Outsourcing Utilization: Minor Change Decrease Increase Stay the same redicted 80% 80% 80% 64% 71% 69% 60% 60% Predicted 48% Actual 40% 40% Actual 32% 20% 20% 10% 16% 22% 9% 19% 0% 0% 0% Next Next **Past** Next **Past** Past vear vear vear vear vear vear