

Lecture Notes in Business Information Processing

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New Studies in Global IT and Business Service Outsourcing

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Preface

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 in this book is wide and diverse. Various governance and coordination mechanisms for managing outsourcing relationships are discussed in great depth and the decision-making processes and considerations regarding sourcing arrangements, including multi-sourcing and cloud services, are examined. Vendors' capabilities for managing global software development are studied in depth. Clients' capabilities and issues related to compliance and culture are also discussed in association with various sourcing models. Topics discussed in this book combine theoretical and practical insights regarding challenges that both clients and vendors face. Case studies from client and vendor organizations are used extensively throughout the book. Last but not least, the book examines current and future trends in outsourcing and offshoring, placing particular attention on the centrality of innovation in sourcing arrangements, and how innovation can be realized in outsourcing.

The book is based on a vast empirical base brought together through years of extensive research by leading researchers in information systems, strategic management and operations.

July 2011

Julia Kotlarsky
Leslie Willcocks
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The Global Sourcing Workshop is an annual gathering of academics and practitioners.

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