Preface .............................................................................................................................. vii

Chapter I
Development of Outsourcing Theory and Practice: A Taxonomy of
Outsourcing Generations .............................................................................................. 1
Glauco De Vita, Oxford Brookes University Business School, UK
Catherine L. Wang, Oxford Brookes University Business School, UK

Chapter II
Making Sense of the Sourcing and Shoring Maze: Various Outsourcing and
Offshoring Alternatives ............................................................................................. 18
Subrata Chakrabarty, Texas A&M University, USA

Chapter III
Global Sourcing: East-West Divide or Synthesis? ................................................. 54
Ashima Goyal, Indira Gandhi Institute of Development Research, India

Chapter IV
Strategies of Outsourcing: From De-Risking to Uncertainty ............................... 75
Parthasarathi Banerjee, NISTADS, India

Chapter V
New Ethics for E-Business Offshore Outsourcing ............................................. 87
Fjodor Ruzic, Institute for Informatics, Croatia

Table of Contents
Chapter VI
Information Technology Offshore Outsourcing: A Perspective of Advanced Countries ................................................................. 122
   Narendra S. Chaudhari, Nanyang Technological University, Singapore
   Smita Gupta, Technology Partners Inc., USA

Chapter VII
Business Process Outsourcing to Emerging Markets: A Knowledge Management Approach to Models and Strategies ................................. 140
   Jurgis Samulevièius, Vilnius Gediminas Technical University, Lithuania
   Val Samonis, Cornell University, USA and Vilnius University, Canada

Chapter VIII
Outsourcing Decision-Making: A Review of Strategic Frameworks and Proposal of a Multi-Perspective Approach ........................................... 165
   Luke Ho, Staffordshire University, UK
   Anthony S. Atkins, Staffordshire University, UK

Chapter IX
Outsourcing and Offshoring: Issues and Impacts on Venture Capital .......... 197
   Alev M. Efendioglu, University of San Francisco, USA

Chapter X
Outsourcing and Offshoring of Finance Activities .................................. 209
   Siri Terjesen, Queensland University of Technology, Australia

Chapter XI
Open Source and Outsourcing: A Perspective on Software Use and Professional Practices Related to International Outsourcing Activities .................. 229
   Kirk St.Amant, Texas Tech University, USA

Chapter XII
Real Life Case Studies of Offshore Outsourced IS Projects: Analysis of Issues and Socio-Economic Paradigms ........................................... 248
   Subrata Chakrabarty, Texas A&M University, USA

Chapter XIII
Growth of Outsourced IT-Enabled Services in India: A Systems Dynamics Approach ........................................................................ 282
   Varadharajan Sridhar, Management Development Institute, India
   Sangeeta S. Bharadwaj, Management Development Institute, India

Chapter XIV
An Overview of Service Level Agreements ........................................... 302
   Nicholas B. Beaumont, Monash University, Australia
Chapter XV
Understanding Consumer Reactions to Offshore Outsourcing of Customer Services ................................................................. 326
  Piyush Sharma, Nanyang Business School, Singapore
  Rajiv Mathur, Percom Limited, India
  Abhinav Dhawan, team4U Outsourced Staffing Services, India

Chapter XVI
IT Offshoring: A German Perspective .................................................. 341
  Michael Amberg, University of Erlangen, Germany
  Martin Wiener, University of Erlangen, Germany

Chapter XVII
  Felix R. Doldán Tié, University of A Coruña, Spain
  Paula Luna Huertas, University of Sevilla, Spain
  Francisco Jose Martínez López, University of Huelva, Spain
  Carlos Piñeiro Sánchez, University of A Coruña, Spain

Chapter XVIII
Emerging Legal Challenges in Offshore Outsourcing of IT-Enabled Services ... 403
  Arjun K. Pai, Queen’s University Belfast, Northern Ireland
  Subhajit Basu, Queen’s University Belfast, Northern Ireland

Chapter XIX
Does Strategic Outsourcing Undermine the Innovative Capability of Organizations? ................................................................. 432
  A. Hoecst, University of Portsmouth, UK
  P. Trott, University of Portsmouth, UK

Chapter XX
Analysis of a Large-Scale IT Outsourcing “Failure”: What Lessons Can We Learn? ................................................................. 447
  Ann C. Rouse, Deakin University, Australia
  Brian J. Corbitt, Shinawatra University, Thailand

About the Authors ................................................................................. 465

Index ......................................................................................................... 476