Offshoring Information Technology
Sourcing and Outsourcing To A Global Workforce | d1a532079c920c65013a3952253224dd

Global Sourcing of Information Technology and Business Processes
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The Relationship Advantage
Intelligent IT-Offshoring to India
Handbook of Research on Public Information Technology
Information Communication Technology Standardization for E-Business Sectors: Integrating Supply and Demand Factors
The Oxford Handbook of Management Information Systems
Information Technology Outsourcing Transactions, 1997 Supplement
Handbook of Research on Global Information Technology Management in the Digital Economy
Offshore Outsourcing of IT Work
The Handbook of Global Outsourcing and Offshoring 3rd edition
Successful Outsourcing and Multi-Sourcing
Managing IT Outsourcing, Second Edition
The New IT Outsourcing Landscape
Managing IT Outsourcing Performance
Technology Development
Information Systems Outsourcing
The Handbook of Global Outsourcing and Offshoring
The Routledge Companion to Managing Digital Outsourcing
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New Studies in Global IT and Business Services
Outsourcing Managing Information Technology
Outsourcing
Information Technology Outsourcing Outsourcing and Offshoring Business Services
Managing IT Outsourcing Information Systems and Outsourcing Technology and Offshore Outsourcing Strategies
Global Sourcing of Information Technology and Business Processes "This book studies the nature, relevance, and quality of standards with ICTs and the impact they have on businesses"--Provided by publisher.

Global Sourcing of Information Technology and Business Processes The global offshore outsourcing market for IT and business services exceeded $55 billion in 2008 and some estimates suggest an annual growth rate of 20% over the next five years. Furthermore, over 200 firms from the Forbes 2000 companies and 50 per cent of the Fortune Global 500 had offshored IT and business process activities through captive centres, making a total of about $9bn of business. The phenomenon of offshoring and offshore-outsourcing is certainly expanding. It has become increasingly important to understand the phenomenon, not least as a basis for suggesting what directions it will take, its impacts, how it has been conducted, and how its management can be better facilitated. This book offers a broad perspective on various issues relating to the sourcing of systems and business processes in a national and global context. The authors examine both the client's and the vendor's involvement in sourcing relationships by putting the emphasis on the capabilities that each side should develop prior to entering a relationship but also that they should develop as a result of their interactions with each other.

The Relationship Advantage "This book provides a collection of methodologies and tools that can be used in managing relationships and performance of IT outsourcing"--Provided by publisher.

Intelligent IT-Offshoring to India

Handbook of Research on Public Information Technology This book constitutes revised selected papers from the 14th International Global Sourcing Workshop 2019, held in Obergurgl, Austria, in December 2019. The 10 contributions included were carefully reviewed and selected from a total of 36 submissions. The book offers a review of the key topics in sourcing of services, populated with practical frameworks that serve as a tool kit to students and managers. The range of topics covered in this book
is wide and diverse, offering various perspectives on the employment of digital technologies in the context of sourcing services. More specifically the book examines sourcing decisions and management practices around digital platforms, robotic process automation and blockchain, giving specific attention to digital aspects of innovation in sourcing.

Information Communication Technology Standardization for E-Business Sectors: Integrating Supply and Demand Factors Written by the world's leading academics in the outsourcing field, this book gives the most recent overview of developments in research and practice. It focuses on new practices in innovation, offshoring, onshoring, capabilities, project management and cloud services, offering a distinctive theory of outsourcing.

The Oxford Handbook of Management Information Systems There are books on outsourcing, but most are by academics or consultants. Few address multi-sourcing. The author of Successful Outsourcing and Multi-Sourcing, is a practitioner who headed an operation that handles over 500 million customer contacts a year with less than 30 staff, through both outsourcing and multi-sourcing. Multi-sourcing occurs where each individual function is contracted directly by the client rather than using a large system integrator or prime contractor. This approach lowers costs, reduces reliance on suppliers, speeds up change and generates a greater degree of innovation. The downside is it places much more of the risk on the client and needs specialist skills to run effectively. As well as a focus on multi-sourcing, the book addresses the question of why a business should outsource in the first place and how decisions to do this should be strategic, rather than it being something that happens by accident. Chapters then illuminate the benefits of single-sourcing; the benefits of multi-sourcing; how best to decide what outsourcing model to choose; how to transition to outsourcing; and what steps to take to maximise benefit and minimise risk. Downsides are clearly spelled out and alternatives to outsourcing are examined, including partial outsourcing and insourcing. This book serves as a valuable source of practical guidance for organisations looking at outsourcing strategy, outsourcing professionals, and those teaching or studying business topics.
Information Technology Outsourcing Transactions, 1997 Supplement Now in its third edition, this is the only outsourcing and offshoring book to offer a broad but coherent guide to the strategy, operations and management of ITO and BPO outsourcing and offshoring, from how to source new relationships to managing business processes in a national and global context.

Handbook of Research on Global Information Technology Management in the Digital Economy "This book discusses the economic impacts of outsourcing and offshoring to the developing countries and developed countries and the short term and long term implications"--Provided by publisher.

Offshore Outsourcing of IT Work This unique comprehensive collection presents the latest multi-disciplinary research in strategic digital outsourcing and digital business strategy, providing a management decision-making framework for successful long-term relationships and collaboration based on trust and governance. Part I: Innovation in Business Models and Digital Outsourcing takes an internal company perspective on strategic digital outsourcing, and the importance of trust in outsourcing relationships. Part II: Inter-organizational Relations and Transfer explores topics underpinning service recipients and service suppliers’ relationships including governance, knowledge transfer and legal aspects. Part III: From On-site to Cloud discusses the challenges presented by moving to a cloud environment, including risks and controls. Part IV: Developments to Come explores emerging technologies and their impact on digital outsourcing such as blockchain and the Internet of Things. In a fiercely competitive market, companies must transform their business models and embrace new approaches. This Companion provides a comprehensive management overview of strategic digital outsourcing and is an invaluable resource for researchers and advanced students in business and strategic information management, as well as a timely resource for systems professionals.

The Handbook of Global Outsourcing and Offshoring 3rd edition This newly revised edition of Managing IT Outsourcing presents the latest theory, research and practice in this fast-changing field to explore how information outsourcing partnerships can be managed successfully.
Successful Outsourcing and Multi-Sourcing

Outsourcing is a major international phenomenon in business today. The areas of Information Technology and Management represent a unique case for outsourcing, both in terms of benefits and potential interorganizational problems. This completely revised edition presents the latest theory, research and practice in this fast changing field. With a range of case studies from outsourcing companies across the globe, the book offers a strong grounding in real-world industrial experience and keeps abreast of the most important developments in the field. The book provides expanded coverage of issues such as offshoring, multi-sourcing, business process outsourcing and the spread of offshoring to countries such as China and Russia. Uniquely, this book focuses on both sides of the outsourcing relationship, providing a balanced exploration of the ways in which these partnerships can be managed successfully. Accessible and cutting-edge, the second edition of Managing IT Outsourcing provides an in-depth, practical perspective on this important and far-reaching challenge in information management. It is an ideal text for students, academics and practitioners alike.

Managing IT Outsourcing, Second Edition

This book considers offshore client/supplier relationships' biggest challenges, including the protection of intellectual property, and managing knowledge transfer and offshore outsourcing at project level. Based on over 150 interviews and case studies, this is an invaluable read for managers and researchers looking to learn from real experiences.

The New IT Outsourcing Landscape

Four years have been passed away since the first edition of this book has been published. While certain key issues on IS sourcing like determinants and application service provision have become more mature from an academic and industry perspective, additional topics have arisen on the horizon. In particular, offshoring and business process outsourcing have led to numerous insightful publications which offer a valuable and indispensable holistic sourcing perspective. Thus, the second edition of our outsourcing book deals with enduring themes, new perspectives, and global challenges. In addition to classical themes like Sourcing Determinants (Part I), Relationship Aspects (Part II), and Experiences (Part III), we felt it worthwhile to add three new parts. They cover information systems outsourcing from a Vendor and Individual
Perspective (Part IV), Application Service Providing (Part V) as well as Offshoring and Global Outsourcing (Part VI). Again we have thoughtfully tried to arrange a compilation of contemporary outsourcing research as a primer and a platform for scientific discourse. In contrast to the first edition, this book is not the outcome of an International Conference, but rather an update of important and relevant perspectives. Since the Third International Conference on Outsourcing of Information Services will take place 2007 in Heidelberg, Germany, it may be considered as an epilogue for further interactions and discussions.

Managing IT Outsourcing Performance Developing new products, services, systems and processes has become an imperative for any firm expecting to thrive in today’s fast-paced and hyper-competitive environment. This volume integrates academic and practical insights to present fresh perspectives on new product development and innovation, showcasing lessons learned on the technological frontier. The first part emphasizes decision making. The second part focuses on technology evaluation, including cost-benefit analysis, material selection and scenarios. The third part features in-depth case studies to present innovation management tools, such as customer needs identification, technology standardization and risk management. The fourth part highlights important international trends, such as globalization and outsourcing. Finally the fifth part explores social and political aspects.

Technology Development An organized, methodical, real-world approach to the complex process of information technology outsourcing. McDonnell Douglas, Delta, Lufthansa, Hughes Electronics, Hertz, Chase Manhattan, Herman's Sporting Goods, John Wiley & Sons, Proctor & Gamble these are just a few of the hundreds of companies that have discovered the advantages of outsourcing information technology services. But turning your IT resources over to an outside vendor can be a complicated and intimidating process, involving software licensing and development agreements, sales of tangible and intangible assets, human resources management, and more. Information Technology Outsourcing Transactions provides detailed information and expert guidance on outsourcing IT services. Written by the team that put together some of the biggest outsourcing deals of recent years, it walks you through the entire process,
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from determining requirements, analyzing benefits, and setting objectives, to selecting a vendor, structuring a deal, and managing vendor relations. The authors examine all the relevant technical, financial, strategic, legal, and human resources issues and respond to critical questions with clear, practical solutions. A wealth of forms, checklists, sample documents, and other tools—on an IBM compatible diskette—makes structuring, negotiating, and closing an outsourcing deal easier than ever.

Information Systems Outsourcing The decision to source software development to an overseas firm (offshoring) is looked at frequently in simple economic terms - it's cheaper, and skilled labor is easier to find. In practice, however, offshoring is fraught with difficulties. As well as the considerable challenge of controlling projects at a distance, there are differences in culture, language, business methods, politics, and many other issues to contend with. Nevertheless, as many firms have discovered, the benefits of getting it right are too great to ignore. This book explains everything you need to know to put offshoring into practice, avoid the pitfalls, and develop effective working relationships. It covers a comprehensive range of the important offshoring issues: from ROI to strategy, from SLA to culture, from country comparisons to provider marketing. Written for CTOs, CIOs, consultants, and other IT executives, this book is also an excellent introduction to sourcing for business students.

The Handbook of Global Outsourcing and Offshoring "This collection compiles research in all areas of the global information domain. It examines culture in information systems, IT in developing countries, global e-business, and the worldwide information society, providing critical knowledge to fuel the future work of researchers, academicians and practitioners in fields such as information science, political science, international relations, sociology, and many more"--Provided by publisher.

The Routledge Companion to Managing Digital Outsourcing An insight for both practitioners and academics on how to achieve a relationship advantage, this text examines five case studies, identifying the key dimensions of an outsourcing relationship.
The New Oxford Handbook of Economic Geography Bringing together theoretical and empirical studies from the Journal of Information Technology, this book provides a definitive guide to research discovered on the growing global sourcing phenomenon. Paying particular attention to Information Technology Outsourcing (ITO) and Business Process Outsourcing (BPO), theoretical chapters explore insightful ways of thinking about the different facets of outsourcing, and provide useful information to practitioners and researchers. Empirical chapters report the findings of 405 major research studies into the risks and successes of relationships between customer and vendor, the development of trust in these relationships, the factors affecting locations for offshoring, and specialized offshoring organizations such as captive centres. In this comprehensive study, the editors present an expert review of the historical development of this field, and offer analysis of emerging findings and practices for the future.

Outsourcing and Offshoring in the 21st Century: A Socio-Economic Perspective Management Information Systems (MIS) play a crucial role in an organization's operations, accounting, decision-making, project management, and competitive advantage. The Oxford Handbook of Management Information Systems takes a critical and interdisciplinary view of the increasing complexity of these systems within organizations, and the strategic, managerial, and ethical issues associated with the effective use of these technologies. The book is organized into four parts: Part I: Background - Part II: Theoretical and Methodological Perspectives in MIS - Part III: Rethinking Theory in MIS Practice - Part IV: Rethinking MIS Practice in a Broader Context The Handbook provides expansive coverage of the discipline and a methodological and philosophical framework for discussion of key topics, before exploring the issues associated with MIS in practice and considering the broader context and future agenda of research in light of such concerns as sustainability, ethics, and globalization. Bringing together international scholars to focus on the theory and practice of MIS, this handbook provides a comprehensive resource for academics and research students in the fields of MIS, IS, Organizational Behaviour, and Management in general.

Information Systems Outsourcing A close look at the main developments
in IT, business processes and offshore outsourcing. This book studies these topics in both theory and practice, exploring the rising prominence of outsourcing with a multi-dimensional, contextual perspective.

Global Sourcing of Services The first fifteen years of the 21st century have thrown into sharp relief the challenges of growth, equity, stability, and sustainability facing the world economy. In addition, they have exposed the inadequacies of mainstream economics in providing answers to these challenges. This volume gathers over 50 leading scholars from around the world to offer a forward-looking perspective of economic geography to understanding the various building blocks, relationships, and trajectories in the world economy. The perspective is at the same time grounded in theory and in the experiences of particular places. Reviewing state-of-the-art of economic geography, setting agendas, and with illustrations and empirical evidence from all over the world, the book should be an essential reference for students, researchers, as well as strategists and policy makers. Building on the success of the first edition, this volume offers a radically revised, updated, and broader approach to economic geography. With the backdrop of the global financial crisis, finance is investigated in chapters on financial stability, financial innovation, global financial networks, the global map of savings and investments, and financialization. Environmental challenges are addressed in chapters on resource economies, vulnerability of regions to climate change, carbon markets, and energy transitions. Distribution and consumption feature alongside more established topics on the firm, innovation, and work. The handbook also captures the theoretical and conceptual innovations of the last fifteen years, including evolutionary economic geography and the global production networks approach. Addressing the dangers of inequality, instability, and environmental crisis head-on, the volume concludes with strategies for growth and new ways of envisioning the spatiality of economy for the future.

Information Technology Outsourcing Global Information Technology Outsourcing In Search of Business Advantage Mary C. Lacity & Leslie P. Willcocks 'Lacity, and Willcocks have shown us again why they are the world's leading IT outsourcing gurus the most comprehensive work on IT outsourcing to date.' Sara Cullen, National Partner, Australia Business
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Process Management, Deloitte Touche, Tohmatsu 'a valuable collection readers will find here advice that premier consultants would deliver for a very large multiple of the price of this book.' Paul A. Strassmann, former CIO of General Foods, Kraft, Xerox and the US Department of Defense (a). "must read" for anyone in search of a clear understanding of what information technology outsourcing is all about absolutely no one should jump into outsourcing prior to taking advantage of the outstanding case studies outlined in this book.' Emmett Paige, President, OAO Corporation 'an excellent guide to successful outsourcing, the best I have read on the topic. It should be mandatory reading for any senior executive.' Gail Burke, Executive Director & CIO, Macquarie Bank, Australia 'crisp and concise. The studies selected for detailed presentation are excellent and the analysis rings with credibility.' Rob Westcott, Vice President and CIO, General Motors Acceptance Corporation International Operations, UK 'Lacity and Willcocks have unrivalled access to outsourcing deals across the globe their new book is a powerful synthesis of their learning (and) their chapter on risk management is a groundbreaking contribution. A vitally important business guide.' Richard Sykes, Chairman Morgan Chambers plc. - Europe's largest independent consultancy in IT services & business process sourcing 'Lacity and Willcocks tell it like it is and pull no punches A must read for any organization contemplating outsourcing or trying to fix a broken outsourcing relationship Planning for outsourcing, negotiating the deal, making the relationship work - it's all here.' Bob Young, Executive Director, South Australian Government Account, EDS (Electronic Data Systems) 'For those of us with a deep knowledge and experience of outsourcing, this book is required reading. For those who are just starting out on the journey, it is essential reading.' Robert White, CEO, Lucidus Management Technologies

IT Outsourcing: Concepts, Methodologies, Tools, and Applications This book contains 11 carefully revised and selected papers from the 5th Workshop on Global Sourcing, held in Courchevel, France, March 14-17, 2011. They have been gleaned from a vast empirical base brought together by leading researchers in information systems, strategic management, and operations. This volume is intended for use by students, academics, and practitioners interested in the outsourcing and offshoring of information technology and business processes. It offers a review of the key topics in
outsourcing and offshoring, populated with practical frameworks that serve as a tool kit for students and managers. The topics discussed combine theoretical and practical insights, and they are extensively illustrated by case studies from client and vendor organizations. Last but not least, the book examines current and future trends in outsourcing and offshoring, paying particular attention to how innovation can be realized in global or outsourced software development environments.

Global Information Technology Outsourcing A new look at nearly 20 years of theoretical and practical research on IT outsourcing. The book explores how good IT outsourcing theories shape practice and how effective IT outsourcing practices inform theory. It highlights the importance of examining theories borrowed from economics, strategy, and sociology to study IT outsourcing.

The Outsourcing Process Includes the most important issues, concepts, trends and technologies in the field of global information technology management, covering topics such as the technical platform for global IS applications, information systems projects spanning cultures, managing information technology in corporations, and global information technology systems and socioeconomic development in developing countries.

Global Information Technologies: Concepts, Methodologies, Tools, and Applications Outsourcing has become one of the most important trends used in managing the enterprise during the last ten years and is now transforming the corporation. At the same time, it is one of the most talked about and hotly debated topics of our times. This book analyses these trends with leading outsourcing practitioners providing a strategic look at how the modern corporation can succeed through outsourcing, the pitfalls and hidden costs of offshoring, what to include in an outsourcing contract, and what outsourcing will look like in the future.

Digital Technologies for Global Sourcing of Services This new volume in the "Advances in Management Information Systems" series presents the latest cutting-edge knowledge in IT outsourcing. As part of the growing business trend to outsourcing various operations, IT outsourcing both determines the governance of a vital organizational function and influences
the processes of exploitation and exploration in all other functions of an enterprise. In keeping with the mission of the "AMIS" series, the editors of this volume have framed the domain of research and practice broadly. "Information Technology Outsourcing" provides leading edge research on both the variety of decisions regarding the outsourcing of IS services and the management of the relationship with service suppliers.

Strategic Information Technology Governance and Organizational Politics in Modern Business "This book compiles estimable research on the global trend toward the rapidly increasing use of information technology in the public sector, discussing such issues as e-government and e-commerce; project management and information technology evaluation; system design and data processing; security and protection; and privacy, access, and ethics of public information technology"--Provided by publisher.

Offshoring Information Technology This edited book is intended for use by students, academics and practitioners who take interest in outsourcing and offshoring of information technology and business processes. The book offers a review of the key topics in outsourcing and offshoring, populated with practical frameworks that serve as a tool kit to students and managers. The range of topics covered here is wide and diverse. The sourcing models available to client firms are discussed in great depth and the decision-making processes and considerations regarding the sourcing model and sourcing settings are examined. Vendor capabilities as well as client capabilities are studied in depth and links are offered to the various sourcing models. Issues pertaining to knowledge and expertise are also discussed throughout the book. Last but not least, the book examines current and future trends in outsourcing and offshoring, paying particular attention to the role that CIOs will play in shaping their sourcing strategies. The book is based on a vast empirical base brought together through years of extensive research by the leading researchers of outsourcing and offshoring. June 2010 Ilan Oshri Julia Kotlarsky Organization Global Sourcing Workshop is an annual gathering of academics and practitioners. Program Committee Workshop Chair Leslie Willcocks (London School of Economics, London, UK) Workshop Committee Julia Kotlarsky (Warwick Business School, Coventry, UK) Ilan Oshri (Rotterdam School of Management, Rotterdam, The Netherlands) Joseph Rottman (St. Louis
The Practice of Outsourcing

There are three stages to outsourcing: The first occurred at the dawn of industrial era in the 19th century, where mass production for consumption by many, became the norm and simple domestic means could not meet such demands. With the cost of labor soaring in developed countries, manufacturing of products started moving to countries like China to take advantage of labor arbitrage in the 1900s. This is the second stage of outsourcing. This book addresses issues and challenges in the third stage of outsourcing whose focus is on movement of services at electronic speed, utilizing the Internet platform. The book includes short essay questions, multiple choice questions, mini-cases at the end of most chapters and glossary of terms. It can also serve as a good reference book for practitioners.

Offshoring Information Technology Sourcing and Outsourcing to a Global Workforce

Individually, the fields of organizational politics and strategic information technology have soared in popularity. Studies suggest that the interaction between the two would prove beneficial to both the academic and corporate domains. This integration would serve to enable, support, and manage modern businesses. Strategic Information Technology Governance and Organizational Politics in Modern Business gives voice to fresh perspectives on the development, implementation, and practice of information systems and technology in organizations. This book is beneficial for business people, undergraduate students, postgraduate candidates, and researchers looking to gain a more in-depth understanding of the influence of socio-technical factors on ICT operations.

New Studies in Global IT and Business Services Outsourcing

For decades, outsourcing has been a major international phenomenon in business. The areas of Technology, Information Technology and Management represent a unique case for outsourcing both in terms of benefits and potential interorganisational problems. This fully updated text has been brought up to date with this new landscape, including discussion of Robotic Process Automation, Internet of Things, cloud computing, low code and DevOps and agile. With a range of new global case studies in manufacturing, logistics, chemical industry and cloud services, this textbook offers a
strong grounding in real-world industrial experience that effectively combines theory with practice. Uniquely, this book focuses on both sides of the outsourcing relationship, providing a balanced exploration of the ways in which these partnerships can be managed successfully. Accessible and cutting-edge, the third edition of Managing Information Technology Outsourcing provides an in-depth, practical perspective on this important and far-reaching challenge in information technology management. It is an ideal text for students, academics and practitioners alike.

Managing Information Technology Outsourcing Outsourcing has become an increasingly important issue for many organisations. This book provides a framework for an up-to-date understanding of the outsourcing process and the key issues associated with it. It integrates a number of contemporary topics including benchmarking, buyer-supplier relationships, organisational behaviour, competitor analysis, and technology influences. The analysis draws upon both empirical research and real case studies. The author starts by providing guidelines as to when outsourcing is appropriate and what its implications will be, before moving on to explain how outsourcing is implemented. The benefits of both successful outsourcing and the risks and consequences of outsourcing failure are outlined. The book is ideal for use by postgraduate students studying the area of outsourcing. It would also benefit industry managers who are considering outsourcing or who already have outsourcing programmes in place.

Information Technology Outsourcing Three years have passed since the second edition of this book was published. The field of IT outsourcing continues to grow in practice as well as in academia and draws further attention in both domains. Aspects of traditional outsourcing (Part II) have remained pronounced but are becoming more mature. While o- sourcing determinants are still important, they are now of less interest to researchers. Relationship management (Chap. 1) and capability management (Chap. 2) continue to be of interest; so too are outsourcing outcomes (Chap. 3) and, as a new focus, innovation aspects (Chap. 4). These are motivating more and more research activities, complementing the lifecycle of traditional o- sourcing. We note significant growth in the field of IT offshoring (Part II). In our third edition, we offer research results on offshoring patterns and trends (Chap. 5), the crucial aspect of
knowledge sharing (Chap. 6), vibrant examples for offshoring dynamics (Chap. 7), and some new contributions on the deter-
nants of offshoring success (Chap. 8). The last part of our book investigates the field of
business process outsourcing (Part III). In this section, issues such as
standardization, process outsourcing to India and deinstitutionalization
patterns in the health-care sector are presented. Given these new subjects,
we believe that Enduring Themes, Global Challenges, and Process
Opportunities is an appropriate subtitle for this third edition of the
monograph. Again, we have thoughtfully compiled contem-
orary outsourcing research as a primer and a platform for scientific discourse.

Outsourcing and Offshoring Business Services "This book covers a wide
range of topics involved in the outsourcing of information technology
through state-of-the-art collaborations of international field
experts"--Provided by publisher.

Managing IT Outsourcing Enables companies to discuss and organize
offshoring IT work to India and the opportunity to industrialize the IT
delivery chain allowing countering cost pressures. Offshoring is considered
as a lifecycle and the book provides a practical framework for assessing
the offshore readiness and conducting a lean provider selection process.

Information Systems and Outsourcing This new volume in the "Advances
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management of the relationship with service suppliers.

Technology and Offshore Outsourcing Strategies This book contains 14
carefully reviewed and selected papers from the 4th Workshop on Global
Sourcing, held in Zermatt, Switzerland, March 22-25, 2010. They have
been gleaned from a vast empirical base brought together by leading researchers of outsourcing and off shoring. This volume is intended for use by students, academics and practitioners interested in the outsourcing and off shoring of information technology and business processes. It offers a review of the key topics in outsourcing and off shoring, populated with practical frameworks that serve as a tool kit to students and managers. The sourcing models available to client firms are discussed in great depth. Vendor capabilities as well as client capabilities are studied and links are offered to the various sourcing models. Issues pertaining to knowledge and expertise are also discussed. Last but not least, the book examines current and future trends in outsourcing and off shoring, paying particular attention to the role that CIOs will play in shaping their sourcing strategies.

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