



**The 10<sup>th</sup> Global Sourcing Workshop**  
**16-19 February 2016**  
**Congress Centre, Val d'Isere, France**

**WORKSHOP PROGRAM**

**Day 1: Tuesday, February 16 2016, Val D'Isere 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: Wednesday, February 17 2016, Val d'Isere Congress Centre**

**Session 1: Studies about Governance**

**Session chair: Jos van Hillegersberg**

13:30 – 14:00 GSW16-22: “Opportunistic behaviour in IT outsourcing: A problem of co-ordination and alignment of objectives”

Authors: Eleni Lioulio and Leslie Willcocks

Discussant: Ilan Oshri

14:00 – 14:30 GSW16-23: “Understanding vendor’s efforts in multi-vendor outsourcing: Coordination theory perspective”

Authors: Xiaowei Jin, Julia Kotlarsky and Ilan Oshri

Discussant: Armin Heinzl

14:30-14:40 Break

14:40-15:10 GSW16-13: “Mitigating the impacts from the challenges that arise in IT Outsourcing Relationships”

Authors: Elisabeth Juel and Jonas Hedman

Discussant: Sanjoy Sen

15:10 - 15:40 GSW16-08: “Contract renewal decisions in IT-outsourcing: a survey in the Netherlands”

Authors: Erik Beulen

Discussant: Rainer Alt

**Session chair: Ravishankar M.N.**

15:40 – 16:10 GSW16-06TC: “Mitigating Risk At Unibankers Outsourced ATM Back Office Operations’

Authors: Myriam Raymond

Discussant: Aleksandre Asatiani

- 16:10 - 16:30 Coffee break
- 16:30 - 17:00 GSW16-21: "Supplier-Client Workarounds: An Information Brokering Viewpoint"  
 Authors: Jade Brooks, Ravishankar M.N. and Ilan Oshri  
 Discussant: Thomas Kude
- 17:00 - 17:30 GSW16-29: "Strategizing governance and risk management in Outsourcing and Offshoring: results from global survey"  
 Authors: Sanjoy Sen, Julia Kotlarsky and Pawan Budhwar  
 Discussant: Vipin Suri

## **Session 2: Country Specific Studies**

### **Session chair: Erik Buelen**

- 17:30 - 18:00 GSW16-17: "Offshoring in the wrong direction?"  
 Authors: Paul Alpar  
 Discussant: Damian Kedziora
- 18:00 – 18:10 Short break
- 18:10 - 18:40 GSW16-07: "Attractiveness of Poland on the European offshoring market"  
 Authors: Damian Kedziora, Andrzej Kraslawski and Timo Kärri  
 Discussant: Paul Alpar
- 18:40 - 19:00 GSW16-18: "How does Cambodia fit as a location for outsourcing services?"  
 Authors: Karsten Eskelund, Helena Grunfeld, Phal Des  
 Discussant: Erik Beulen
- 19:30-22:00 Workshop Dinner at L'Aroley, transport from the Congress centre at 19:30**

## **Day 3: Thursday, February 18 2016, Val d'Isere Congress Centre.**

### **Session 3: Studies about Social Aspects and Collaboration**

#### **Session chair: Armin Heinzl**

- 13:30 – 14:00 GSW16-05 "Sharing Knowledge in a Shared Services Center Context: An Exploratory Case Study of Dialectics of Formal and Informal Practices"  
 Authors: Dragos Vieru and Pierre-Emmanuel Arduin  
 Discussant: Eleni Lioulio
- 14:00 – 14:30 GSW16-10: "Exploring the dialectics of socially responsible "impact" sourcing"  
 Authors: Ron Babin, Brian Nicholson and Megan Young  
 Discussant: Ravishankar M.N.
- 14:30 - 15:00 GSW16-19: "An Examination of the Relationship between Organizational Culture and Retained Organizations Growth Stages"  
 Authors: Albert Plugge, Christiaan Kooijman and Marijn Janssen

	Discussant: Jonghyuk Cha
15:00 – 15:10	Short Break
15:10 – 15:40	GSW16-01: “The Clash of Cultures in Information Technology Outsourcing Relationships: An Institutional Logics Perspective” Authors: Nikolaus Schmidt and Bastian Zöller Discussant: Dragos Vieru
15:40 – 16:10	GSW16-11: “Towards Genuine Virtual Collaboration: The Potential for Mobile Remote Presence in Offshore Outsourced Projects”. Authors: Erik Wende, Rainer Alt and Greg King Discussant: Jos van Hillegersberg
16:10 - 16:30	Coffee break

#### **Session 4: Studies about Innovation**

##### **Session chair: Julia Kotlarsky**

16:30 – 17:00	GSW16-33: “Why Do Firms Outsource: A Tool for Contextual Ambidexterity” Authors: Shivom Aggarwal, Kiron Ravindran and Gautam Ray Discussant: Kai Spohrer
17:00 – 17:30	GSW16-03: “A Case Study Cloud-services and Organisational change and Innovation” Authors: Michelle Hurdle and David Dans Discussant: Bart van der Linden
17:30 – 18:00	GSW16-09: “Transformative outsourcing at UBS: The Wealth Management Platform Initiative Cetus” Author: Armin Heinzl and Martin Deckert Discussant: Michelle Hurdle
18:00 – 18:30	GSW16-28: “IT outsourcing and digital transformation: towards open innovation initiatives” Authors: Hajdasinski Andrzej, Bart van der Linden and Theo Bosselaers Discussant: Brian Nicholson
18:30 – 19:00	Advance: A Management Framework for an IT Service Provider Presenter: Vitor Prisca

#### **19:30 - 22:00      Workshop dinner at Taverne d’Alsace**

### **Day 4: Friday February 19 2016, Val d’Isere Congress Centre**

#### **Session 5: Studies about Sourcing Models, Decisions, and Capabilities**

##### **Session chair: Albert Plugge**

09:00 – 09:30	GSW16-20: “Innovation in Outsourcing: The Case of Italy and the UK” Authors: Giovanni Vaia and Ilan Oshri
09:30 – 10:00	GSW16-12: “Towards an Integrated Methodology for Implementing Shared Services” Authors: Vipin Suri, Kuldeep Kumar, Jos van Hillegersberg and Marianne Elia Discussant: Albert Plugge

- 10:00 - 10:30 GSW16-14TC: "Turning Robotic Process Automation into Commercial Success – Case OpusCapita"  
 Author: Aleksandre Asatiani and Esko Penttine  
 Discussant: Julia Kotlarsky
- 10:30 – 10:40 Coffee break
- Session Chair: Kiron Ravindran**
- 10:40– 11:10 GSW16-26: "Exploring How Start-Up Companies Acquire Software – What lessons could be learned"  
 Authors: Bjorn Johanson, Blerta Deliallisi and Pien Walraven  
 Discussant: Giovanni Vaia
- 11:10 – 11:40 GSW16-02: "Offshoring business processes: An accounting firm perspective"  
 Authors: Silvia Caratti, Brian Perrin and Glennda Scully  
 Discussant: Stephanie Lambert
- 11:40 - 12:10 GSW16-32: "Navigating professional careers in new organisational forms"  
 Authors: Stephanie Lambert, Ian Herbert and Andrew Rothwell  
 Discussant: Silvia Caratti
- 12:10 - 12:40 GSW16-16: "Producing Benefits from Information Systems Outsourcing in the Public Sector: Towards a Better Understanding of Owner Dynamic Capabilities"  
 Author: Jonghyuk Cha, Mike Newman and Graham Winch  
 Discussant: Jade Brooks
- 12:40 – 13:00 Break
- 13:00 – 13:30 Closing Words**