Course: IDSc 6465 Global Sourcing of IT and IT Enabled Services
Credits: 4 credits
Prerequisites: IDSc 6040 or IDSc 6050 or MBA 6240

Description and Learning Objectives

Mastering global sourcing to take advantage of geographically dispersed expertise and towards creating integrated shared services platforms is fast becoming a core competency for global enterprises looking to gain a competitive edge in tough economic climates. At the same time, exporting of white collar jobs is subject to attention both at business and political levels. Whether you are a proponent or an opponent of this trend, you need to know how to make sound decisions about your global sourcing strategy. This course focuses on outsourcing of IT and IT enabled services, with special attention paid to Information Technology (IT) outsourcing – currently the largest area of global professional services outsourcing.

The discipline of sourcing services from external providers that originated in the delivery of information technology is now increasingly expanding into the sourcing of business and knowledge centric processes. These span functions such as finance and accounting, human resources, engineering services and data analytics. While firms may recognize the significant potential from global sourcing, evidence exists to suggest that a significant share of offshore outsourcing initiatives fail to deliver expected benefits such as cost reduction and reduced cycle times. These adverse outcomes arise both from 2 deficiencies in the strategic global sourcing plan and from the failure at the implementation stage, including but not limited to, lack of attention paid to nuances in the management of offshore service relationships.

The course's main learning objectives cover four broad areas:
- Gaining a perspective on the global services sourcing landscape: past, present, and future
- Developing competence in global sourcing: strategy and management
- Gain practical global experience by working in a virtual team project with Indian counterparts on issues relating to the globalization of IT and IT enabled services work
- Learn firsthand about the impact of geographic distance, time zones, language, and culture on the coordination of work.

It draws on economic and management theories as well as real world examples from managerial practice. The goal of the course is to help you identify the challenges of global sourcing as well as the costs, risks, rewards, and strategies involved in making sourcing decisions.