THE UNIVERSITY OF
AUCKLAND
Te Whare Wānanga o Tāmaki Makaurau
N E W   Z E A L A N D

BUSINESS SCHOOL

Course Outline 2017
INFOSYS 701: Global Outsourcing (15 POINTS)

Semester 2 (1175)

Course Prescription

IT outsourcing has a great impact on today's information technology industry. The course focuses on issues faced when organisations engage in outsourcing, offshoring and internationalisation. It equips students with the theoretical framework and tools to identify core IT capabilities and analyse relevant activities for outsourcing and offshoring. This course will provide an overview of IT outsourcing concepts and practices and discuss new directions of outsourcing in the context of Internet information management. Specifically, it introduced students to the fundamentals and theoretical perspectives of these phenomena and expose them to practical issues ranging from managerial to economical, from cultural to political, from methodological to regulatory. As such, the course leads students to understand global outsourcing through multiple lenses of information technology governance and operations and supply chain management and examine outsourcing from a wide range of perspectives, including economic, cultural and political. Topics covered include: vendor management; global outsourcing; outsourcing project management and cross-border knowledge management.

Programme and Course Advice

Nil

Goals of the Course

Global outsourcing has become a key part of the firms' strategy for large or small multinational organizations. This course offers a substantive review of current and emerging trends in global outsourcing. We examine some of the challenging questions that firms face in the current market environment- What to outsource and how to outsource? How to protect IP and innovations, and manage supply side strategies and relationships with vendors and clients? Irrespective of firms' preferences, firms need to understand these pressing issues related to global outsourcing to compete and survive in global economy. We will draw from academic research and real world examples. During the course, we will also read several cases, articles highlighting various aspects of global outsourcing and firms' strategies. Overall, the course focuses on developing skills in global outsourcing decisions. Students will understand key factors that drive firms' outsourcing strategies and such knowledge will help them to gain competency in managing global outsourcing in real business contexts.

Learning Outcomes

By the end of this course it is expected that the student will be able to:
1. understand the key concepts, frameworks, processes and strategies in outsourcing and offshoring in an international context;
2. know project management principles in managing an organization's outsourcing process;
3. develop managerial competence in the planning, development and management of outsourcing/offshoring programmes;
4. understand various considerations associated with selecting outsourcing service providers in different geographical locations, and developing and negotiating the contract for an outsourcing agreement;

5. master theoretical frameworks to understand, manage, and study global outsourcing;
6. *develop generic skills in effective communication, working individually and in teams, time management, data analysis and reporting, and creative problem solving.*

Content Outline
Topics that will be discussed include
- Outsourcing and offshoring strategy
- Developing and Managing the sourcing process
- Selection of Service Providers
- Contract management
- Relationship management and dispute resolution
- Cost and risk management
- Knowledge and intellectual property management
- Innovation in global outsourcing
- Cross-cultural issues in global outsourcing

Learning and Teaching
One 3-hour session each week. Each session includes lecture, paper presentation and discussion, and/or case analysis.

Teaching Staff
Name	Dr. Xinwei Wang
Role	Lecturer
Location	OGGB 04-470
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Office Hours	TBA

Learning Resources
There is no compulsory textbook. Learning resources are from digital libraries, journals and conference proceedings. Readings will be made available online through Canvas. Additionally, students are expected to read more widely including additional articles from any recognised journal.

Assessment
Individual assessments	
Class discussion participation	10%
Presentation commenting and reflection	10%
Group-based assessments	
Group paper presentation	25%
Group project work	35%
Open book take-home/in-class assessments	20%
Total	100%

Learning Outcome	Individual assessments	Group-based assessment	Tests
1	X	X	X
2	X	X	X
3	X	X	X
4	X	X	X
5	X	X	X
6	X	X	X

Inclusive Learning

Students are urged to privately discuss any impairment-related requirements in person and/or in written form with the course convener/lecturer and/or tutor.

Student Feedback

Student feedback is regularly sought in this course and is used to improve the course. Such feedback is welcomed at all times throughout the semester and also through the evaluations that will be conducted at the end of the semester. Students should feel confident to approach either the lecturer or the class rep with any issues or questions that they have.