Record Nr.	UNINA9910791227103321
Titolo	The global opportunity in IT-based services: assessing and enhancing country competitiveness / / Randeep Sudan [and others]
Pubbl/distr/stampa	Washington, D.C.:,: World Bank,, c2010
ISBN	1-282-65739-9
	9786612657399
	0-8213-8193-8
Descrizione fisica	xviii, 97 pages : illustrations ; ; 21 cm
Altri autori (Persone)	SudanRandeep
Disciplina	303.48/33091724
Soggetti	Technological innovations - Economic aspects - Developing countries Service industries - Technological innovations - Developing countries Competition - Developing countries Commercial policy
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; Title Page; Copyright; Contents; Foreword; Acknowledgments; About the Authors; Abbreviations; Trends and Opportunities for Developing Countries; Appendix A: The Location Readiness Index as a Diagnostic Tool; Appendix B: Application of the Location Readiness Index to Indonesia and Kenya; Notes; References and Other Resources; Index; Back cover
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.

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