



The 8th Global Sourcing Workshop 23-26 March 2014

WORKSHOP PROGRAM

Day 1: Sunday March 23 2014, Val D'Iserre Congress Centre, Reception Area (see map)

18:00: Registration and Reception (Drinks and Canapé)

18:45-19:15: Welcome and agenda

19:15-20:00: Reception

Day 2: Monday March 24 2014, Val d'Iserre Congress Centre, Ancolie room .

Opening Talk

14:00 – 14:20 GSW14-01: “Regaining and Sustaining High Performance in BPO: F&A Partnering at BP and Microsoft”

Authors: Leslie Willcocks and Mary Lacity

Session 1: Developing Sourcing Capabilities (1)

Session chair: Armin Heinzl

14:20 – 14:50 GSW14-18: “Task allocation strategies and motivational processes in advanced services offshoring”

Author: Angelika Zimmermann

Discussant: Armin Heinzl

14:50 – 15:20 GSW14-12: “Does the dichotomy of technical and business knowledge apply to software maintenance outsourcing?”

Authors: Oliver Krancher and Jens Dibbern

Discussant: Tommi Kramer

15:20-15:30 Break

15:30-16:00 GSW14-16: “Understanding the Backsourcing Process: A Knowledge Perspective”

Authors: Kayode Ejodame and Ilan Oshri

Discussant: Oliver Krancher

16:00 - 16:30 GSW14-21: “BPO innovativeness and a Supplier / Client Innovative Capabilities Analytical Framework’

Authors: Frantz Rowe and Myriam Raymond

Discussant: Ilan Oshri

Session 2: Sourcing Governance

Session chair: Erik Beulen

16:30 – 17:00 GSW14-07: “Examining Inter-Organisational Enterprise Governance and ERP Systems: A Conceptual Framework for Innovative Strategic Thinking’

Authors: Yi Wan and Ben Clegg

Discussant: Albert Plugge

17:00 - 17:20 Coffee break

17:20 - 17:50 GSW14-08: “Governance of Multivendor Outsourcing Arrangements: A Coordination and Resource Dependency Views”

Authors: Albert Plugge and Martijn Janssen

Discussant: Erik Wende

17:50 - 18:20 GSW14-09: “Analysing the effect of proximity on clan control: results from a case study series on IS near-shore outsourcing’

Authors: Alexander von Stetten and Daniel Beimborn

Discussant: Tingting Lin

18:20 - 18:30 Break

18:30 - 19:00 GSW14-17: “Interpersonal Networks and Governance Forms in IT Outsourcing: From a Vendor’s Perspective”

Authors: Tingting Lin and Riitta Hekkala

Discussant: Jonas Hedman

19:00-19:30 GSW14-31: “Outsourcing Governance and Workarounds: Evidence from the Financial Services Sector”

Authors: Eleni Lioliou, Ravishankar Mayasandra and Leslie Willcocks

19:45-22:00 Workshop Dinner at Le Schuss

Day 3: Tuesday March 25 2014, Val d’Isere Congress Centre, Ancolie room .

Session 3: Developing sourcing capabilities (2)

Session chair: Jens Dibbern

14:00 – 14:30 GSW14-28 “Digital re-representation practices in Business Process Outsourcing”

Authors: Ilan Oshri, Julia Kotlarsky and Ola Henfridsson

Discussant: Thomas Huber

14:30 – 15:00 GSW14-23: “Artifact Quality in Design Science: Conceptualizing and Conducting the Evaluation of an Outsourcing Decision Support System”

Authors: Tommi Kramer, Armin Heinzl and Robert Lorenz Törmer

Discussant: Jens Dibbern

- 15:00-15:30 GSW14-20: "Development and Evaluation of KAIWA: A Method for Knowledge Transfer in the Transition Phase of Offshore Outsourcing Projects"
 Authors: Erik Wende
 Discussant: Myriam Raymond
- 15:30 – 15:40 Break
- 15:40 – 16:10 GSW14-26: "Impact sourcing ventures and local communities: A frame alignment perspective"
 Authors: Sandeep M.S. and Ravishankar M.N.
 Discussant: Dragos Vieru
- 16:10 – 16:40 GSW14-11 'Transformation in the Dutch non-life B2C Insurance sector: Sourcing Implications'.
 Authors: Erik Beulen and Tom Vollebergh
 Discussant: Robert Marciniak

Session 4 : Could Services

Session chair: Julia Kotlarsky

- 16:40 – 17:10 GSW14-13: "Moving to the Cloud: Business implications for an ERP vendor"
 Authors: Mads Rebsdorf and Jonas Hedman
 Discussant: Jens Förderer
- 17:10 – 17:40 GSW14-25: "Fit in cloud sourcing arrangements: an ontological perspective"
 Authors: Jens Förderer, Thomas Kude and Armin Heinzl
 Discussant: Leslie Willcocks
- 17:40 – 18:00 Coffee break
- 18:00 – 18:30 GSW14-06: "An analysis of risk and trust in cloud sourcing: case evidence from a UK charity"
 Authors: Amir Khosravani, Brian Nicholson and Trevor Wood-Harper
 Discussant: John Wreford
- 18:30 – 19:00 GSW14-30: "The Business Payoff of Cloud Services: Standard Chartered Bank implementation of Customer Relationship Management Cloud Services"
 Author: Graham Costello
 Discussant: Leslie Willcocks

Session 5: PhD Training

Session chair: Ilan Oshri

- 19:00 – 19:45 **Jens Dibbern about PhD training: A Practice Approach**
Ilan Oshri and Julia Kotlarsky about PhD Clinics
- 19:45 Transportation to L'Arolay**
- 20:00 – 22:00 Workshop dinner at L'Arolay**
- 22:00 Transportation back to Val d'Isere**

Day 4: Wednesday March 26 2014, Val d'Iserre Congres Centre, Ancolie room

Session 6: Communication and cultural issues

Session chair: Jos van Hillegersberg

- 14:00 – 14:30 GSW14-22: "Interculturality and Virtual Teams in IT Offshoring Context: A Social Regulation Theory Perspective"
Authors: Fedwa Jebli and Dragos Vieru
Discussant: Julia Kotlarsky
- 14:30 – 15:00 GSW14-24: "How collaboration software enables globally distributed software development teams to become agile - an effective use perspective"
Authors: Thomas Huber and Jens Dibbern
Discussant: Eleni Lioliou
- 15:00 - 15:30 GSW14-14: "Strategies for dealing with cross-border communication in offshore projects"
Author: Karsten Eskelund
Discussant: Sandeep M.S.
- 15:30– 16:00 GSW14-29: "Reframing outsourcing through social networks: evidence from Infocert's case study"
Authors: Giovanni Vaia and Moretti A.
- 16:00 – 16:20 Coffee break

Session 7: Captives and Shared Service Centres

Session Chair: Albert Plugge

- 16:20 – 16:50 GSW14-02: "Capturing CSR: Doing good offshore"
Authors: Fay Davidson, John Wreford, Graham Pervan and Kevan Pentter
Discussant: Amir Khosravani
- 16:50 - 17:20 GSW14-19: "Global service market trends in Hungarian shared service centres"
Authors: Robert Marciniak
Discussant: Kayode Ejodame
- 17:20 - 17:50 GSW14-03: "Exploring Public Private Partnerships as an Onshore Captive Sourcing Model"
Author: John Wreford, Fay Davidson, Graham Pervan and Kevan Pentter
- 17:50 – 18:00 Break

Session 7: Teaching Cases

Session Chair: Leslie Willcocks

- 18:00 – 18:30 GSW14-05: "Building Software Products Globally the Agile Way: A Case Study of Cordys"
Authors: Jos van Hillegersberg and Chintan Amrit
Discussant: Yi Wan
- 18:30 - 19:00 GSW14-10: "The case of J&D - Decision making and logistics consequences when sourcing from low cost countries"
Authors: Jakob Rehme, Daniel Nordigården and Thomas Brashear Alejandro
Discussant: Jos van Hillegersberg
- 19:00 – 19:30 Closing Words, Leslie Willcocks**