 – 1700 hrs

### **Plenary Session 3 : Effective Organizational Development to Manage (Global) Change and Talent**

*Organizations are undergoing a paradigm shift in culture, administration and governance to unlock their underutilized potential and compete for the future. As these organizations begin to inculcate the next level of leadership and adopt new business and operating models, they will feel the need for developing their people in a 'special way' to be productive in the new environment. Organizations will have to rethink their human resource development policies and how this change can be perpetuated through special initiatives, training and engagement, and employee retention for preserving value. In this section, Human Resource leaders will offer their perspective on the change that is required in organizations for developing the next level of leadership, the new models for talent development & retention and how the Human Resources function can become a true strategic partner to the business.*

Speakers

**Phaneesh Murthy**

Chief Executive Officer  
iGate Patni

**Anshoo Gaur**

President and Country Head  
Amdocs India

**Jeffrey L Schwartz**

Managing Director  
Deloitte Consulting Human Capital, US

Interaction with Audience

Concluding Remarks

**Pramod Bhasin**

Summit Chairman and  
Vice Chairman, Genpact

Vote of Thanks

**Rekha Sethi**

Director General  
All India Management Association

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1700 hrs

**Summit Concludes**

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\* Confirmation awaited