



WORKSHOP ON GLOBAL SOURCING
13-15 MARCH 2007
Henri Oreiller congress centre, Val d'Isère

WORKSHOP PROGRAM

Day 1: Tuesday March 13 2007 (8:30–12:00 & 17:00–19:50, followed by Workshop dinner)

8:30-9:00 Registration and coffee

9:00 – 9:10 Welcome and agenda (Ilan Oshri)

9:10 - 9:45 Keynote Speaker, Leslie Willcocks: “The Global IT Sourcing Future: Capabilities and Skills 2006-11”

Session 1: Outsourcing Relationships (9:45 – 12:00)

Session chair: Leslie Willcocks

9:45 - 9:50 Session chair opening words

9:50 - 10:25 06-185 “Exploring Relationship Types in Information Systems Outsourcing Arrangements: Proposing a Typology for IS Outsourcing Relationships”

Authors: Stefanie Jahner and Helmut Krcmar

Discussant: Jonathan Wareham

10:25 - 10:40 Coffee break

10:40 - 11:15 06-197 “Risk, Anxiety and Trust: The Process of Building the Social Infrastructure to Support an IS Offshoring Relationship”

Authors: Séamas Kelly, Camilla Noonan and Micheál Ó Sé

Discussant: Gabriela Avram

11:15 - 11:50 06-196 “Developing Outsourcing Relationships: A Romanian Service Provider Perspective”

Author: Gabriela Avram

Discussant: Saima Khan

11:50 - 12:00 Session chair closing words

12:00 – 17:00 Break

Session 2: Sourcing capabilities (17:00 – 19:50)

Session chair: Joseph Rottman

17:00 - 17:05 Session chair opening words

17:05 - 17:40 06-208 “The Management of Global Sourcing Partnerships: Implications for the Capabilities and Skills of the IS Function”

Author: Erik Beulen

Discussant: Albert Plugge

17:40 - 18:15 06-180 “IT Outsourcing From a Client Perspective: Exploring Client

- Developments and Their Impact on Supplier Capabilities”
Authors: Albert Plugge, G.M. Wijers and R.W. Wagenaar
Discussant: Sirkka L Jarvenpaa
- 18:15 - 18:30 Coffee break
- 18:30 - 19:05 06-211 “Capabilities Building in Chinese Software Services Firms”
Authors: Sirkka L. Jarvenpaa and Ji-Ye Mao
Discussant: Erik Beulen
- 19:05 - 19:40 06-209 “The Implications of Chinese Guanxi for IS Sourcing Practices”
Authors: Mike W. Chiasson and Eric See-To
Discussant: Michaela Wieandt
- 19:40 - 19:50 Session chair closing words
- 20:30 Workshop dinner**

Day 2: Wednesday March 14 2007

Session 3: Expertise and knowledge transfer (14:30 – 17:10)

Session chair: Sue Newell

- 14:30 - 14:35 Session chair opening words
- 14:35 - 15:10 06-201 “Managing Expertise in IT Outsourcing Relationships”
Authors: Ilan Oshri, Julia Kotlarsky, Leslie P. Willcocks and Paul C. van Fenema
Discussant: Joseph W Rottman
- 15:10 - 15:45 06-183 “Global Expertise and Quality Standards in ICT Offshore Projects: Time and Institutionalization Aspects”
Author: Esther Ruiz Ben
Discussant: Paul McGrath
- 15:45 - 15:50 Mini break
- 15:50 - 16:25 06-186 “The Development of Knowledge Transfer and Collaboration in a Nearshore Software Development Project”
Author: Michaela Wieandt
Discussant: Mike Chiasson
- 16:25 - 17:00 06-194 “Successful Knowledge Transfer Within Offshore Supplier Networks: A Case Study Exploring Social Capital in Strategic Alliances”
Author: Joseph W Rottman
Discussant: Ilan Oshri
- 17:00 - 17:10 Session chair closing words
- 17:10 - 17:25 Coffee break
- 17:25 - 18:00 Keynote Speaker, John Hindle (Global Marketing & Communications, Accenture) “Outsourcing Large and Small: The Unilever HRO Story”**

Session 4: Sourcing arrangements and decision-making (18:00 – 20:05)

Session chair: Sirkka Jarvenpaa

- 18:00 - 18:05 Session chair opening words
- 18:05 - 18:40 06-179 “Offshore Middlemen: Transnational Intermediation in Offshore Systems Development”
Authors: Volker Mahnke, Jonathan Wareham and Niels Bjorn-Andersen
Discussant: Esther Ruiz Ben
- 18:40 - 18:45 Mini break
- 18:45 - 19:20 06-176 “Outsourcing Decision-Making Approaches of Two Major Companies: Strategic Investment or Tactical Procurement?”
Authors: Luke Ho and Anthony S. Atkins
Discussant: Eric See-To
- 19:20 - 19:55 06-204 “Global Sourcing Strategy-Model for Healthcare”
Authors: Matthew W. Guah and Gert J. Van Der Pijl
Discussant: Danai Tsotra
- 19:55 - 20:05 Session chair closing words
- 20:30 Workshop dinner**

Day 3: Thursday March 15 2007

Session 5: Building bridges: distance, identity, culture and understanding (14:30 – 17:55)

Session chair: Ilan Oshri

- 14:30 - 14:35 Session chair opening words
- 14:35 - 15:10 06-228 “What Do We Know About Distance in Offshore Outsourcing?”
Author: Pamela Abbott
Discussant: Vinay Tiwari
- 15:10 - 15:45 06-191 “Collaboration Across Distributed Sites: Applying World-System Theory to Globally-Integrated Work”
Authors: Gary C. David, João Resende-Santos, Donald Chand and Sue Newell
Discussant: Paul C van Fenema
- 15:45 - 16:20 06-207 “Who Am I Today? Multiple Organisational Identities in a Third Party Call Centre Work Environment”
Author: Paul McGrath
Discussant: Matthew W Guah
- 16:20 - 16:35 Coffee break
- 16:35 - 17:10 06-210 “Requirements Analysis in Offshore IS Development: Bridging Differences in Understanding”
Authors: Paul C. van Fenema, Vinay Tiwari and Paul W.L. Vlaar
Discussant: Stefanie Jahner

- 17:10 - 17:45 06-200 “The Role of Culture in Global Sourcing”
Authors: Danai Tsotra and Guy Fitzgerald
Discussant: Pamela Abbott
- 17:45 - 17:55 Session chair closing words
- 17:55 - 18:10 Coffee break

Session 6: Emerging topics (Research in progress) (18:10 – 19:30)

Session chair: Paul van Fenema

- 18:10 - 18:15 Session chair opening words
- 18:15 - 18:50 06-182 “Virtual Network Organizations and e-procurement: a new outsourcing perspective”
Authors: Cecilia Rossignoli, Lapo Mola and Alessandro Zardini
Discussant: Antonio Cordella
- 18:50 - 19:25 06-198 “Agile Methods for Offshore Information Systems Development”
Authors: Frank Harmsen, Mischa van den Brand, Jos van Hillegersberg and Mehmet N. Aydin
Discussant: Séamas Kelly
- 19:25 - 19:30 Session chair closing words
- 19:30 - 20:00 Workshop Closing Words, Leslie Willcocks**