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Autore	Kuhlmann Daniel
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Nota di contenuto	Governing IT Outsourcing Relationships: The roles of contract, control, and relational norms; Table of Contents; List of Figures; List of Tables; List of Abbreviations; List of Keywords; Abstract; 1 Introduction; 1.1 Motivation and Objectives; 1.2 Structure of the study; 2 Theoretical Foundations; 2.1 IS Outsourcing; 2.2 IS Outsourcing Relationships; 2.2.1 IS Outsourcing Relationships as Inter-Organizational Exchanges; 2.2.2 Underlying Challenges of IS Outsourcing Relationships; 2.2.3 IS Outsourcing Relationship Governance Modes; 2.3 Control; 2.4 IS Outsourcing Success 3 Research Model and Propositions3.1 Research Approach; 3.2 Research Model; 3.2.1 Research Questions, Objectives, and Approaches; 3.2.2 Towards an IS Outsourcing Relationship Framework; 3.2.3 Description of the Research Model; 3.2.4 Summary of Propositions; 4 Case Study; 4.1 Methodology; 4.2 Setting; 4.3 Results; 4.4 Analysis; 5 Discussion; 5.1 Interpretation of Findings and Implications for Theory and Practice; 5.2 Limitations; 5.3 Further Research; 6 Conclusion; Appendix A - Case Study Protocol; References; Autorenprofil
Sommario/riassunto	Hauptbeschreibung The dynamics of the relationship between service

recipient and service provider in IS outsourcing relationships recently gained increased attention as relationships are believed to have a considerable influence on IS outsourcing success. This study adds to this growing field of interest by developing an IS outsourcing relationship framework in the form of a process model. Three rather disjointed areas of research, namely contractual governance, relational norms, and control, have been set in a common context by interrelating them as the three main governance modes that jointly
