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Nota di contenuto	IT Global Delivery Model Efficiency: An Exploratory Case Study to Identify Input and Output Factors -- Relative and Joint Dependence in IS Outsourcing Relationships -- A Model of Effects on Relational Facets and Exchange Performance -- The Role of Organizational Standards in IT Outsourcing Relations -- Vendor Capabilities in ITO Research: A Systematization and Critical Review -- The Middle Management of Offshoring: Understanding Offshoring Strategy Implementation at a Meso Level -- Offshore BPO Decisions and Institutional Influence on Senior Managers -- Cloud Computing as Innovation: Studying Diffusion -- Towards Improvement of Information Systems Governance: Reorganization of Software Applications Hosting -- Coordinating Tensions in Orchestrating Blended Modes of Sharing and Outsourcing of Services -- Can Agile Software Tools Bring the Benefits of a Task

Board to Globally Distributed Teams? -- KAIWA: Towards a Method for Knowledge Transfer in the Transition Phase of Offshore Outsourced Projects -- Opaque Indifference and Corporate Social Responsibility: A Moral License for Offshore BPO? -- Business Process Outsourcing in Suriname: Call Center Services.

Sommario/riassunto

This book contains 13 papers from the 7th Workshop on Global Sourcing, held in Val d'Isère, France, during March 11–14, 2013, which were carefully reviewed and selected from 40 submissions. They are based on a vast empirical base brought together by leading researchers in information systems, strategic management, and operations. This volume is intended for students, academics, and practitioners interested in research results and experiences on outsourcing and offshoring of information technology and business processes. The topics discussed represent both client and supplier perspectives on sourcing of global services, combine theoretical and practical insights regarding challenges that both clients and vendors face, and include case studies from client and vendor organizations.
