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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.

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