1. Record Nr. UNINA9910878983103321 Autore Willcocks Leslie Titolo Transformation in Global Outsourcing: Towards Digital Sourcing of IT and Business Services / / edited by Leslie Willcocks, Ilan Oshri, Julia Kotlarsky Cham:,: Springer International Publishing:,: Imprint: Palgrave Pubbl/distr/stampa Macmillan, , 2024 9783031610226 **ISBN** 3031610229 Edizione [1st ed. 2024.] Descrizione fisica 1 online resource (533 pages) Collana Technology, Work and Globalization, , 2730-6631 Oshrillan Altri autori (Persone) KotlarskyJulia Disciplina 658.4058 Soggetti Technological innovations Operations research Innovation and Technology Management Operations Research and Decision Theory Lingua di pubblicazione Inglese **Formato** Materiale a stampa Livello bibliografico Monografia Chapter 1 The Outsourcing Pivot: Advances and Challenges -- Part I Nota di contenuto Governing Traditional Outsourcing Services -- Chapter 2 The Governing Mechanisms of Successful Multisourcing Projects -- Chapter 3 What The Guardian Does in Multisourcing Projects -- Chapter 4 IT Multi-sourcing and Opportunistic Behaviour in Conditions of Uncertainty -- Chapter 5 Conflict Resolution in Business Services Outsourcing -- Part II Advancing Sourcing Performance -- Chapter 6 Managing Tensions in Globally Distributed Work -- Chapter 7 On Dissatisfaction with Offshore-Outsourcing: Is Backsourcing the Right Response? -- Chapter 8 Status Differentials and Framing in the Implementation of Task Migration Strategies -- Part III Shifting from Traditional Sourcing to Digital Services -- Chapter 9 The Evolution of

Intelligent Automation as a Sourcing Option -- Chapter 10 Formal and Relational Governance of Artificial Intelligence Outsourcing -- Chapter 11 Internet-based Sourcing - Cloud and Crowdsourcing as Delivery Models -- Chapter 12 A Process Perspective on Emerging Value in

Tournament-based and Collaborative Crowdsourcing -- Chapter 13 Digitalized Flexible Organisations: Toward the Future Sourcing of Work -- Chapter 14 Emerging Sourcing Challenges: Innovation, Net Zero and Digital Transformation.

Sommario/riassunto

With businesses facing rapid change in technologies and digital business models, decision makers need to keep apace with the latest thought leadership in order to deliver value to stakeholders. This edited volume provides a comprehensive guide to the range of digital sourcing models and supporting technologies that deliver value to their sourcing engagements. It will be of great value to scholars and students of sourcing and digital business models, as well as practitioners and policymakers working in this space. Leslie Willcocks is Professor Emeritus at the London School of Economics and Political Science, Associate Fellow of Green Templeton College, Oxford (UK), and coeditor of the Journal of Information Technology and JIT Teaching Cases. He has an international reputation for his work on automation and the future of work; ITO/BPO outsourcing; cloud computing; digital business; strategy; automation; IT and innovation; organisational change; and global business management. He has published 75 books. and over 200 refereed papers in journals such as Harvard Business Review, California Management Review, Sloan Management Review, and Journal of Management Studies. He regularly presents at academic and practitioner conferences, and advises corporations and government agencies internationally. Ilan Oshri is Professor of Information Systems and the Director of the Centre of Digital Enterprise at the University of Auckland Business School, New Zealand. His research interests revolve around sourcing, digital transformation, digital sustainability and emerging technologies. He conducted research and advisory with global firms such as IBM, Tata Consultancy Services, Boston Consulting Group, KPMG, Accenture and many others. His work was published in leading international journals. He has published 22 books and dozens of industry reports and teaching cases on global sourcing, digital transformation, and emerging technologies. Julia Kotlarsky is a Professor of Information Systems at the University of Auckland Business School, New Zealand. Her research interests revolve around technology sourcing and innovation, digital transformation, digital sustainability and interface between Artificial Intelligence and humans. Her work is published in leading academic journals and books. Her publications are based on research conducted in companies such as IBM, Tata Consultancy Services, SAP, Infosys, Cognizant, Pactera and many others.