



# Webinar on

## IT and IT Enabled Services - Opportunities and Standardization

28 September 2021

10:30 AM onwards

Hosted by

Bureau of Indian Standards

Ministry of Consumer Affairs, Food and Public Distribution

Registration Link: <https://forms.gle/m3wABETKWx7X7LZE8>

Webex Link: <https://bisindia.webex.com/bisindia/j.php?MTID=m301f15e898a243d1cd6d717f78c18823>

### Speakers



Shri Sanjay Pant  
DDG Standardization  
BIS



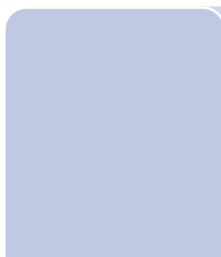
Dr Omkar Rai  
Director General  
STPI



Shri Anupam Agrawal  
Senior Consultant  
TCS



Shri Dinesh Chand Sharma  
Director  
SESEI



Shri Ashish Ranjan  
Sr Principal Scientist  
CSIR-NPL



Shri Rajesh Chopra  
Sr Vice President  
Master Card



Shri S K Kanogia  
Head (SSD-II)  
BIS



Shri D Santhosh  
Scientist-C  
BIS

India's IT and IT Enabled Service (IT & ITeS) is the leading outsourcing destination across the world, accounting for approximately 55% global market share and it contributes significantly to the Indian economy accounting for 8% of India's GDP in 2020. In the present state of rapid digitization and the timely transition to remote working environments, India is the topmost offshoring destination for IT companies across the world. BIS has started standardization activities in the field of IT & IT enabled services to enhance India's capabilities in delivering services to Indian and global clients.

As the National Standards Body of India, Bureau of Indian Standards took the initiative to create awareness about the importance of IT & ITeS and started standardization activities under IT and IT enabled Services sectional committee, SSD 10. As one of the promotional drives, BIS is organizing a Webinar on 'IT and IT Enabled Services – Opportunities and Standardization'.

The webinar will facilitate eminent speakers and domain experts to share the best practices and their experiences in IT & IT enabled services which would surely be enriching for the delegates. It is our pleasure to invite you to be with us on this webinar and make this event a great success.

We are extending our invitation to your organization to participate in the Webinar. There is **NO PARTICIPATION FEE** for attending the Webinar. You may forward the invitation to other organization who would be benefitted from this webinar.

### Objectives of the Webinar

1. To create awareness about importance of IT and IT enabled Services sector and standardization activities.
2. To explore the opportunities of further prospects of service standardization in new emerging areas of IT and IT enabled Services sector.
3. To provide an overview of series of standards IS/ISO 18295 (Part-1 & Part-2) on 'Customer Contact Centres' recently published by BIS.
4. To identify organizations / individuals having expertise in IT and IT enabled Services who can contribute in standardization activities in IT & ITeS.

### Webinar: Link

Link : <https://bisindia.webex.com/bisindia/j.php?MTID=m301f15e898a243d1cd6d717f78c18823>

Meeting No: 2518 538 4007

Meeting Password: Webinar@SSD10

### Link for Registration

Registration Link: <https://forms.gle/m3wABETKWx7X7LZE8>

## Schedule of the Webinar

Time (hrs.)	Subject	Official
1030-1045	Welcome and theme address of webinar	Shri Sanjay Pant DDG (Standardization - II) Bureau of Indian Standards
1045-1100	Overview of standardization in IT and IT enabled Services Sector	Shri S K Kanogia Head (SSD - II) Bureau of Indian Standards
1100-1120	Opportunities in telemarketing and BPO services	Shri Anupam Agrawal Senior consultant Tata Consultancy Services
1120-1140	Cloud security risks and mitigation strategy	Shri Ashish Ranjan Senior Principal Scientist CSIR – National Physical Laboratory
1140-1200	Emerging areas impacting IT enabled Services in India - Post Covid 19	Shri Rajesh Chopra Senior Vice President Master Card
1200-1220	Global perspective of standardization in IT and IT enabled Services	Shri Dinesh Chand Sharma Director Seconded European Standardization Expert in India
1220-1240	Strength of Indian IT and IT enabled services industry	Dr. Omkar Rai Director General Software Technology Parks of India and Chairman, SSD 10
1240-1300	Highlights of IS/ISO 18295 – a standard on Customer Contact Centres	Shri Dharamsoth Santhosh Scientist-C & Member Secretary, SSD 10 Bureau of Indian Standards
1300 – 1315	Open discussion	
1315	Vote of thanks	Shri Udham Singh Scientist B Bureau of Indian Standards

## Contact

### Shri S.K Kanojia

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### Shri Dharamsoth Santhosh

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