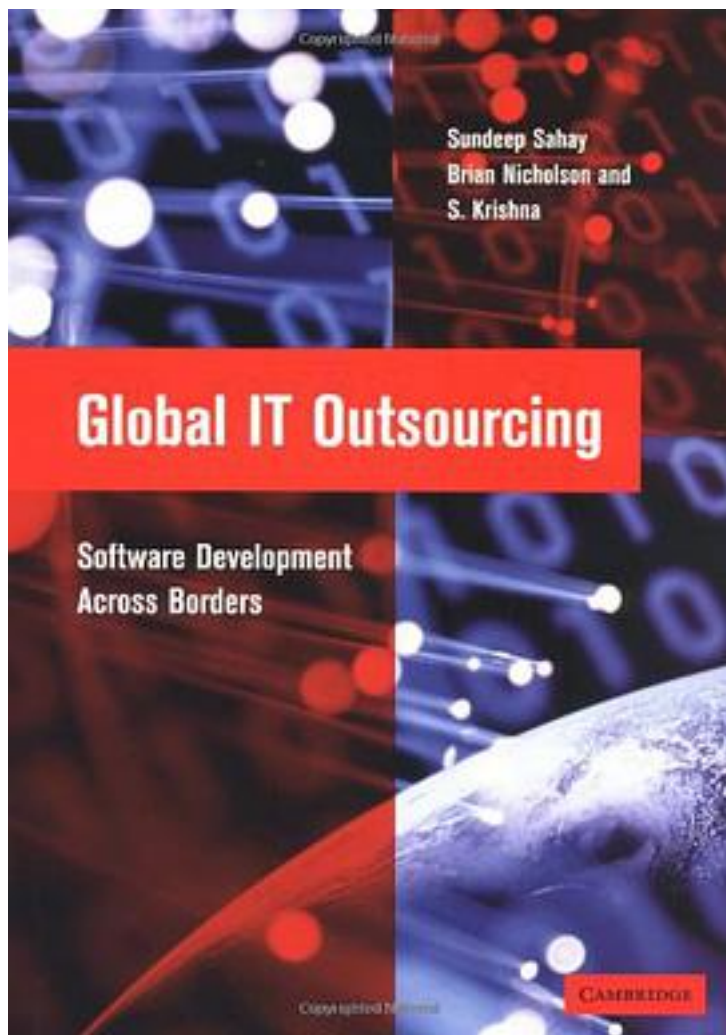


# Global IT Outsourcing



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著者:Sahay, Sundeep/ Krishna, S./ Nicholson, Brian

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This book offers key insights into how to manage software development across

international boundaries. It is based on a series of case studies looking at the relationships between firms from North America, the UK, Japan and Korea with Indian software houses. In these case studies, which have typically been compiled over a 3-4 year timespan, the authors analyse the multi-faceted challenges encountered in managing these Global Software Alliances (GSAs). These challenges range from the conflicts that managers face when dealing with distance, to the tensions of transferring knowledge across time and space, to issues in trying to establish universal standards in a context of constant change, and the problems of identity that developers and clients experience in having to deal with different organizations and countries. Throughout the book, the authors draw on their extensive research and experience to offer constructive advice on how to manage GSAs more effectively.

作者介绍:

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