



essential
**COSTA
RICA**

outsourc**e2**lac **COSTA RICA** 2017



Ministerio de
Comercio Exterior
Costa Rica



ACCINDE
COALICIÓN COSTARRICENSE DE INICIATIVAS DE DESARROLLO

FACILITACIÓN DEL COMERCIO DE SERVICIOS

- THE FUTURE OF THE GLOBAL TRADE ORDER

Carlos A. Primo Braga

- INTERNACIONALIZACIÓN DE SERVICIOS PYME

Arancha González (ITC)

- **NBIC** Nanotechnology, Biotechnology, Information Technology and Cognitive Science

IBM, Capgemini, National Science Foundation**

- PULL & PUSH INNOVATION

Efosa Ojomo (Clayton Christensen Institute for Disruptive Innovation. Poverty Stops Here)

FACILITACIÓN DEL COMERCIO DE SERVICIOS

- The Global Services Landscape: key trends.
- How technology is changing the value proposition of the outsourcing market.
- RPA/ BOTS: opportunities & challenges.
- How technology outsourcing projects are impacting sustainability.
- The new skills in demand. Talent as the key piece of the services operations.
- APP Development in the world of IOT.
- Cognitive Computing in LATAM.
- Bridging Campus to Career: Building the Next Generation Cloud Workforce.
- DATA Exhaust: How business is using the volume and variety of available data to meet client needs.

HOTEL REAL INTERCONTINENTAL

SEMANA DE ACTIVIDADES 12-17 MARZO 2016

| Domingo 12 | Lunes 13 | Martes 14 | Miércoles 15 | Jueves 16 | Viernes 17 |
|------------|-----------|------------------------------|---|----------------------------|------------|
| RED IBERO | RED IBERO | RED IBERO | | | |
| | | ALETI | | | |
| | | O2LAC - Coctel de bienvenida | O2LAC Inauguración y sesiones plenarias | O2LAC - Sesiones plenarias | |
| | | | Tarde - Rueda de negocios | Tarde - Rueda de negocios | |
| | | | Noche - Cena de gala de bienvenida | | |