

1. Record Nr.	UNINA9910782811003321
Autore	Burnett Rachel
Titolo	Outsourcing IT [[electronic resource]] : the legal aspects : planning, contracting, managing and the law / / by Rachel Burnett
Pubbl/distr/stampa	Aldershot, Hants, England ; ; Burlington, VT, USA, : Gower, 2009
ISBN	1-315-59927-9 1-317-08452-7 1-317-08451-9 1-282-05440-6 9786612054402 0-7546-9415-1
Edizione	[2nd ed.]
Descrizione fisica	1 online resource (255 p.)
Disciplina	343.41/07 343.4107
Soggetti	Computer contracts - Great Britain Contracting out - Great Britain Information technology - Great Britain Computer contracts Contracting out Information technology
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Cover; Contents; Foreword to the Second Edition; Foreword to the First Edition; Preface to the Second Edition; Introduction; 1 Contract Planning, Structuring and Negotiating; 2 Selecting a Supplier; 3 Public Procurement; 4 Services and Service Level Agreements; 5 Business Assets: Premises and Equipment; 6 Human Resources; 7 Software; 8 Costs and Charges; 9 Management Liaison and Review; 10 Allowing for Change; 11 Confidentiality, Data Protection and Security; 12 Contract Duration, Termination and Transition Management; 13 Redressing Fault and Failure; 14 Offshore Outsourcing; 15 Conclusion Index
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.
