

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 sourcing of services, 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, offering micro and macro perspectives on successful sourcing of services. More specifically, the book examines sourcing decisions and management practices around digital services, giving specific attention to cloud-based services and innovation in sourcing. The book also explores new sourcing trends such as robotics process automation (RPA), which is gaining attention by academics and practitioners alike. Social aspects such as motivation and engagement received further attention in this book. Last but not least, multiple theoretical lenses have been applied across the studies, among them micro-foundations view of strategy, goal-framing theory, modularity, motivation and more.

The 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 are used extensively throughout the book, giving it a unique position within the current literature offering.

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.

September 2017

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Global Sourcing of Digital Services: Micro and Macro
Perspectives

11th Global Sourcing Workshop 2017, La Thuile, Italy,
February 22-25, 2017, Revised Selected Papers

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2017, VII, 163 p. 25 illus., Softcover

ISBN: 978-3-319-70304-6