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Nota di contenuto	Chapter 1. Introduction; Leslie P. Willcocks, Mary C. Lacity and Chris Sauer -- Part I. Theoretical Perspectives -- Chapter 2. Theoretical perspectives on the outsourcing of information systems; Myun J. Cheon, Varun Grover, James Teng -- Chapter 3. The information technology outsourcing risk: a transaction cost and agency-theory based perspective; Bouchaib Bahli and Suzanne Rivard -- Chapter 4: Moments of governance in IS outsourcing: conceptualizing effects of contracts on value capture and creation; Shaila M Miranda, C. Bruce Kavan -- Part II. From Outsourcing to Offshoring and Business Process Outsourcing -- Chapter 5. Norm development in outsourcing relationships; Thomas Kern and Keith Blois -- Chapter 6. Organizational design of IT supplier relationship management: a

multiple case study of five client companies; Jasmin Kaiser, Peter Buxmann -- Chapter 7: How do IT outsourcing vendors respond to shocks in client demand? A resource dependence perspective; Fang Sui, Ji-Ye Mao, Sirkka Jarvenpaa -- Chapter 8. Operational capabilities development in mediated offshore software services models; Sirkka L Jarvenpaa, Ji-Ye Mao -- Chapter 9. A Dynamic Model of Offshore Software Development; Jason Dedrick, Erran Carmel, Kenneth L Kraemer -- Chapter 10. Anxiety and psychological security in offshoring relationships: the role and development of trust as emotional commitment; Seamas Kelly, Camilla Noonan -- Chapter 11. Cross-cultural (mis)communication in IS offshoring: understanding through conversation analysis; David Avison, Peter Banks -- Chapter 12. Applying multiple perspectives to the BPO decision: a case study of call centres in Australia; Mark Borman -- Chapter 13. A historical review of the information technology and business process captive centre sector; Ilan Oshri and Bob van Uhm -- Chapter 14. Review of the Empirical Business Services Sourcing Literature: an update and future directions; Mary C. Lacity, Shaji Khan, Aihua Yan. .

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#### Sommario/riassunto

Bringing together theoretical and empirical studies from the *Journal of Information Technology*, this book provides a definitive guide to research discovered on the growing global sourcing phenomenon. Paying particular attention to Information Technology Outsourcing (ITO) and Business Process Outsourcing (BPO), theoretical chapters explore insightful ways of thinking about the different facets of outsourcing, and provide useful information to practitioners and researchers. Empirical chapters report the findings of 405 major research studies into the risks and successes of relationships between customer and vendor, the development of trust in these relationships, the factors affecting locations for offshoring, and specialized offshoring organizations such as captive centres. In this comprehensive study, the editors present an expert review of the historical development of this field, and offer analysis of emerging findings and practices for the future.

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