Purpose of the Series:

Technology is all too often positioned as the welcome driver of globalization. The popular press neatly packages technology's influence on globalization with snappy sound bites, such as “any work that can be digitized, will be globally sourced.” Most glossy cover stories assume that all globalization is progressive, seamless, intractable, and leads to unmitigated good. But what we are experiencing in the twenty-first century in terms of the interrelationships between technology, work and globalization is both profound and highly complex. We launched this series to provide policy makers, workers, managers, academics, and students with a deeper understanding of the complex interlinks and influences between technological developments, including in information and communication technologies, work organizations and patterns of globalization. The mission of this series is to disseminate rich knowledge based on deep research about relevant issues surrounding the globalization of work that is spawned by technology. To us, substantial research on globalization considers multiple perspectives and levels of analyses. We seek to publish research based on in-depth study of developments in technology, work and globalization and their impacts on and relationships with individuals, organizations, industries, and countries. We welcome perspectives from business, economics, sociology, public policy, cultural studies, law, and other disciplines that contemplate both larger trends and micro-developments from Asian, African and Latin American, as well as North American and European viewpoints.

Proposal Submissions:

We encourage other researchers to submit proposals to the series, as we envision a protracted need for scholars to deeply and richly analyze and conceptualize the
complex relationships among technology, work and globalization. Please follow the submissions guidelines on the Palgrave website. Stephen Rutt (email: s.rutt@palgrave.com) is the publishing director for the series:

Stephen Rutt
Global Publishing Director
Economics, Business and Management
Academic and Professional Publishing
Palgrave Macmillan
Houndmills, Basingstoke
Hampshire, RG21 6XS
UK

Books in the Series:

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<tr>
<th>Title</th>
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<tr>
<td>Global Sourcing of Business and IT Services</td>
<td>Leslie Willcocks and Mary Lacity</td>
<td>2006</td>
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<td>The first book in the series, <em>Global Sourcing of Business and IT Services</em> by Leslie Willcocks and Mary Lacity is based on over 1000 interviews with clients, suppliers, and advisors and fifteen years of study. The specific focus is on developments in outsourcing, offshoring, and mixed sourcing practices from client and supplier perspectives in a globalizing world. We found many organizations struggling. We also found other practitioners adeptly creating global sourcing networks that are agile, effective, and cost efficient. But they did so only after a tremendous amount of trial-and-error and close attention to details. All our participant organizations acted in a context of fast moving technology, rapid development of supply side offerings, and ever changing economic conditions.</td>
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<td>Knowledge Processes in Globally Distributed Contexts</td>
<td>Julia Kotlarsky, Ilan Oshri, and Paul van Fenema</td>
<td>2008</td>
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<td>This book examines the management of knowledge processes of global knowledge workers. Based on substantial case studies and interviews, the authors—along with their network of co-authors—provide frameworks, practices, and tools that consider how to develop, coordinate, and manage knowledge processes in order to create synergetic value in globally distributed contexts. Chapters address knowledge sharing, social ties, transactive memory, imperative learning, work division and many other social and organizational practices to ensure successful collaboration in globally distributed teams.</td>
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**Offshore Outsourcing of IT Work**, by Mary Lacity and Joseph Rottman, 2008

Based on over 200 interviews, this new book provides rich insights and practices on the toughest challenges facing offshore client/supplier relationships. While many client organizations found benefits to be gained from the offshoring of IT work, others struggled to realize any cost savings or other improvements. How can these mixed experiences be reconciled? The research reveals that offshore outsourcing can deliver on its promises, but only if both clients and suppliers diligently manage the details. In this book, the authors provide specific practices that managers can use, and detailed case studies which illustrate how these practices are embedded and enacted within client and supplier firms.

**Global Challenges for Identity Policies** by Edgar Whitley and Ian Hosein, 2008

Governments are rapidly developing and transforming national policies for identity management. Comprehensive identity policies involve creating or adapting schemes for the collection and processing of individual–specific data that will be shared across services, both within and beyond government, often for a variety of purposes. The range of bodies involved in such policy developments is extensive, raising important issues both for the government led implementation of such policies and for academics to study and engage the policy deliberations as they take place. This book provides a comprehensive review of identity policies as they are being implemented in various countries around the world and considers the key arenas where identity policies are developed and provides intellectual coherence for making sense of these various activities.

**Exploring Virtuality within and Beyond Organizations** by Niki Panteli and Mike Chiasson, 2008

This book argues that there has been a limited conceptualization of virtuality and its implications on the management of organizations. Based on illustrative cases, empirical studies and theorizing on virtuality, this book goes beyond the simple comparison between the virtual and the traditional to explore the different types, dimensions and perspectives of virtuality. Almost all organizations are virtual, but they differ theoretically and substantively in their virtuality. By exploring and understanding these differences, researchers and practitioners gain a deeper understanding of the past, present and future possibilities of virtuality. The collection is designed to be indicative of current thinking and approaches, and provides a rich basis for further research and reflection in this important area of management and information systems research and practice.
ICT and Innovation in the Public Sector by Francesco Contini and Giovan Francesco Lanzara, 2008

This book examines the theoretical and practical issues of implementing innovative ICT solutions in the public sector. The book is based on a major research project sponsored and funded by the Italian government (Ministry of University and Research) and coordinated by Italy’s National Research Council and the University of Bologna during the years 2002-2006. The authors, along with a number of coauthors, explore the complex interplay between technology and institutions, drawing on multiple theoretical traditions such as institutional analysis, actor network theory, social systems theory, organization theory and transaction costs economics. Detailed case studies offer realistic and rich lessons. These cases studies include e-justice in Italy and Finland, e-bureaucracy in Austria, and Money Claim On-Line in England and Wales.

Global Sourcing: Services, Knowledge and Innovation edited by Ilan Oshri, Julia Kotlarsky, and Leslie Willcocks, 2008

The chapters of this book give wide and in-depth coverage to the global IT sourcing phenomenon. The research has been carried out in client organizations and suppliers. Most major economic sectors are represented, and the geographical spread and diversity of types of sourcing is considerable. Thus Chapter 1 looks at German client experiences of outsourcing, Chapter 2 at Scandinavian experiences of using Indian suppliers, while Chapter 3 studies five Dutch clients and Chapter 4 researches Chinese supplier experiences in Japan, Europe and the USA. Chapter 5 looks at a US company’s attempts to coordinate wholly-owned sites in Ireland, India and the USA, while Chapters 6, 7 and 8 look at USA-India, Ireland-India and Netherlands-India outsourcing relationships respectively. Chapters 9 and 10 have their primary focus on Germany and near-shoring to Poland, but also to Romania and Slovakia as well as offshoring to India. Our final chapter looks at a major Indian supplier delivering services to a Dutch global bank from centres in Mumbai, the Netherlands, Sao Paulo, Budapest and Luxembourg.

E-Governance for Development by Shirin Madon, 2009

This book examines the rapid proliferation of e-Governance projects aimed at introducing ICTs to improve systems of governance and thereby to promote development. In this book, the author unpacks the theoretical concepts of development and governance in order to propose an alternative conceptual framework which encourages a deeper understanding of macro and micro-level political, social and administrative processes within which e-Governance projects are implemented. The book draws on over fifteen years of research in India during which time many changes have occurred in terms of the country’s development ideology, governance reform strategy and ICT deployment.
**Bricolage, Care, and Information Systems**, edited by Chrisanthi Avgerou, Giovan Francesco Lanzara and Leslie P. Willcocks, 2009

This book celebrates Claudio Ciborra's Legacy in information systems research. Claudio Ciborra was one of the most innovative thinkers in the field of information systems. He was one of the first scholars who introduced institutional economics in the study of IS; he elaborated new concepts, such as ‘the platform organization’, ‘formative contexts’; and he contributed to the development of a new perspective altogether through Heideggerian phenomenology. This book contains the most seminal work of Claudio Ciborra and work of other authors who were inspired by his work and built upon it.

**The Outsourcing Enterprise: From Cost Management to Collaborative Innovation** by Leslie P. Willcocks, Sara Cullen and Andrew Craig

Evidence shows that organizations with both a CEO and a team involved in sourcing strategy and supplier configuration make more effective decisions. If the wrong supplier is chosen, performance can be negatively affected. Here the authors look at how companies can improve their outsourcing capabilities.


In recent years the Chinese government has assigned a high priority to science and technology services as its future growth sectors. The Chinese government is supporting this vision with the establishment of research and technology parks, favorable tax incentives, policy reform, grants to help Chinese firms achieve certifications, investments in infrastructure, and promotion of IT outsourcing (ITO) and business process outsourcing (BPO) services. Beyond the aspirations of its leaders, is China ready to compete in the global ITO and BPO markets? How can Western managers successfully engage Chinese ITO/BPO suppliers? In this book, top scholars and practitioners doing leading research on China’s ITO and BPO sector help answer these questions. All told, this book reports on findings from 519 interviews, 305 surveys, 11 detailed case studies, and 34 formal presentations. Authors analyze the strengths and weaknesses of China’s ITO and BPO markets, categorize and analyze Chinese suppliers, project future trends in China’s ITO and BPO capabilities, and prescribe lessons for Western managers seeking to engage Chinese suppliers.
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<tr>
<th>Title</th>
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<tr>
<td><strong>Governing Through Technology Information Artefacts and Social Practice</strong> by Jannis Kallinikos (2010)</td>
<td></td>
<td>Information produced and disseminated by an interlocking ecology of computer-based systems and artifacts currently provides the essential means for planning organizational operations and controlling organizational performances. This book describes the vital importance that digital information acquires in restructuring organizations.</td>
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<td><strong>Enterprise Mobility: Tiny Technology with Global Impact on Work</strong>, by Carsten Sørensen (2011)</td>
<td></td>
<td>There are currently 3.5 billion mobile phones in the world and mobile information technologies permeate all aspects of life. This book explores how mobile technologies and information work shape each other. Most writings do not consider how information work increasingly relies on mobile services; this book seeks to address this imbalance.</td>
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<tr>
<td><strong>Collaboration in Outsourcing</strong>, by Sjaak Brinkkemper and Slinger Jansen (2012)</td>
<td></td>
<td>Although IT outsourcing is nothing new, it remains surprisingly challenging for professionals. This book assists the IT professional in several areas of the outsourcing process: establishing outsourcing relationships, maintaining and managing the relationship, and finally governing outsourcing projects successfully.</td>
</tr>
<tr>
<td><strong>Advanced Outsourcing Practice: Rethinking ITO, BPO, and Cloud Services</strong> by Mary Lacity and Leslie Willcocks (2012)</td>
<td></td>
<td>The authors present impressive case evidence supporting the newest thinking, redirections, and advanced outsourcing practices that produce business value beyond cost savings. Hence the authors aim at thoughtful, experienced clients and providers who are ready for a radical, evidence-based rethink. Through this book leaders will master the advanced practices required to drive for and deliver the cost and efficiency gains, innovation and business advantages available from the various sourcing options now on stream. In particular, Lacity and Willcocks show how practitioners can optimize the strategic value inherent in offshore outsourcing, shared services, bundled services, impact outsourcing, advanced BPO, rural outsourcing, and cloud computing. This work will be a vital resource for all practitioners looking to reinvigorate, leverage and render strategic their outsourcing enterprise.</td>
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