



Heidelberg Press

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Technology and Business Process Outsourcing Strategies

Edited by Peter Brudenall, Senior Lawyer, Simmons & Simmons, London and published by Heidelberg Press, PO Box 234, Heidelberg, Australia 3084

Authors are invited to submit proposals for chapters to be included in a dynamic new book on IT and Business Process Outsourcing Strategies to be published September 2004.

Outsourcing has become one of the most important trends used in managing the enterprise during the last 10 years and has, in many ways, transformed the corporation. Outsourcing is now the preferred option over internal investments in non-core areas at many of the leading technology companies: from industry powerhouse Microsoft to fast-growing upstarts. Many Fortune 500 companies, such as American Express, General Motors and United Technologies are adopting outsourcing at an accelerating pace. Similarly, sourcing IT work from anywhere in the world is now becoming mainstream for application-related services.

At the same time, outsourcing is probably one of the most complex of all business relationships. Both parties — the service provider and the customer — enter a contract full of optimism and high expectations. However, despite the best intentions of both entities, many potential pitfalls exist for those who do not set up a framework based on effective governance of contractual principles, flexibility and clear communications.

This book seeks to address the issues and strategies underpinning outsourcing as a business model, and the elements that lead to a successful outsourcing arrangement. It is to have a commercial focus, and be aimed at those considering or managing an outsourcing relationship including IT managers, CIOs, CFOs, procurement executives, contract officers and outsourcing lawyers.

Chapters should address issues or themes such as:

- the current state of the IT outsourcing industry
- what is required to sustain long-term relationships between customers and providers
- offshore outsourcing: what are the current and future offshore sources
- how to build and manage a global IT delivery infrastructure
- initiating outsourcing: best practices for evaluating and selecting a service provider;
- the economics of outsourcing
- the latest approaches to IT outsourcing, including, on-demand computing and IT as a "utility"
- managing outsourcing relationships: governance and organisational models
- financial and cost aspects of outsourcing: best sourcing strategies, selecting the right vendor, developing the right contacts and sourcing-related HR issues
- managing the complexities of multisourcing
- how to avoid outsourcing failures and common mistakes

- legal issues in outsourcing contracts
- the role of Application Service Providers (ASPs)

Authors are invited to submit proposals based on any of the above topics, or topics related to current strategic thinking in IT or business process outsourcing.

Proposed Timetable

- Chapter Proposal Due: **10 November 2003**
- Confirm Book Chapter Authors and Topics: **5 December 2003**
- Receive Draft Book Chapters: **1 March 2004**
- Peer review and provide feedback: **30 April 2004**
- Receive Final Book Chapters: **30 June 2004**
- Final Book Received by Publisher: **31 July 2004**
- Publication: **September 2004**

Chapter Proposals

Prospective authors of chapters are invited to submit a 2-3 page proposal by email to the editor at the address given below by 10 November 2003. Authors should note that chapters should be in the region of 5-7000 words in length.

Attach your proposal, as a WORD document, to an e-mail and send to: **Peter Brudenall**
(peter.brudenall@simmons-simmons.com)

Publisher

The book will be published by Heidelberg Press, Australia (www.HeidelbergPress.com.au).

It is Heidelberg Press policy that all research book contributions are subjected to a rigorous process of peer review to ensure the maintenance of high academic standards.