Contents

Information Technology Outsourcing: Towards Sustainable Business Value ......................................... 1
Rudy Hirschheim and Jens Dibbern

Part I  Innovation Management

Investigating the Relationship Between Outsourcing and Innovation ......................................... 23
Benoit A. Aubert, Akie Iriyama, Ondelansek Kay and Rajiv Kishore

Strange Bedfellows No More: Researching Business Process Outsourcing and Dynamic Innovation ...................... 37
Mary C. Lacity and Leslie P. Willcocks

Part II  Governance Frames

Client Satisfaction Versus Profitability: An Empirical Analysis of the Impact of Formal Controls in Strategic Outsourcing Contracts ................................................................. 67
Nishtha Langer, Deepa Mani and Kannan Srikanth

The Post-Crisis Outsourcing Relationship: Building Institutional Trust, Technology and Regulatory Controls ............ 89
Wendy Currie and Daniel Gozman

Software Outsourcing Decision Aid (SODA): A Requirements Based Decision Support Method and Tool .............................. 115
Tommi Kramer, Armin Heinzl and Michael Eschweiler
Part III Dynamic Governance Adaptation

The Emergence of Formal Control Specificity in Information Systems Outsourcing: A Process-View ............... 141
Thomas L. Huber, Thomas A. Fischer, Laurie Kirsch and Jens Dibbern

Information System Outsourcing Dynamics: A Case Study as Seen by a Client Boundary Role Person ................. 187
Ari Heiskanen, Riitta Hekkala, Mike Newman and Merja Eklin

Managing Knowledge Transfer in Software-Maintenance Outsourcing Transitions: A System-Dynamics Perspective ........ 223
Oliver Krancher and Jens Dibbern

Part IV Multi-vendor and Multi-client Ecosystem Management

From Onshore to Offshore of IT Services Outsourcing: History of One Large Australian Organisation’s Journey ........ 247
Julie Fisher, Rudy Hirschheim, Robert Jacobs and Ashley Lazaro

Towards Understanding Knowledge Integration in Multi-Sourcing Engagements ........................................... 273
Xiaowei Jin, Julia Kotlarsky and Ilan Oshri

Who Is the Favored Bride? Challenges in Switching to a Multi-vendor Offshoring Strategy ....................... 289
Martin Wiener and Carol S. Saunders

Understanding the Role of Organizational Integration in Developing and Operating Software-as-a-Service ............. 313
Sebastian Stuckenberg, Thomas Kude and Armin Heinzl

Part V International Growth: The Case of China

The Development of IT Service Quality Standards in China ........... 349
Mike Gallivan and Chen Tao

Moving up the Global Value Chain: The Case of Chinese IT Service Firms ................................................. 369
Ning Su
## Part VI  Social Responsibility and Social Capital Management

**The Impact of Impact Sourcing: Framing a Research Agenda** 397  
Erran Carmel, Mary C. Lacity and Andrew Doty

**Corporate Social Responsibility in Global IT Outsourcing:**  
**A Case Study of Inter-firm Collaboration.** 431  
Ron Babin and Brian Nicholson

**Social Capital: A Framework for Studying IT Outsourcing** 451  
Beena George, Rudy Hirschheim, Bandula Jayatilaka and Madhu Das

## Part VII  Crowdsourcing and Open Platforms

**New Capabilities: Can IT Vendors Leverage Crowdsourcing?** 479  
Dorit Nevo, Julia Kotlarsky and Saggi Nevo

**A Business Ecosystem Perspective on Open Platforms and Outsourcing Relationships: A Software Industry Case Study** 501  
Michael D. Frutiger, Sandra A. Slaughter and Sridhar Narasimhan
Information Systems Outsourcing
Towards Sustainable Business Value
Hirschheim, R.A.; Heinzl, A.; Dibbern, J. (Eds.)
2014, IX, 515 p. 54 illus., Hardcover
ISBN: 978-3-662-43819-0