It Outsourcing 10

Erik Beulen,Pieter Ribbers,Jan Roos

Successful IT Outsourcing Elizabeth Sparrow,2012-12-06 The first book to provide practical guidance on how to get the most from an outsourced IS service and written specifically for IS and IT professionals and not senior business managers.

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Shared Services and Outsourcing: A Contemporary Outlook Julia Kotlarsky,Ilan Oshri,Leslie P. Willcocks,2016-09-27 This book constitutes the revised selected papers from the 10th Global Sourcing Workshop held in Val d'Isère, France, in February 2016. The 11 papers presented in this volume were carefully reviewed and selected from 47 submissions. The book offers a review of the key topics in outsourcing and offshoring of information technology and business services offering practical frameworks that serve as a tool kit to students and managers. The range of topics covered is wide and diverse, but predominately focused on how to achieve success in shared services and outsourcing. More specifically, the book examines outsourcing decisions and management practices, giving specific attention to shared services that have become one of the dominant sourcing models. The topics discussed combine theoretical and practical insights regarding challenges that industry leaders, policy makers, and professionals face or should be concerned with. Case studies from various organizations, industries and countries such as UK, Italy, The Netherlands, Canada, Australia and Denmark complete the book.

Managing IT Outsourcing Erik Beulen,Pieter Ribbers,Jan Roos,2006-09-27 The business landscape is changing. Outsourcing is now a growing phenomenon in which specific functions are subcontracted to specialist companies, often elsewhere in the world. IT represents a particular case

for outsourcing, both in terms of benefits and potential inter-organizational problems. Deciding whether to keep IT in-house or to whether outsource it is a key management responsibility. Once a decision for outsourcing has been made, relationships with external provider(s) have to be established and managed. This book combines both research and practical examples to explore how this can be done successfully. Uniquely, the book provides a governance model for such partnerships, exploring the risks and responsibilities involved for both parties. Drawing on the theories of interfirm networks and the boundaries of the firm, here, it provides an accessible and cutting-edge perspective. Incorporating industry examples from a global network of companies (including four case specific chapters), this book investigates partnerships in industrial sectors and IT functions. An invaluable resource for those involved in IT and new technology management as well as strategic business management and planning, this book presents all the necessary theory with an indispensable practical perspective.

Managing the Risks of IT Outsourcing Ian Tho,2012-06-14 This book shows IT managers how to identify, mitigate and manage risks in an IT outsourcing exercise. The book explores current trends and highlights key issues and changes that are taking place within outsourcing. Attention is given to identifying the drivers and related risks of outsourcing by examining recently published and existing concepts of IT outsourcing. Founded on academic theory and empirical and quantitative information, this book: * Incorporates the complete risk identification and mitigation life cycle * Highlights the concept of core competency * Looks at motivating factors and working relationships of the buyer and supplier * Provides background to understand the risks as a result of 'human factors' as defined by the agency theory * Reviews the areas of risk that influence the decision to outsource the IT function * Examines the forces that determine the equilibrium in the risk profiles for the buyer and supplier

Managing the People Side of Change Gillian Perry,2017-04-28 There are great benefits to be gained from outsourcing. Many organisations understand the benefits they can achieve from outsourcing but few manage to realise those benefits in full. So often the root cause of that failure is because they have ignored the people factors that can inhibit change and even derail it. In some cases people may not understand the reasons for the outsource programme, in others people may have reasons of their own for not wanting the change to be successful. Whatever the people side of the change is, all these factors can be successfully managed so companies and staff can fully realise the benefits of outsourcing.Having been involved in successfully managing change in IT Outsourcing over the years, I have gained many insights into the people factors in change management and developed effective strategies and tactics that smooth the way to making an outsource programme successful, starting with, but not limited to, ensuring that the staff involved fully buy in to the process. This book is based on the practical steps that I have put in place to ensure success. Every step identified here is practical and effective and though some of them will seem just good common sense, I do know that in many such programmes they are ignored. Reading this book will give readers some new ideas and also provide them with a straightforward reminder of good practice to help them manage change effectively, engaging the staff and producing a common purpose.In less than an hour's reading, this book identifies the issues, explains how they come about and gives solutions that will eliminate or, at least, mitigate the major problems and provide a firm basis for implementing the changes and creating a stronger business by fully realising the benefits of an outsource programme.

How to Outsource Anything to Anyone Jim Stephens,2020-02-07 With the amazing popularity that home businesses have achieved in current times, the concept of outsourcing also has become immensely popular. People who want to take their home businesses in a new direction rely on outsourcing to get capable people to team with. At the same time, even large scale corporations are outsourcing major areas of their work to global professionals. If there weren't some very considerable benefits involved, outsourcing wouldn't have become as popular as it is today. This Book is about how you can outsource your business as well and enhance its productivity several times over.

Managing Risk and Security in Outsourcing IT Services Frank Siepmann,2013-12-09 With cloud computing quickly becoming a standard in today's IT environments, many security experts are raising concerns regarding security and privacy in outsourced cloud environments-requiring a change in how we evaluate risk and protect information, processes, and people.Managing Risk and Security in Outsourcing IT Services: Onshore, Offshore and

IT Outsourcing Governance Stefanie Leimeister,2010-11-18 Stefanie Leimeister examines different types of IT outsourcing relationships and their characteristics depending on the outsourcing clients' underlying expectations. The author derives actionable advice for applicable strategies and an effective allocation of resources for an outsourcing venture.

IT Outsourcing: Concepts, Methodologies, Tools, and Applications St.Amant, Kirk,2009-07-31 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.

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Offshore Outsourcing of IT Work M. Lacity,J. Rottman,2008-02-01 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.

Managing IT Outsourcing Performance Solli-S⬚ther, Hans,Gottschalk, Petter,2009-09-30 This book provides a collection of methodologies and tools that can be used in managing relationships

and performance of IT outsourcing--Provided by publisher.

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Risks, Relationships and Success Factors in IT Outsourcing Georg Hodosi,Lazar Rusu,2019-02-04 This book addresses the buying organizations' perspective on risks, relationships and success factors for accomplishing a successful IT Outsourcing (ITO). Today's landscape in ITO is complex and these perspectives are important in ITO and therefore there is still a need for it to be further explored. Furthermore the studies concerned the risks, relationships and success factors in ITO need to be extended in more large companies from different countries to better understand how we could improve the ITO in these companies. In order to address this issue the authors of this book have performed different studies that span about 10 years concerning the risks, relationships and success factors in ITO in large companies in Sweden. The authors have focused on both theoretical and practical aspects concerning risks, relationships and success factors in ITO and they have used transaction cost theory, agency theory and core competency theory as main theories to support their research. The data concerning this study has been collected at two different times during the last 10 years with about five years' difference between them. In this way the performed research has enabled a comparison of the data collected on two different periods in time including of the related changes. The book will help researchers in ITO as well as practitioners like ITO decision makers in large companies to understand how to mitigate the ITO risks, improve their ITO relationships and identify the ITO success factors.

Managing Change in IT Outsourcing Albert Plugge,2012-11-12 Through case studies this volume provides evidence that a link between sourcing capabilities and organizational structure contributes to a positive sourcing performance. Reveals that providers who are able to adapt to changing client circumstances, whilst establishing a fit, succeed in achieving a sustainable performance.

Ethics in IT Outsourcing Tandy Gold,2016-04-19 In IT divisions and organizations, the need to execute in a competitive and complex technical environment while demonstrating personal integrity can be a significant personal and organizational challenge. Supplying concrete guidelines for those at an ethical crossroads, Ethics in IT Outsourcing explores the complex challenges of aligning IT

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Managing IT Outsourcing Erik Beulen,Pieter Ribbers,Jan Roos,2011 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.

Vested Outsourcing, Second Edition K. Vitasek,M. Ledyard,2013-05-13 In her classic book Vested Outsourcing , Kate Vitasek identified the top 10 flaws in most outsourced business models and shows organizations how to rethink their outsourcing relationships in a way that will lower costs, improve service, and increase innovation. This revised edition includes updated case studies and a new chapter based on Dell.

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