Willcocks / Lacity

Outsourcing Information Systems 3 Volume Set

Domestic and global outsourcing is prescribed for everything from back office services like information technology development, human resource transactions, and indirect procurement to core services such as innovation, research and development, marketing and customer care. While the vision of global sourcing using multiple suppliers that are agile, effective, and cost efficient is certainly achievable, it requires an immense amount of detailed management to make it work. Not surprisingly, outsourcing IT and back office functions, especially, has received immense attention in trade journals, the media and in supplier and consulting marketing outlets. This has led to a cacophony of opinions on what works and what does not, and what the record actually is on outsourcing strategy and implementation. Outsourcing Information Systems brings together the papers that combined contribute a detailed understanding of how outsourcing of IS and back office functions has developed, and is likely to develop, the theories that can be applied to this field of study, the mistakes committed and learning achieved, and insights into what really does work. Leslie Willcocks and Mary Lacity have carefully selected in-depth analyses of the major forms of sourcing and related managerial practices from rigorously researched and objective sources based in the academic literature to provide a comprehensive and up-to-date resource for researchers and practioners both.
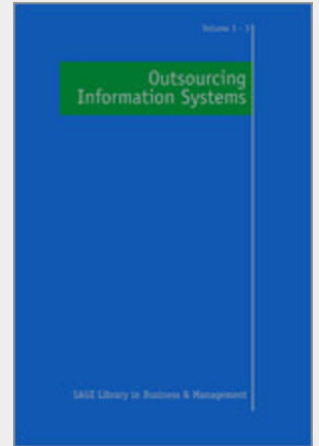
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