

Lecture Notes in Business Information Processing

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Leslie P. Willcocks (Eds.)

The Dynamics of Global Sourcing

Perspectives and Practices

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Volume Editors

Julia Kotlarsky
Aston Business School
Birmingham, UK
E-mail: j.kotlarsky@aston.ac.uk

Ilan Oshri
Loughborough School of Business and Economics
Loughborough, UK
E-mail: i.oshri@lboro.ac.uk

Leslie P. Willcocks
London School of Economics
London, UK
E-mail: l.p.willcocks@lse.ac.uk

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Preface

This edited book is intended for use by students, academics and practitioners who take interest in the outsourcing and offshoring of information technology and business services and processes. The book offers a review of the key topics in outsourcing and offshoring, populated with practical frameworks that serve as a tool kit for practitioners, academics and students. The range of topics covered in this book is wide and diverse, and represents both client and supplier perspectives on sourcing of global services. Various aspects related to the decision making process (e.g., asset transfer), learning mechanisms and organizational practices for managing outsourcing relationships are discussed in great depth. Contemporary sourcing models, including cloud services, are examined. Client dependency on the outsourcing provider, and social aspects, such as identity, are discussed in detail. Furthermore, resistance in outsourcing and failures are investigated to derive lessons as to how to avoid them and improve efficiency in outsourcing. 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.

August 2012

Julia Kotlarsky
Ilan Oshri
Leslie Willcocks

Organization

Global Sourcing Workshop is an annual gathering of academics and practitioners.

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Workshop Committee

Julia Kotlarsky Aston Business School, Aston University, Birmingham,
UK

Ilan Oshri Loughborough School of Business and Economics,
Loughborough, UK

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