

Georg-August-Universität Göttingen Modul M.WIWI-BWL.0092: Global Sourcing of Business and IT Services <i>English title: Global Sourcing of Business and IT-Services</i>	6 C 2 SWS
Lernziele/Kompetenzen: At the end of the course, the student is expected to have sound knowledge to analyze and discuss the following issues to make informed business decisions: <ul style="list-style-type: none"> - Why do firms choose to adopt a global sourcing model for executing an IT function/business process? - What are the factors that drive the selection of IT functions/business processes for sourcing? - What factors drive the selection of global service providers? - What are the critical factors to effectively manage the IT outsourcing engagements? - What are the key elements to develop frameworks to evaluate the success of sourcing engagements? - How do emerging trends in technology influence the IT global sourcing model? - How can firms design a global sourcing strategy considering key requirements and solution components? 	Arbeitsaufwand: Präsenzzeit: 28 Stunden Selbststudium: 152 Stunden
Lehrveranstaltung: Global Sourcing of Business and IT Services (Seminar) <i>Inhalte:</i> Advances in information and communication technologies enable firms to leverage expertise globally. Increasingly, sourcing and deploying expertise beyond the boundaries of the firm is considered an important part of business strategy. Firms are increasingly using digital technologies to create and extend relationships to execute business processes. As a result, global sourcing of information technology (IT) and IT enabled business process services are emerging as keys to increasing efficiency and competitiveness in the global economy. While global sourcing in manufacturing and logistics operations has been a part of business strategy for many years now, the trend in global product development and services delivery models enabled by IT is more recent. Firms are seeking not only cost savings (cost focus) from service providers, but also improvement in business processes (operational improvement focus), active engagement in co-creation of unique value (business performance focus), and access to the technical talent (new product development focus). In the high growth market for IT and business process outsourcing (BPO) services, firms that provide these services are facing a number of challenges including high attrition, lack of adequate talent, shrinking profit margins, and rising wages. For firms using the IT and business process services and creating an extended digital enterprise, they are well advised to also consider the risk factors and realistically estimate both short and long term benefits. Indeed, cultural and geographical distances between members of multi-national, globally distributed networks could also pose a myriad of risks. In this course we will study the drivers of the globalization of IT service delivery along with the managerial and technological issues related to managing the global sourcing of information technology and business process services.	2 SWS

Prüfung: Schriftliche Ausarbeitung einer Fallstudie (ca. 6 Seiten) Prüfungsvorleistungen: Regelmäßige und aktive Teilnahme am Seminar	
Prüfungsanforderungen: Selbständige wissenschaftliche Bearbeitung einer Fallstudie aus dem Bereich des Global Sourcing in schriftlicher Form und Diskussion der Ergebnisse im Rahmen des Seminars.	
Zugangsvoraussetzungen: keine	Empfohlene Vorkenntnisse: Informationsmanagement, Kenntnisse über IT-Beschaffungsmanagement
Sprache: Englisch	Modulverantwortliche[r]: Prof. Dr. Robert Wayne Gregory Prof. Balaji Rajagopalan, Ph.D.
Angebotshäufigkeit: einmalig	Dauer: 1 Semester
Wiederholbarkeit: zweimalig	Empfohlenes Fachsemester: 1 - 4
Maximale Studierendenzahl: 21	