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Sommario/riassunto	Whether you are a supplier or a customer, it is vital to have a properly

negotiated formal contract if you are entering into an outsourcing arrangement. A good contract needs careful planning and this book provides a comprehensive guide to the whole process. Well-planned and well-structured outsourcing arrangements, by well-informed and well-advised customers, are far more likely to work for both customer and supplier alike and *Outsourcing IT: Planning, Contracting, Managing and the Law* is the perfect place to start.
