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Companies outsource today to reduce cost, increase flexibility, and focus on core competence. Outsourcing is not a fad, but strategic lever organizations utilize to meet their planned objectives. Outsourcing led transformations have become a mechanism for generating economies of scale, specialization, and standardization. Let's face it most outsourcing initiatives fail to deliver the expected value. The wisdom isn't a secret - the companies succeeding in this journey invested in building the right competencies, proper governance, and support structures to manage these initiatives. The Customer Centric Service Competency framework introduced in this book essentially brings forwards the service orientation and integrates

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outsourcing successfully with the usual business of an IT organization. The service framework encompasses thirty key competencies that can be implemented over the duration of outsourcing initiative. Implementation of the services framework will also bring together skills in areas of program management, service management, vendor management, and relationship management. This book is sweeping and perhaps innovative - for it introduces an integrated view of core services and process centric competencies to succeed with outsourcing. It also brings forward a matured competency based method to managing vendor relationships - more art than science. The information contained in this book, when applied in context of your organization, will emerge several

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areas of efficiencies you may benefit by implementing. 6 Key Reasons You Must Read This Book-Innovative services based approach and practical insights into implementing outsourcing strategy, core capabilities and their strategic alignment with business.-Written for novice as well as experienced buyers and service providers.-Guides IT professionals to simplify application of outsourcing - improving accountability across outsourcing value chain, and improving benefits.-Provide easy to understand tools, techniques, and best practices to manage outsourcing programs and provider relationships.-Improve service focus for outsourcing programs by enhancing productivity, reliability, responsiveness, competency, and maturity.-Guide for providers to



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This book contains the refereed proceedings of the 15th International Conference on Knowledge Management in Organizations, KMO 2021, held in Kaohsiung, Taiwan, in

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July 2021. The 28 full papers and 9 short papers accepted for KMO 2021 were selected from 86 submissions and are organized in topical sections on: knowledge management models and analysis; knowledge transfer and learning; knowledge and service innovation; knowledge and organization; information systems and information science; privacy and security; intelligent science and data mining; AI and new trends in IT.

"This book offers insight into current research practices and trends in Information Resource Management strategies that are implemented electronically"--Provided by publisher.

Managing (e)Business Transformation comprises text and cases designed to show students how a business can be

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transformed into an internet networked enterprise where IT infrastructures are used to link customers, suppliers, partners and employees to create superior economic value. The book is written based on the premise that integrating internet technologies throughout the value chain is crucial to building and managing customer relationships. Importantly, it underscores the centrality of basic business and economic principles within the context of a networked environment. The book builds on established business and economic theories, concepts and fundamentals to show that 'e-business' will soon be synonymous with 'business'. The book takes a strong managerial perspective, especially popular with MBA students, to argue that the internet is simply an enabling technology, which allows

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firms to build the infrastructure needed to operate in an evolving business world. The application of theory/concepts is emphasized throughout and contains a range of international case studies enhance the learning experience. This book is a must for all students studying e-business strategy at undergraduate, MBA and postgraduate level. Also available is a companion website with extra features to accompany the text, please take a look by clicking below - <http://www.palgrave.com/business/farhoomand/index.asp>

The human aspect plays an important role in the social sciences. The behaviour of people has become a vital area of focus in the social sciences as well. Recent Trends in Social and Behaviour Sciences

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contains papers that were originally presented at the International Congress on Interdisciplinary Behavior and Social Sciences, held 4-5 November 2011

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In order to maximize IT resources and justify IT expenditures, CIOs and other IT managers must be able to identify meaningful metrics and explain them in a way that management can understand. *The Business Value of IT: Managing Risks, Optimizing Performance, and Measuring Results* solves this problem by providing

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and evaluate the best approaches to outsourcing. Many IT organizations have successfully implemented the techniques described in this book to increase their business value. This work identifies the organizational and cultural obstacles you need to remove to get started along the same path.

Through case studies this volume provides evidence that a link between sourcing capabilities and organizational structure contributes to a positive sourcing performance. Reveals that providers who are able to adapt to changing client circumstances, whilst establishing a fit, succeed in achieving a sustainable performance.

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