Rudy Hirschheim Armin Heinzl • Jens Dibbern (Editors)

Information Systems Outsourcing

Enduring Themes, New Perspectives and Global Challenges

Second Edition

With 55 Figures and 71 Tables

4u Springer

Contents

Preface

Part I: Overview

Information Technology Outsourcing in the New Economy -An Introduction to the Outsourcing and Offshoring Landscape *Rudy Hirschheim and Jens Dibbern*

Part II:	Determinants of the IS Outsourcing Decision	25
of the Mark	saction-Specific Investments and Vendor Dominance etplace: The Economics of IS Outsourcing nd Detmar Straub	27
Medium Siz	utsourcing of Information Systems in Small and zed Enterprises <i>rn and Armin Heinzl.</i>	ء 57
	s of Information Systems Backsourcing aleeva Veltri and Carol Saunders	83
IT Sourcing Theory Pers Bandula Ja		103

v 111	<u>contents</u>
Part III: Outsourcing Relationship Issues	135
Legal and Tax Considerations in Outsourcing Mihir A. Parikh and Gowree Gokhale	137
Measuring and Managing IT Outsourcing Risk: Lessons Learned Benoit A. Aubert, Michel Patry, and Suzanne Rivard	161
Governance of Remotely Outsourced Software Development: A Comparison of Client and Vendor Perspectives Rajiv Sabherwal and Vivek Choudhury	187
Spiraling Effect of IS Outsourcing Contract Interpretations <i>Barbara L. Marcolin</i>	223
Part IV: Experiences and Outcome of IS Outsourcing	257
The Normative Value of Transaction Cost Economics: What Managers Have Learned About TCE Principles in the IT Context Laura Poppo and Mary C. Lacity	259
Success of IS Outsourcing as a Predictor of IS Effectiveness: Does IT Governance Matter?	283

Markku Sdaksjdrvi

Four Stories of Information Systems Insourcing 303 Rudy Hirschheim and Mary C. Lacity

Capabilities for Information Systems Outsourcing Success: Insights from the Resource-based View of the Firm 347 Tim Goles

Part V: Vendor View and Individual Level Perspective	379		
Vendor Strategies in the German Market for Information Technology and Business Process Outsourcing Alexander Georgius, Armin Heinzl, and Jens Dibbern			
Work Outcomes and Job Design for Contract Versus Permanent Information Systems Professionals on Software Development Teams Soon Ang and Sandra A. Slaughter			
When Subordinates Become IT Contractors: Persistent Managerial Expectations in IT Outsourcing Violet T. Ho, Soon Ang, and Detmar Straub			
Part VI: Application Service Providing and Business Process Outsourcing	479		
Understanding the 'Service' Component of Application Service Provision: An Empirical Analysis of Satisfaction with ASP Services Anjana Susarla, Anitesh Barua, and Andrew B. Whinston			
Developing a Sustainable Value Proposition in Web Services: Lessons from Strategic Management Wendy L. Currie and Mihir A. Parikh			
Business Process Outsourcing, Knowledge and Innovation - A Study of Enterprise Partnership David Feeny, Leslie Willcocks, and Mary C. Lacity			
Business Process Outsourcing: The Hysteresis Effect and Other Lessons Anne C. Rouse and Brian J. Corbitt			

Contents

Part VII: Offshoring and Global Outsourcing	603
Business Process Offshoring to India: An Overview Guru Sahajpal, Manish Agrawal, Rajiv Kishore, and H. Raghav Rao	605
The Maturation of Offshore Sourcing of Information Technology Work Erran Carmel and Ritu Agarwal	631
Managing Cross-Cultural Issues in Global Software Outsourcing S. Krishna, Sundeep Sahay, and Geoff Walsham	651
Knowledge Management in Offshore Software Development Brian Nicholson and Sundeep Sahay	659
Offshore Outsourcing: Challenge to the Information Systems Discipline Rudy Hirschheim	687

Index

701