1.	Record Nr.	UNISA996465369203316
	Titolo	Digital technologies for global sourcing of services : 14th International Workshop on Global Sourcing of Information Technology and Business Processes, Global Sourcing 2019, Obergurgl, Austria, December 18-21, 2019, proceedings / / Ilan Oshri, Julia Kotlarsky, Leslie P. Willcocks (eds.)
	Pubbl/distr/stampa	Cham, Switzerland : , : Springer, , [2020] ©2020
	ISBN	3-030-66834-7
	Edizione	[1st ed. 2020.]
	Descrizione fisica	1 online resource (VII, 193 p. 41 illus., 20 illus. in color.)
	Collana	Lecture Notes in Business Information Processing ; ; 410
	Disciplina	658.054
	Soggetti	Electronic data processing departments - Contracting out Information technology - Management
	Lingua di pubblicazione	Inglese
	Formato	Materiale a stampa
	Livello bibliografico	Monografia
	Nota di contenuto	Gravitation of Blockchain in Shared Services: The Next Phase of Service Delivery Strategy -- How Agility can be Increased in IT Sourcing and Contracting: Learnings from an Autonomous Driving Case -- IT Infrastructures Sourcing Challenges and Practices of Exploration-for-Exploitation in Public Sector Organizations: A Delphi Study -- Digital maturity: a survey in the Netherlands -- Smart Contracts for Global Sourcing Arrangements -- Outsourcing and Offshoring to Individuals -- Understanding the Impact of Isomorphic Influences on Business Services Outsourcing Decisions: An Institutional Theory Approach -- Towards Business Services 4.0 - Digital Transformation of Business Services at a Global Technology Company -- What Do You See In Your Bot? Lessons from KAS Bank -- Designing a sourcing ecosystem for strategic innovation through "big data" applications.
	Sommario/riassunto	This book constitutes revised selected papers from the 14th International Global Sourcing Workshop 2019, held in Obergurgl, Austria, in December 2019. The 10 contributions included were carefully reviewed and selected from a total of 36 submissions. The book offers a review of the key topics in sourcing of services, populated with practical frameworks that serve as a tool kit to students

and managers. The range of topics covered in this book is wide and diverse, offering various perspectives on the employment of digital technologies in the context of sourcing services. More specifically the book examines sourcing decisions and management practices around digital platforms, robotic process automation and blockchain, giving specific attention to digital aspects of innovation in sourcing. .