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Autore Kuhlmann Daniel

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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 jointl