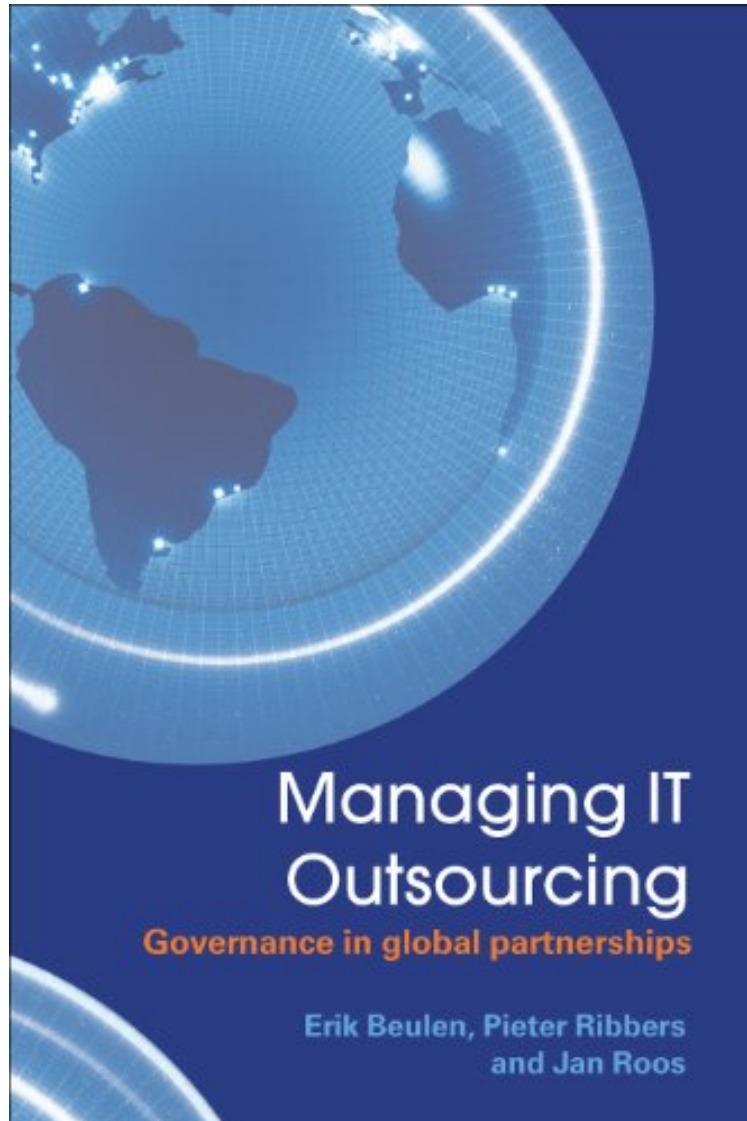


# Managing IT Outsourcing: Governance in Global Partnerships

Jan Roos

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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.