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Altri autori (Persone)	SudanRandeep
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Sommario/riassunto	This book aims to help policy makers take advantage of the opportunities presented by the global IT services and IT-enabled services (ITES) industry. It analyzes factors crucial to a country's competitiveness-including skills, cost, infrastructure, business environment; and presents a Location Readiness Index (LRI) as a diagnostic tool for developing countries. It also discusses policy options for enabling growth in IT/ITES industries.