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Section I. Fundamental Concepts and Theories

This section serves as the foundation for this exhaustive reference tool by addressing crucial theories essential to the understanding of IT outsourcing. Chapters found within these pages provide an excellent framework in which to position outsourcing within the field of information science and technology. Individual contributions provide overviews of why, when, and what to outsource, business determinants of offshoring intensity, and global IT outsourcing, while also exploring critical stumbling blocks of this field. Within this introductory section, the reader can learn and choose from a compendium of expert research on the elemental theories underscoring the research and application of outsourcing.

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Jamie Samdal, University of Arizona, USA

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Steve Spencer, San Diego State University, USA

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Johannes Sarx, ALCIMED, France
   
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Chapter 5.4. Enterprise Alignment and the Challenge for Organization Development

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Chapter 5.5. A Study of Software Process Improvement in Small and Medium Organizations

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Alok Mishra, Atılım University, Turkey

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  Dhruv Nath, Management Development Institute, India
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  Monica Adya, Marquette University, USA
  Amit Malik, Management Development Institute, India

Section VII. Critical Issues

This section addresses conceptual and theoretical issues related to the field of outsourcing, which include security issues, establishing trust, aligning business process, and business continuity challenges. Within these chapters, the reader is presented with analysis of the most current and relevant conceptual inquires within this growing field of study. Overall, contributions within this section ask unique, often theoretical questions related to the study of IT outsourcing and, more often than not, conclude that solutions are both numerous and contradictory.

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