The Business Service Center Forum is driven by





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MEDIA PARTNERS









09.00 - 09.10

09.10 - 09.25

09.25 - 09.40

09.40 - 11.10

11.10 – 11.30

11.30 - 13.00

13.00 – 14.00

OPENING

OVERVIEW OF THE BSC SECTOR IN SLOVAKIA IN 2017

Short video and summarization of the key facts about the BSC sector in Slovakia in 2017: What kind of services does it offer and to whom? Who works there? How big is it at the moment?

KEYNOTE SPEECH Staying the Course: the Case for Investing in Europe

PANEL 1: BUSINESS-ACADEMIC COOPERATION IN SLOVAKIA – EXAMPLES TO FOLLOW FOR SHARED SERVICES?

Representatives of high schools and universities will compare their views on how do BSCs link with educational institutions and identify the most scalding challenges of the business-academic cooperation for shared services in Slovakia.

COFFEE BREAK

PANEL 2: IMMIGRATION AS A NECESSITY TO MAINTAIN GROWTH

Is Slovakia perceived as the "county of choice" for foreign employees seeking new opportunities abroad? Is the Slovak labor market ready for higher immigration? What are the priorities of the Slovak government as far as foreign experts are concerned?

LUNCH & NETWORKING

- JAKE SLEGERS, Executive Director, AmCham Slovakia
- GABRIEL GALGÓCI.
- BSCF Chair and AT&T Slovakia Country General Manager (Conference Moderator)
- JOSEPH P. QUINLAN, Senior Fellow, Center for Transatlantic Relations, John Hopkins University
- MICHAL COPKO, Teacher, Head of the IT department, Secondary school of electrical engineering, Košice
- BEÁTA MITICKÁ, Director, Tatranská akadémia, Poprad
- ANITA ROMANOVÁ, Associate Professor, Faculty of Business Management, University of Economics in Bratislava
- ELENA TIBENSKÅ, Director, Secondary vocational school, Košice
- PETER IVAN, Director, Academy of Commerce, Košice
- HOLLY FERREIRA, Director MBS Performance Management & Reporting, Mondelēz
- RASTISLAV CHOVANEC, Deputy Minister of Economy
- MARIÁN VALENTOVIČ, Director General, Central Office of Labor, Social Affairs and Family
- BRANISLAV ČERVENKÁ, Director, Department of Alien Police, Bureau of Border and Alien Police



SPEAKERS

GABRIEL GALGÓCI, BSCF Chair and AT&T Slovakia Country General Manager



As Director of Client Network
Operations Management in Global
Managed Services Gabriel is
responsible for service delivery for
AT&T's clients in the Europe, Middle
East and Africa (EMEA) region. In the
area of Customer Care and Service
Delivery, he is managing teams located
in several countries supporting service
delivery activities for commercial
clients. As Slovakia Country General

Manager, Gabriel leads a crossfunctional management forum to assure consistent implementation of local management practices within Shared Service Centers, focusing on cost optimization initiatives, and interfacing with global "Shared Services" functions across AT&T worldwide. Before joining AT&T in 1999, Gabriel worked at IBM and DHL. Gabriel serves as BSCF Chair.

JOSEPH P. QUINLAN, Senior Fellow, Center for Transatlantic Relations, John Hopkins University



Mr. Quinlan lectures on finance and global economics at Fordham University and regularly lectures at various universities around the world, including Wuhan University in China. He is frequently cited in such publications as Foreign Affairs, Financial Times, Barron's, The Wall Street Journal, The New York Times and the Financial Times. Presently, he is a Senior Fellow at Johns Hopkins University, Washington D.C. and

a Senior Fellow at the German Marshal Fund in Brussels, Belgium. In 2006, the American Chamber of Commerce to the European Union awarded Mr. Quinlan the 2006 Transatlantic Business Award for his research on U.S.-Europe economic ties. In 2007, he was a recipient of the European-American Business Council Leadership award for his research on the transatlantic partnership and global economy.

MICHAL COPKO,
Teacher,
Head of the IT
department,
Secondary
school of
electrical
engineering,
Košice



Michal Copko is 35-year-old teacher and head of IT department at Secondary school of electrical engineering in Košice. As a part of school-company founding team, he stood at birth of first dual IT education in Slovakia in partnership with company T-Systems Slovakia. Based on best practices from dual higher education he is now preparing new study branch Information and

networking technology for younger students who want to become IT professionals. He's also project coordinator for mobility projects provided under EU program Erasmus+.

BEÁTA MITICKÁ, Director, Tatranská akadémia, Poprad



learning since 1985, first as a teacher of technical subjects and then for 13 years as a deputy principal of a state secondary school in Svit and in Poprad. She co-authored two academic courses, namely Packaging Material Operator (2001) and Marketing Specialist (2002). Since 2003, she has been working as a Head Teacher of Tatranská akadémia. She collaborated as a co-author on

two technical courses, specifically Information and Digital Technology and Legal and Business Studies (2008). She was awarded the Sv. Gorazd Medal for her outstanding achievements in the sector of vocational learning and management by the Minister of Education in 2015.

ANITA ROMANOVÁ, Associate Professor, Faculty of Business Management, EUBA



Anita Romanová is Associate Professor at the Department of Information Management, Faculty of Business Management, University of Economics in Bratislava. In her pedagogical and scientific – research work she focuses on enterprise information systems, IT management and IT administration. Her publishing activity consist of 120 outputs such as scientific monographs, textbooks, scripts, domestic and

foreign scientific journals with over 150 citations. She has been with the faculty more than 20 years, but since 2015 acting as vice-dean for education, previously as vice-dean for informatisation and public relations. She is a member of the Scientific Council of University of Economics and Scientific Council of Faculty of Business Management.

ELENA TIBENSKÁ Director, Secondary vocational school, Košice



Elena Tibenská is the head of the Secondary Technical School, Ostrovského 1 in Košice. She has been in charge of the school since 2004. Her key focus is the continuous innovation of the learning process supported by information technology, active cooperation with regional employers and effective management of EU funding providing the school with material and technical support. During

her career, the school has gained an important position within the sector of vocational schools in Slovakia.

PETER IVAN, Director Academy of Commerce,



Peter Ivan has been active in vocational education in Slovakia since 2000, acting as the director of the Academy of Commerce on Polárna street, Košice for last 8 years. He is keen on supporting volunteers and further vocational education. During his directorship, he's focused on developing teachers' communication skills, innovative educational methods, foreign languages and

modernization of school stationary. In close cooperation with employers, he develops curricula of various vocational study fields based on modern technology.

RASTISLAV CHOVANEC, Deputy Minister of Economy



Rastislav Chovanec holds the Office of State Secretary of The Ministry of Economy of SR. Hé attended University of Economics in Bratislava, studying International Business Management course, where he also received his PhD in 2006. During his studies, he was Project Manager for the Direct Foreign Investments Section of Slovak Investment and Trade Development Agency (SARIO). Following his

graduation in 2006, he held the position of Adviser to the Prime Minister for Foreign Investment in the Government Office of SR. During this period, he also became Executive Director in Ceptra s.r.o. in 2008. After a four-year activity in the company he took up the post of Chairman of the Supervisory Board in SPP – Distribúcia, a.s. In the same year, he became again Adviser to the Prime Minister for Investments.

HOLLY **FERREIRA** Director MBS Perform<u>ance</u> Management & Reporting, Mondelēz



Holly Ferreira leads the Performance Management and Reporting team for the Mondelēz MBS organization. In her role, she focuses on bringing together data and information from across 10 functional Services and more than 6 delivery partners to generate the reporting, analytics and insights needed to run the global MBS organization. In addition to her Performance Management role, Holly is the Site Leader for the Mondelez Brigham Young University.

Bratislava Center where she leads the development and execution of the overall site strategy. Throughout her career, Holly has leveraged her Certified Public Accounting, technical SAP experience and Project Management Certification to drive transformation and business process improvements in various organizations. Holly holds a Bachelor's degree in Accountancy from

MARIÁN VALENTOVIČ. Director General, Central Office of Labor. Social Affairs and Family



Marián Valentovič has been serving as director general of the Central Office of Labor, Social Affairs and Family since April 2012 following his appointment by the Government of the Slovak Republic. In his leading role he oversees an office of civil servants carrying out civil service at the Central Office. He gained his MBA title at the Sales Manager Academy in Vienna, Austria having completed the

Executive Sales Management Program. He has over 10 years of extensive experience in public labor-related fields and private sales management.

BRANISLAV ČERVENKA Director, Department of Alien Police, Bureau of Border and Alien

Police



Since 2011 Branislav Červenka has been serving as Director of the Department of Alien Police, Bureau of Border and Alien Police of the Slovak Republic. He graduated from the Police Academy in Bratislava where he concluded his doctoral studies and worked as assistant professor at the Department of Border and Alien Police. Since 1998 he has been serving as member of staff of the Slovak Police Forces. He

is the author of several articles and books focusing on alien and border police, regimes of foreigners and Schengen Community acquis in the field of migration.





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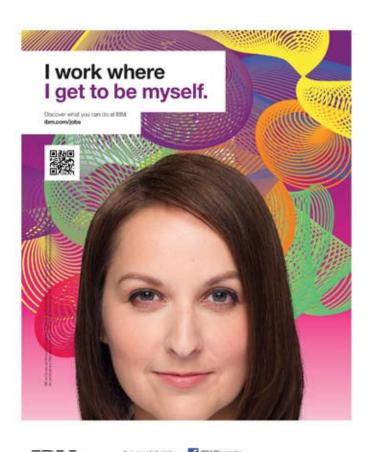
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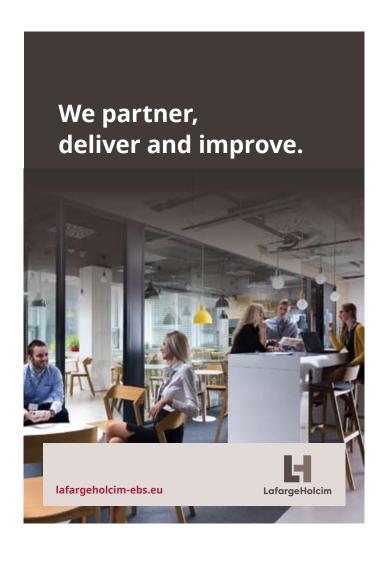
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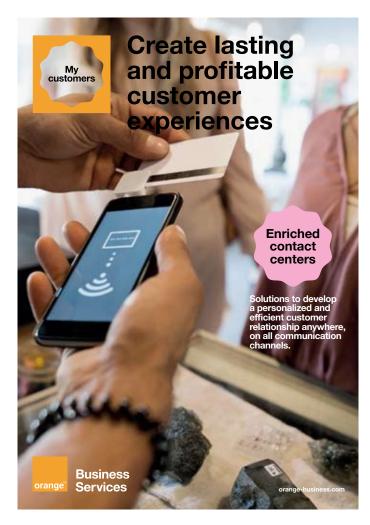
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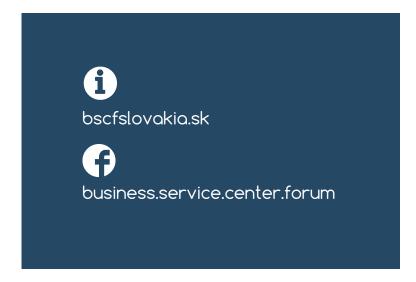


The Business Service Center Forum (BSCF) brings together shared service centers (SSC) and business process outsourcing (BPO) providers operating in Slovakia.

The presence and importance of business service centers (BSCs) in Slovakia have been growing for more than a decade.

Nowadays BSCF members represent a significant sector within the Slovak economy, currently employing almost 31 000 FTEs and preserving an annual growth over 8%.

BSC Forum was established in August 2013 and since April 2014 has been driven by American Chamber of Commerce (AmCham) Slovakia.



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