

Preface

This edited book is intended for use by students, academics, and practitioners who take interest in outsourcing and offshoring of information technology and business services. The book offers a review of the key topics in outsourcing and offshoring, populated with practical frameworks that serve as a tool kit to students and managers. The range of topics covered in this book is wide and diverse, but predominately focused on how to achieve success in shared services and outsourcing. More specifically the book examines outsourcing decisions and management practices, paying specific attention to shared services that have become one of the dominant sourcing models. The book also explores how to achieve innovation in an outsourcing setting, through country comparison lens. Sharing knowledge and cultural aspects remain among the hot topics for academics and practitioners alike. The need to understand career paths has emerged as a new area for outsourcing practitioners. Last but not least, multiple theoretical lenses have been applied across the studies, among them ambidexterity, dialectics, institutional logic, and more. Topics discussed in this book combine theoretical and practical insights regarding challenges that industry leaders, policy makers, and professionals face or should be concerned with. Case studies from various organizations, industries, and countries such as the UK, Italy, The Netherlands, Canada, Australia, and Denmark are used extensively throughout the book, giving it a unique position within the current literature.

The book is based on a vast empirical base brought together through years of extensive research by leading researchers in information systems, strategic management, international business, and operations.

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