Global Information Technology Outsourcing: In Search of Business Advantage

Mary C. Lacity, Leslie P. Willcocks


DESCRIPTION

Global Information Technology Outsourcing In Search of Business Advantage Mary C. Lacity & Leslie P. Willcocks 'Lacity, and Willcocks have shown us again why they are the world's leading IT outsourcing gurus... the most comprehensive work on IT outsourcing to date.' Sara Cullen, National Partner, Australia Business Process Management, Deloitte Touche, Tohmatsu 'a valuable collection... readers will find here advice that premier consultants would deliver for a very large multiple of the price of this book.' Paul A. Strassmann, former CIO of General Foods, Kraft, Xerox and the US Department of Defense '(a). "must read" for anyone in search of a clear understanding of what information technology outsourcing is all about... absolutely no one should jump into outsourcing prior to taking advantage of the outstanding case studies outlined in this book.' Emmett Paige, President, OAO Corporation 'an excellent guide to successful outsourcing, the best I have read on the topic. It should be mandatory reading for any senior executive.' Gail Burke, Executive Director & CIO, Macquarie Bank, Australia 'crisp and concise. The studies selected for detailed presentation are excellent and the analysis... rings with credibility.' Rob Westcott, Vice President and CIO, General Motors Acceptance Corporation International Operations, UK 'Lacity and Willcocks have... unrivalled access to outsourcing deals across the globe... their new book... is a powerful synthesis of their learning (and) their chapter on risk management is a groundbreaking contribution. A vitally important business guide.' Richard Sykes, Chairman Morgan Chambers plc. - Europe's largest independent consultancy in IT services & business process sourcing 'Lacity and Willcocks tell it like it is and pull no punches... A must read for any organization contemplating outsourcing or trying to fix a broken outsourcing relationship... Planning for outsourcing, negotiating the deal, making the relationship work - it's all here.' Bob Young, Executive Director, South Australian Government Account, EDS (Electronic Data Systems) 'For those
of us with a deep knowledge and experience of outsourcing, this book is required reading. For those who are just starting out on the journey, it is essential reading.' Robert White, CEO, Lucidus Management Technologies

ABOUT THE AUTHOR

Mary Cecelia Lacity is Associate Professor of IS MIS at the University of Missouri, St. Louis and a Research Affiliate at Templeton College, Oxford University. Her research focuses on IT management practices in sourcing, IT privatization, benchmarking, IT metrics, and client/server development. She has conducted case studies in over seventy-five organizations, surveying both US and European IT management practices and given executive seminars world-wide. She was the recipient of the 2000 World Outsourcing Achievement Award sponsored by PricewaterhouseCoopers and Michael Corbett and Associates. Previous publications include: Strategic Sourcing of Information Systems and articles in academic and practitioner publications such as the HBR, Sloan Management Review and MIS Quarterly. She is currently US Editor of the Journal of Information Technology.

Leslie P. Willcocks has an international reputation for his work on information Management, IT evaluation and information Systems Outsourcing. He is Fellow and University Reader at Templeton College, University of Oxford; Visiting Professor at Erasmus Universiteit, Rotterdam; Professorial Associate at the University of Melbourne, and Distinguished Visitor at AGSM. He holds a doctorate in information systems from the University of Cambridge, and is Editor-in-Chief of the Journal of Information Technology. He is co-author of sixteen books, including Strategic Sourcing of Information Systems and Beyond The IT Productivity Paradox with Wiley. He has published over one hundred and thirty papers in journals such as HBR; Sloan Management Review; MISQ; Communications of the ACM, and the Journal of Strategic Information Systems.

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