Modern Techniques for Successful IT Project ManagementOutsourcingGlobal ServicesGlobal Sourcing of Information Technology and Business ProcessesThe Rise of Legal Services OutsourcingThe Oxford Handbook of Management ConsultingTechnology and Offshore Outsourcing StrategiesInformation Technology in the Service EconomyManaging IT Outsourcing: Second EditionGlobal Information Technology OutsourcingThe Oxford Handbook of Management Information SystemsGlobal Sourcing of Information Technology and Business ProcessesTechnology DevelopmentInformation Communication Technology Standardization for E-Business Sectors: Integrating Supply and Demand FactorsThe Handbook of Global Outsourcing and Offshoring 3rd editionOutsourcing and Offshoring Business ServicesStrategic Information Technology Governance and Organizational Politics in Modern BusinessInformation Systems OutsourcingIntelligent Offshoring to IndiaIT Outsourcing: Concepts, Methodologies, Tools, and ApplicationsThe Routledge Companion to Managing Digital OutsourcingNew Studies in Global IT and Business ServicesOutsourcing Information Systems and OutsourcingInformation Technology OutsourcingGlobal Information Technologies: Concepts, Methodologies, Tools, and ApplicationsGlobal Sourcing of ServicesManaging Information Technology OutsourcingOutsourcing Information Technology Sourcing and Outsourcing to a Global WorkforceOffshoring Information TechnologyThe Practice of OutsourcingSustainable Global OutsourcingInformation Technology for ManagementOffshore Outsourcing of IT WorkHandbook of Research on Public Information TechnologyAdvanced Outsourcing Practice“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 work of researchers, academics and practitioners in fields such as information science, political science, international relations, sociology, and many more”--Provided by publisher.As a market estimated to be worth $2.4 billion globally and growing rapidly, all legal firms and in-house counsels will need to consider the opportunities and risks afforded by Legal Process Outsourcing (LPO). 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, this volume provides an overview and research on "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. 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 Process Management, Deloitte Touche, Tohatsu '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 vitaly 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‘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.This book contains 14 carefully reviewed and selected papers from the 4th Workshop on Global Sourcing, held in Zurich, 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.This newly revised edition of Managing Technology and Innovation presents up-to-date information to help you make the most of the challenges and opportunities presented by the evolving landscape of global technology outsourcing."Perspectives and Techniques for Improving Information Technology Project Management discusses the variety of information systems and how it can improve project management and, likewise, how project management can affect the growth of information systems. Using new frameworks, technologies and methods, this comprehensive collection is useful for professionals, researchers and software developers interested in learning more on this emerging field.Information Technology for Management, 12 Edition provides students with a comprehensive understanding of the latest technological developments in IT and the critical drivers of business performance, growth, and sustainability. Integrating feedback from IT managers and practitioners from top-level organizations worldwide, the newest edition of this well-regarded textbook features thoroughly revised content throughout to present students with a realistic, up-to-date view of IT management in the current business environment. The text offers
a flexible, student-friendly presentation of the material through a pedagogy that is designed to help students with different learning styles easily comprehend and retain information. This blended learning approach combines visual, textual, and interactive content—featuring numerous real-world case studies of how businesses use IT to increase efficiency and productivity, strengthen collaboration and communication, and maximize their competitive advantage. Students learn how IT is leveraged to reshape enterprises, engage and retain customers, optimize systems and processes, manage business-related risks, improve operational management, and develop competitive and market leadership. This book offers real-world illustrations and case studies from a wide range of industries, presenting the latest research and trends in the field of IT outsourcing, including data center outsourcing, cloud computing, software outsourcing, and software development. It covers the latest developments in cloud computing, software development, and software outsourcing, and provides a comprehensive overview of the current and future trends in these fields. This book is ideal for both IT professionals and students who wish to learn more about the latest trends in the IT outsourcing industry.
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. Enables companies to discuss and organize offshoring IT work to India and the opportunity to industrialize the IT delivery chain allowing counteracting 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. Outsourcing is one of the most important trends in managing the corporation 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.

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. This book is organized into ten parts - Part I: Technology - 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.

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. Individually, the fields of organizational politics and strategic information technology have some overlap, and suggest that the interaction among them could 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. 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.

Computer technology provides the opportunity for innovation in the workplace, but it also has the potential to create new organisational and social situations that could have profound impacts. Despite the positive elements of integrating technology into the workplace, corporations continue to struggle with the challenges created by rapid technological advancements. Modern Techniques for Successful IT Project Management brings together academic research and professional practice to examine the complexity of implementing technology into the structure and organization of a corporation's ventures.

This publication is an essential reference source for researchers, professionals, and upper-level university students working in the fields of project management, information systems, and IT project management interested in the methodologies and research necessary to improve the impact of Information Technology. There are three stages to outsourcing: The first occurred at the dawn of industrial era in the 19th century, where mass production for consumption became the norm. Here, labor and capital had equal value and employers could not meet the demands of the market. 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. This book provides in-depth insights into the practices that lead to success in outsourcing global services. Written by internationally acclaimed academics, it covers best practices on IT outsourcing, business process outsourcing and netsharing. This book is a must read for any practitioner, academic or student concerned with global sourcing. Now in its third edition, this is the only outsourcing and offshoring book to offer a broad but coherent guide to the strategic, operational, 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. "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.

Services outsourcing is an increasingly attractive option for firms seeking to reduce costs and achieve service improvements. Many organisations now choose to transfer responsibility for entire functions such as human resources, finance and information technology services to both local and global vendors. Yet outsourcing such functions is a complex process, one that is driven by factors that transcend cost considerations alone. Issues such as service design, unbundling processes, managing work across different cultures and time zones, and business processes as a whole have all become important elements of managing services outsourcing arrangements. This book uses tools and techniques from a variety of disciplines to show how to successfully plan, implement and manage services outsourcing arrangements. Based on in-depth analysis of large-scale outsourcing arrangements across a wide range of sectors, this is an excellent resource for both academics and practitioners who wish to understand more about this complex phenomenon. "This book studies the nature, relevance, and quality of standards with ICTs and the impact they have on businesses"--Provided by publisher. 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 from the technology provider. The first part focuses on technology development. The second 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. 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. 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. 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, po- lished 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 -tensive 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 Rotman (St. Louis University, St. Louis, Missouri). 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. Copyright code: d1a532079c920c65013a3952253224dd