



The 12th Global Sourcing Workshop
21-24 February 2018
Planibel Hotel, La Thuile, Italy

WORKSHOP PROGRAM

Day 1: Wednesday February 21 2018, Planibel Hotel, the bar area.

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

18:45-19:00: Welcome and agenda

19:00-20:00: Reception

Day 2: Thursday February 22nd 2018, Planibel Hotel, Van Gogh Meeting Room

Session 1: Studies about Intelligent Automation

Session chair: Jens Dibbern

- 13:30 – 14:00 GSW18-21: Smart Sourcing: Cognitive Automation at Zurich Insurance
Authors: Leslie Willcocks, Gero Gunkel and Mary Lacity
Discussant: Vipin Suri
- 14:00 – 14:30 GSW18-14: Probing the interplay between automation tools and human experts in information-intensive work processes
Authors: Joonas Ruissalo, Esko Penttinen and Aleksandre Asatiani
Discussants: Armin Heinzl and Philipp Hoffmann
- 14:30 – 15:00 GSW18-12: Knowledge Process Automation (KPA): The Next Transformation Lever for Expertise Shared Services, Knowledge Process Outsourcing (KPO) and Centers of Expertise (COE)
Authors: Vipin Suri, Marianne Elia, Jos van Hillegersberg and Pavan Arora
Discussant: Leslie Willcocks
- 15:00 – 15:10 Break
- 15:10 – 15:40 GSW18-18: Build and Outthink - Creative Disruption with Cognitive Business from Inside Out
Author: Sirkka Jarvenpaa

Session 2: Studies about Multi-Sourcing

Session chair: Armin Heinzl

- 15:40 – 16:10 GSW18-15: How Vendors Compete: Vendor Practices in Cooperative Software Development Multisourcing
Authors: Thomas Hurni, Thomas Huber and Jens Dibbern
Discussant: Julia Kotlarsky

- 16:10 – 16:30 Coffee break
- 16:30 – 17:00 GSW18-23: Modes of control, focus of Control, and Task Interdependence: Examining Control in Information Systems Multi-Sourcing
 Authors: Oliver Krancher, Julia Kotlarsky, Ilan Oshri and Jens Dibbern
 Discussant: Sirkka Jarvenpaa
- 17:00 – 17:30 GSW18-03: Lessons in multi-sourcing transition by the digitally disrupted: A case study
 Authors: Michelle Hurdle
 Discussant: Bart van den Linden

Session 3: Studies about Cloud Services

Session chair: Sirkka Jarvenpaa

- 17:30 – 18:00 GSW18-09: Gravitation of SaaS-Centric Cloud Platfo
 Authors: André Halckenhäußer, Armin Heinzl and Kai Spohrer
 Discussant: Jos van Hillegersberg
- 18:00 – 18:10 Break
- 18:10 – 18:40 GSW18-27: Customer Relationship Management Cloud Services at Standard Chartered Bank
 Authors: Graham Costello and Leslie Willcocks
 Discussant: Thomas Hurni
- 18:40 – 19:10 GSW18-22: What happens when Cloud Computing ends
 Authors: Kiron Ravindran

19:30 – 22:00 Workshop dinner at Ristorante Pepita Café

Day 3: Friday February 23rd 2018, Planibel Hotel, Van Gogh Meeting Room

Session 4: Studies about Governance (I)

Session chair: Erik Beulen

- 13:30 – 14:00 GSW18-02: Knowledge Boundary Spanning Mechanisms in a Shared Services Centre Context
 Authors: Dragos Vieru, Simon Bourdeau and MéliSSa Bourdeau
 Discussant: Aleksandre Asatiani
- 14:00 – 14:30 GSW18-08: The need for boundary spanners in a global insourcing strategy
 Authors: Björn Johansson
 Discussant: Yunmo Koo
- 14:30 – 15:00 GSW18-07: Identifying Successful Outsourcing Capabilities from a Bilateral

Perspective: A Set-Theoretic Configurational Approach

Authors: Yunmo Koo, YoungKi Park and Jea-Nam Lee

Discussant: Kevan Pentter

15:00 – 15:10 Break

Session 5 Studies about Governance (II)

Session chair: Leslie Willcocks

15:10 – 15:40 GSW18-01: Implementing and Contracting Agile and DevOps: a survey in the Netherlands

Authors: Erik Beulen

Discussant: Erik Wende

15:40 – 16:10 GSW18-10: The role of willingness and motivation in the art of start: A case study of IT SME supplier selection and development

Authors: Toan C. Nguyen, Erik Wende and Gerhard Schwabe

Discussant: Albert Plugge

Session 6 Studies about Governance (III)

Session chair: Julia Kotlarsky

16:10 – 16:40 GSW18-24: Control Mechanisms and Social Ties: The Effect on Sourcing Performance

Authors: Ilan Oshri, Eleni Lioulio, Alex Gerbasi and Angelika Zimmermann

Discussant: Thomas Huber

16:40 - 17:00 Coffee break

17:00 – 17:30 GSW18-26: A Risk Mitigation Framework For Explaining The Influence Of The CEO's Origins On The Selection Of An Outsourcee Host Country

Authors: Myriam Raymond

Discussant: Jonas Hedman

17:30 – 18:00 GSW18-25: A study on the collaborative process of IT-related innovation between outsourcer and service provider

Authors: Bart van den Linden

Discussant: Björn Johansson

18:00-18:30 GSW18-20: IT Competence Sourcing and Digital Maturity

Author: Giovanni Vaia and Daria Arkhipova

Discussant: Myriam Raymond

18:30 – 19:10 **Panel about Intelligent Automation and Outsourcing**

Chair: Ilan Oshri

Panellists: Leslie Willcocks, Vipin Suri and Albert Plugge

19:30 - 22:00 Workshop dinner at Ristorante La Lisse

Day 4: Saturday February 24th 2018, Planibel Hotel, Van Gogh Meeting Room

Session 7: Studies about Sourcing Models

Session chair: Albert Plugge

- 09:00 – 09:30 GSW18-17: Social Entrepreneurship: Insourcing Model for an Inclusive Business Model
Authors: Sirkka Jarvenpaa
- 09:30 – 10:00 GSW18-04: Understanding the value proposition for OBPO captive centres
Authors: Kevan Penter, Brian Perrin and Graham Pervan
Discussant: Ian Herbert
- 10:00 - 10:30 GSW18-05: 'Earn-to-Learn': A response to the challenges for graduate accounting careers through finance transformation
Authors: Ian Herbert, Andrew Rothwell, Louise Glover and Stephanie Lambert
Discussant: Erik Beulen
- 10:30 – 10:50 Break

Session 8: Studies about Digitization

Session chair: Jos van Hillegersberg

- 10:50– 11:20 GSW18-13: Platform Based Sharing: Who Cares?
Authors: Fay Davidson and John Wreford
Discussant: Eleni Lioulio
- 11:20 - 11:50 GSW18-11: Exploring Determinants to Create a Service Oriented Enterprise: An Executive Management View
Author: Albert Plugge and Marijn Janssen
Discussant: John Wreford
- 11:50 – 12:20 Lunch break
- 12:20 - 12:50 GSW18-16: Smart Contracts for Global Sourcing Arrangements
Author: Jonas Hedman
- 12:50 – 13:15 Closing Words**