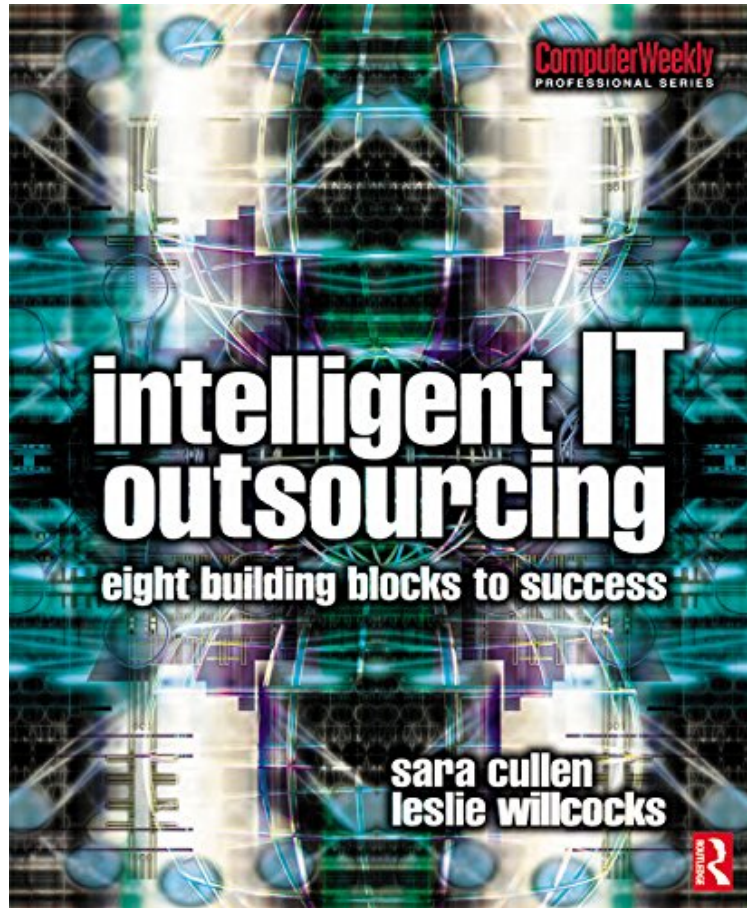


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Intelligent IT Outsourcing (Computer Weekly Professional)

Leslie Willcocks, Sara Cullen

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field. It provides a clear and concise framework on which to build methodologies and arms the reader with the knowledge to go forth and conquer. This book is a must have for anyone in the IT Outsourcing game no matter what level of the food chain. 3 of 3 people found the following review helpful. Great practical book By G Caruso I found this book to be very useful. It allowed me to stay one step ahead of the suppliers. It provided a flexible, but thorough framework that I could easily adapt to different current situations. I had led a few outsourcing projects previously and wish I had it back then!

Intelligent IT Outsourcing enables practitioners to focus in on the essential issues that need to be addressed so that the fundamental structure of their sourcing strategy and its implementation is sound. The authors provide insight into the challenges likely to be faced and give detailed advice on how to pre-empt and manage these. IT and outsourcing continue to be problematic, not least because fundamental learning about this subject fails to be applied systematically, and because IT is inherently difficult to manage. The economics are not obvious and emerging technologies have to be addressed, therefore IT goes to the heart of many enterprises and interfaces with multiple business units and processes, and there are continuous skills shortages. Unfortunately complexities are not removed in outsourced situations where additional problems come into play, for example the supplier's capabilities, whether the IT is right for an outsourcing solution, and whether the contract is robust but flexible enough to allow for outsourcing to take place. Objectives need to be realistic, and factors such as whether the internal management is mature and capable enough in this field, and the impact of prohibitive switching costs on behaviour once an outsourcing deal has been signed all have to be taken into account. The authors have built up over two decades of research, advisory and practitioner experience that enables them to distil the fundamental challenges in IT and outsourcing and demonstrate how these can be addressed.

About the Author Sara Cullen, Managing Director of Sara Cullen and Associates, is one of Australia's most experienced outsourcing practitioners and thought leaders. She has consulted to over 70 clients in 90 projects with contract values up to \$1 billion per annum covering 45 business functions. She has designed innovative partnering arrangements including franchise-type agreements, shared risk/reward structures and incentive programs in addition to more traditional arrangements. Her clients are in the communications, defence, finance, manufacturing, transport and utility industries as well as local, state and federal governments. Andersen Professor of Information Management and E-Business at Warwick University Business School, UK. Associate Fellow at Templeton College, Oxford and holds visiting chairs at Erasmus and Melbourne Universities. Excerpt. copy; Reprinted by permission. All rights reserved. Provides a comprehensive framework for successful outsourcing