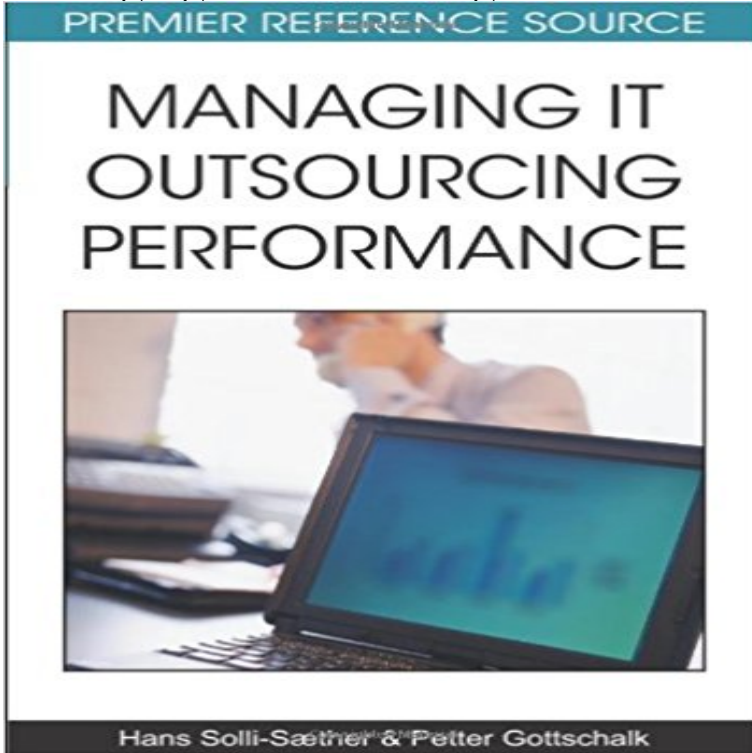


Managing It Outsourcing Performance



The expectations of IT outsourcing in the delivery of strategic, economic, and technological benefits have drastically increased over the last decade. Although private companies and governments across the globe are involved in outsourcing arrangements, managing relationships and measuring performance still remains an issue. *Managing IT Outsourcing Performance* provides a unique collection of methodologies and tools useful in managing relationships and task execution to help in developing successful IT outsourcing interactions. A valuable compilation for a wide audience of managers and developers, this leading reference collection enables researchers to examine current issues and allows managers to improve outsourcing relationships.

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