

Arizona State University

GENERAL STUDIES COURSE PROPOSAL COVER FORM

Course information: Copy and paste <u>current</u> course informat	ion from <u>Class Search/Course Catalog</u> .		1 - 0 1	~
Academic Unit <i>College 7 H</i>	thes and Sueices Departmen	at	Social Scray and Globalizate	en Ces
Subject Sis Number	330 Title Information	n rechale	y and Globalizate	or-Units: 3
Is this a cross-listed course? If yes, please identify course(s)	(Choose one)	COLONO PROGRAM DE LA COLON DE PROGRAM POSTORIS PRO	J	
Is this a shared course? Course description:	(choose one) If so, list all acader	nic units offe	ring this course	NO
Requested designation: (Choose On Note- a <u>separate</u> proposal is require				·
Eligibility:				
- -	st have completed the university's of omnibus courses, contact Phyllis	review and a Lucie@asu.e	pproval process. du or <u>Lauren Leo@asu.</u>	<u>edu</u> .
Submission deadlines dates are a	s follow:			
For Fall 2015 Effective Date:	October 9, 2014	For Spring	2016 Effective Date: Ma	arch 19 2015
Area(s) proposed course will se		1010011118	EUL CHICKLES C. EUCE, 1:31	the call along to the o
requirement and more than one a core areas simultaneously, even if	for more than one core or awarene wareness area requirements concu approved for those areas. With de th the General Studies requiremen	rrently, but n epartmental c	nay not satisfy requirer onsent, an approved G	nents in two
Checklists for general studies d			or programmer or outly.	
Complete and attach the appropri	~			
Literacy and Critical Inquiry				
 Mathematics core courses () 				
 Computer/statistics/quantit Humanities, Arts and Design 	tative applications core courses (CS	<u>S)</u>	•	
 Social-Behavioral Sciences con 			•	
 Natural Sciences core course 				
 Cultural Diversity in the Uni 	ted States courses (C)			
• Global Awareness courses (C				
Historical Awareness course				
A complete proposal shou		v-1	•	
	Program Course Proposal Cover	r Form		
Criteria Checklist for th				,
Course Syllabus	3011			
	ats from the textbook and list o	of required r	eadings/books	
Respectfully request that pro	oposals are submitted elect	ronically v	with all files comp	iled into one
PDF. If necessary, a hard cor	by of the proposal will be a	ccepted.		
Contact information:				
Name Nicholas A	102.18	Phone	4807271	1395
Mail code 2780		E-mail:	ALOZIE @	asu.edu
Department Chair/Directo	r approval: (Required) —			
Chair/Director name (Typed):	choles, Algzie	g	Date: 2-//	-2015
Chair/Director (Signature):	Wickeyel		. Tenneste Marie (and an	
Rev 1/94 4/95 7/98 4/00 1/02 10/08	11/11/ 12/11 7/12 5/14			

Arizona State University Criteria Checklist for

GLOBAL AWARENESS [G]

Rationale and Objectives

Human organizations and relationships have evolved from being family and village centered to modern global interdependence. The greatest challenge in the nuclear age is developing and maintaining a global perspective which fosters international cooperation. While the modern world is comprised of politically independent states, people must transcend nationalism and recognize the significant interdependence among peoples of the world. The exposure of students to different cultural systems provides the background of thought necessary to developing a global perspective.

Cultural learning is present in many disciplines. Exposure to perspectives on art, business, engineering, music, and the natural and social sciences that lead to an understanding of the contemporary world supports the view that intercultural interaction has become a daily necessity. The complexity of American society forces people to balance regional and national goals with global concerns. Many of the most serious problems are world issues and require solutions which exhibit mutuality and reciprocity. No longer are hunger, ecology, health care delivery, language planning, information exchanges, economic and social developments, law, technology transfer, philosophy, and the arts solely national concerns; they affect all the people of the world. Survival may be dependent on the ability to generate global solutions to some of the most pressing problems.

The word university, from universitas, implies that knowledge comes from many sources and is not restricted to local, regional, or national perspectives. The Global Awareness Area recognizes the need for an understanding of the values, elements, and social processes of cultures other than the culture of the United States. Learning which recognizes the nature of others cultures and the relationship of America's cultural system to generic human goals and welfare will help create the multicultural and global perspective necessary for effective interaction in the human community.

Courses which meet the requirement in global awareness are of one or more of the following types: (1) indepth area studies which are concerned with an examination of culture-specific elements of a region of the world, country, or culture group, (2) the study of contemporary non-English language courses that have a significant cultural component, (3) comparative cultural studies with an emphasis on non-U.S. areas, and (4) in-depth studies of non-U.S. centered cultural interrelationships of global scope such as the global interdependence produced by problems of world ecology, multinational corporations, migration, and the threat of nuclear war.

Reviewed 4/2014

Proposer: Please complete the following section and attach appropriate documentation.

m (2), (2)	ASU-[G] CRITERIA GIOBALIAWARENESS (G				
YES	NO		Identify Documentation Submitted		
		 Studies must be composed of subject matter that addresses or leads to an understanding of the contemporary world outside the U.S. 	Chapters of the textbook, syllabus, class assignements		
		The course must match at least one of the following descriptions: (check all which may apply):			
\boxtimes		a. In-depth area studies which are concerned with an examination of culture-specific elements of a region, country or culture group. The area or culture studied must be non-U.S. and the study must contribute to an understanding of the contemporary world.	Chapters of the textbook, syllabus, class assignments		
		b. The course is a language course for a contemporary non-English language, and has a significant cultural component.			
\boxtimes		c. The course is a comparative cultural study in which most, i.e., more than half, of the material is devoted to non-U.S. areas.	Chapters of the textbook, syllabus, class assignments		
\boxtimes		d. The course is a study of the cultural significance of a non-U.Scentered global issue. The course examines the role of its target issue within each culture and the interrelatedness of various global cultures on that issue. It looks at the cultural significance of its issue in various cultures outside the U.S., both examining the issue's place within each culture and the effects of that issue on world cultures."	Chapters of the textbook, syllabus, class assignments		

Global Awareness [G] Page 3

Page 3 of 4

Course Prefix	Number	Title	Designation
STS	330	Information Technology and Globalization	Global Awareness (G)

Explain in detail which student activities correspond to the specific designation criteria. Please use the following organizer to explain how the criteria are being met.

Criteria (from checksheet)	How course meets spirit (contextualize specific examples in next column)	Please provide detailed evidence of how course meets criteria (i.e., where in syllabus)
SAMPLE: 2d: study the cultural significance of a non-U.S. centered global issue	SAMPLE: The course examines the cultural significance of financial markets Japan, Korea, and the UK.	SAMPLE: Module 2 shows how Japanese literature has shaped how Japanese people understand world markets. Module 3 shows how Japanese popular culture has been changed by the world financial market system. Modules 4 & 5 do the same for Korea and modules 6 & 7 do the same for the UK.
1:Composed of subject matter that addresses or leads to an understanding of the contemporary world outside the U.S.	This is a course that examines the impact of information technology on globalization. Everything about this course is global and international	The syllabus description of the course, learning outcomes, and the chapters of the textbook provided for the course lay out in very clear terms the extensive global reach of this course. The book starts with the concept of a "flat" world and talks about the place of the U.S. and the developing countries in that flat world. More topics in the book talk about specific attributes of the global world as they relate to the concept of a flat world.
2a:Concerned with culture- specific elements of a region, country, or culture group	The course has a global scope.	Besides its global scope, the course, as the contents of the text reveal, deals with developing countries as a culture group.
2c:Is a comparative cultural study in which most of the materials are devoted to non-U.S. areas	The course examines its subject matter across the global stage.	Most of the topical issues and materials for this course are devoted to non-U.S. areas. Chapters of the main text reveal the global reach of the readings.

Global Awareness [G] Page 4

2d:Study the cultural signficance of a non-U.S. centered global issue	The course examines the inter- relationship between information technology and globalization, a non-U.S. centered global issue	Chapter 1 of the text discusses how information technology has made the world "flat", flat being a metaphor for globalization. Other chapters then fuse other world issues into that metaphor.

STS 330 Cadalog Description

Course iD: 121646 Effective Date: 08/01/2014 Status: Description: Info Tech and Globalization Information Technology and Globalization Long Course Title; Examines the intersection of advances in information technology and globelization and the impact of these processes on human systems. Long Description: Course United Hos Minimum Unita: 3.00 Lant Course of Mult Term Seq: 3.00 Enrollment Unit Load Calc Maximum Units: Type: Course Count: Academic Progress Units: 3.00 1.00 Figurcial Aid Progress Units: Course Contact Hours: 3.00 0.00 Course Cracing Grading Basis: Stdnt Opt Grade Roster Print: Component Graded Component: Lecture Tropy of the forcest report Repeat for Credit 3.00 Total Units Allowed: Allow Multiple Enroll in Yerm No Choice Add Consent: No Consent Drop Consent: No Consent Requirement Designation: GS50 Equivalent Course Group: Committee (Fig.) PER Committee (Fig.) Course Attribute Value

COURSE

COURSE

CRS

COURSE

Syllabus Arizona State University Polytechnic Campus

STS 330 Information Technology and Globalization

Spring, 2011 Schedule Line Number: 20196

Satisfies General Studies:

The instructor reserves the right to update and revise this syllabus. If he does so, he will email you the changes and post the revised syllabus on Blackboard.

Professor: William Abbott Foster, PhD

(520) 440-0807 (feel free to call on weekends)

E-Mail: wafoster@asu.edu

Course Description:

The application of information technology and policy reforms in industrial and emerging markets mean that many so-called "non-tradables" are now being traded in international markets. These include business services, call centers, software, finance, and education among other services. Outsourcing and offshoring raise questions of economic theory, business strategy, and policy emphasis. The course examines business strategies in the face of these new opportunities and considers implications for policy—both in the industrial world and for emerging economies. It is a tenet of this course that although the world is connected by one Internet, how information technology is adopted in each country depends on a combination of cultural, political, and economic factors. These factors will influence the niche the country finds in the global economy.

Course Learning Outcomes

At the end of the course, students are expected to:

- Understand the intersection of globalization and advances in information technologies.
- Understand the core issues of concern for policymakers, researchers and development workers in the field.
- Understand the historical connections between technology and processes of globalization.
- Understand the motivations and processes of global outsourcing.
- Recognize the complexities in the debates on outsourcing and its socioeconomic implications across different countries.
- Develop critical analytical skills in (through different written assignments) in engaging with the discourse on information technology and globalization.
- Improve their group leadership skills.

Gain an in-depth understanding of information technology in a particular country.

About the Instructor

William Foster, PhD has taught at ASU since 2001. He holds a PhD in Management Information Systems from the University of Arizona. His dissertation on *The Diffusion of the Internet in China* was published by CISAC at Stanford University. Dr. Foster also runs a management consulting company, Foster and Brahm. His books and articles, as well as his resume, are available at http://www.FosterandBrahm.com.

Required Materials

Friedman, Thomas (2007), The World is Flat: Release 3.0, Picadour.

Carmel, Erran and Paul Tjia (2005). Offshoring Information Technology: Sourcing and Outsourcing to a Global Workforce. Cambridge University Press.

Discussion questions: 15 points per forum

There will be one discussion question assigned per week. The discussion forums are on Blackboard. Discussion questions will be posted the Sunday of the assigned week. Each student should post a response to the discussion question by Thursday and then over the next couple days respond to your classmate's posts. Active back and forth discussion between students is encouraged and will be rewarded. All posts for the discussion question must be posted by Saturday night at midnight.

You will get up to 15 points on each discussion question, broken down as follows:

- Baseline-3 points (you get 3 points just for posting on time. Please note that failure to post by due date will result in a zero point as late responses are not graded at all.)
- 9 points for addressing the discussion question. Points will be given for knowledge of the reading, and for thinking critically about the question. Thinking outside the box is encouraged.
- 2 points for making at least one reference to a website, video, or article that bears on the question at hand. Please make it clear what the significance of the link is and why the class should visit it.
- 1 point for posting at least one to the discussion board by Thursday.

Mid-Term: (100 points)

There will be a mid-term that will focus on the texts we have read to the date of the exam. You can choose to take the exam anytime during the week it is available. You will have two hours to take the mid-term. It will be open book and you can use any resources you want.

Group Project: (200 points)

Wiki on how countries are using information technology to find their niche on the planet.

The goal of this project is to document how countries are using information technology to find their niche on the planet. The URL for the Wiki is

https://sites.google.com/site/sts330spring2011/ You will receive an email from the instructor with the exact email address to use to set up your account, log in and to be able to edit the wiki.

The instructor will assign you to a group which you can find on Blackboard.

Each team will be assigned responsibility for writing about information technology in one particular country. For examples of what would make an excellent article see the International Perspective Articles from S. Goodman in *Communications of the ACM*. How information technology is implemented differs based on various political, economic, and cultural factors. How is information technology influencing how the country is creating a niche on the planet?

Make sure to have between 10-25 citations, including at least 5 from peer reviewed journals. Good sources are the Communications of the ACM, Communications of the AIS, and Global Information Technology Management. You should use Wikipedia's citation style.

Each individual will keep a diary of their experience with the group project that they will turn in via SafeAssignment at the end of the semester. The diary will evaluate the contributions of each member of the team and the lessons learned from the project. Students often ask what is the format for the diary. The diaries are very helpful to me, particularly when they give both a week to week account of how the team worked and general conclusions about what worked and why.

It should also be remembered that the Wiki page allows the instructor to see what each individual team member has contributed to the Wiki

Grades for the team project will be based on the Wiki and the Diary. Team members can receive different grades based on their participation and the evaluation of their peers.

Grading Parameters:

Final Grade	Percentage of total
	points
A+	100+
Α	95-100
A-	90-94.9
B+	86 – 89.9
В	83-85.9
B-	80-82.9
C+	76 – 79.9
C	73-75.9
C-	70-72.9
D	60-69
E	Below 60

NOTE ON WRITING ASSIGNMENTS: Academic honesty is expected of all students at Arizona State University. Cheating or plagiarism will result in disciplinary action against the student (s) involved. Cheating includes, but is not limited to, buying or copying research papers from somebody. Plagiarism also includes copying sections, including sentences and phrases of text out of research articles, or off internet websites, without citing the source and putting phrase/sentences in full quotation marks.

Discussion beginning	Assigned reading	Assignment Due
January 18 th , 2011	S. C. S. C. S.	Discussion 1: Introduce yourself on Blackboard by discussing your prospective on the most important social change for the planet of the next decade Due 1/22/2011
January 23rd	The World is Flat "How the World Became Flat" (pp 1-259)	Discussion 2 Due 1/29/2001

January 30th	The World is Flat "How the World Became Flat" (pp 1-259)	Discussion 3
	dr = == 3	Due 2/5/2011
Febuary 6th	Offshoring Information Technology "The Fundamentals"	Discussion 4
	(pp 1-90)	Due 2/12/2011
Feb. 13th	Offshoring Information Technology "Managerial	Discussion 5
14	competency" (pp 91-196).	Due 2/19/2011
Feb. 20th		Mid-term
·		Due 2/26/2011 at mid-night
Feb. 27 th	The World is Flat "Developing Countries and the Flat World" pp.	Discussion 6
	403-4440.	Due 3/5/2011
	Read from Offshoring Information Technology "Building sotware	
	indues in developing nations." pp. 199-218	
March 6	The World is Flat "America and the Flat World" (pp	Discussion 7
	263-402).	Due March 12 th 2011
	Read from Offshoring Information Technology "Offshore politics" (pp	
No. 1 40 40th	241-248).	
March 13-19 th	Spring Break – no assignment	
March 20th	Cybertreaty Article from the	Discussion 8
	Economist	Due March 26 th , 2011
March 27 th	Telecommunications Standards	Discussion 9
		Due April 2, 2011
April 3	Internet Sovereignty	Discussion 10
		Due April 9th

April 10th	Google	Discussion 11
,		Due April 16th
April 10 th , 2011	Course withdrawl deadline, April 8 th in Persion. April 10 th On-line	
April 17th	Huawei	Discussion 12
		Due April 23 rd
	Group Project Due	April 23 rd .
April 24th	Assigned Reading: Lessons from the Class Wiki Conclusion	Discussion 13 Final discussion question due April 30th
May 3rd Last day of class	No assignments due	Diary on Group Wiki project is due via Safe Assignment by May 3rd at midnight.
· .	NO FINAL EXAM	

Incomplete Grades

A course grade of "Incomplete" will be given only in extreme situations because the sad story is that most students who request incompletes never finish the course.

Please visit http://www.asu.edu/registrar/forms/regforms.html under the Academic Record Forms section for the Incomplete Grade Request form, which is available in both *Word* and as a PDF. The form must be completed by the student, signed by the student, the instructor, and the department chair or school director. The completed form must be filed with Janice Frangella (Santa Catalina Hall, Room 233V) before the grade of "I" is given.

Student Conduct

Students are required to adhere to the behavior standards listed in Arizona Board of Regents Policy Manual Chapter V – Campus and Student Affairs: Code of Conduct

(http://www.abor.asu.edu/1_the_regents/policymanual/chap5/chapter_v.htm#C.%20CODE%20OF%20CONDUCT), ACD 125: Computer, Internet, and Electronic Communications (http://www.asu.edu/aad/manuals/acd/acd125.html), and the ASU Student Academic Integrity Policy (http://www.asu.edu/studentaffairs/studentlife/judicial/academic_integrity.htm).

Students are entitled to receive instruction free from interference by other members of the class. If a student is disruptive, an instructor may ask the student to stop the disruptive behavior and warn the student that such disruptive behavior can result in withdrawal from the course. An instructor may withdraw a student from a course when the student's behavior disrupts the educational process under USI 201-10 (http://www.asu.edu/aad/manuals/usi/usi201-10.html).

Accommodations for Disabilities

Accommodations for disabilities will be made according to the policy of Arizona State University in compliance with the Americans with Disabilities Act. If you have concerns not addressed by these policies, reasonable accommodations may be made contingent upon circumstances and the approval of the instructors and administrators in the College of Education. For more details about ASU's Disability Resource Center, point your browser to http://www.asu.edu/studentaffairs/ed/drc/.

Student Support Services

Polytechnic campus site: http://www.poly.asu.edu/students/services/

The Writing Center at the Polytechnic Campus: The Polytechnic Writing Center offers tutoring services to all students on any sort of writing project. Writing tutors can help with any stage of the writing process, including choosing a topic, brainstorming, clarifying a thesis, organization of ideas or paragraphs, grammar, citation styles, and more. The Center is located in the Academic Center Building on the Lower Level and will be open for the Fall 2008 semester beginning Tuesday, September 2. Tutors' availability will be posted on our website at http://studentsuccess.asu.edu/polytechnic/writingschedule. Although walk-ins are accepted, it is strongly recommended that you make an appointment. Please call (480) 727-1452 to schedule an appointment. Online tutoring is also available if you cannot come in. Visit the Writing Center's website (http://studentsuccess.asu.edu/polytechnic/writing) for more information.

ASU Libraries - offers 24/7 access to librarians through "Ask a Librarian" online chat and help by librarians in person at the Reference Desk during most hours the libraries are open. www.asu.edu/lib/

STS 330 Spring 2011 Page 7

Polytechnic campus link: http://library.poly.asu.edu/

Counseling and Consultation – provides confidential mental health and career counseling services for all ASU students. http://www.asu.edu/studentaffairs/counseling/

Polytechnic campus site (Student Counseling Services): http://www.poly.asu.edu/students/counseling/

Student Success Centers – the Student Success Center (SSC) on each ASU campus provides an array of support services that promote students' academic success. The SSC supports classroom instruction by helping students become better learners and gain the confidence and skills to achieve their greatest possible academic success. http://studentsuccess.asu.edu/

The Student Success Center at the Polytechnic Campus provides a variety of support services that promote students' academic success. The SSC's programs help students to become better learners and to gain the confidence and skills to do well in their courses. At the Polytechnic campus, the SSC provides the following services FREE of charge to ASU students: (1) subject area tutoring, (2) writing tutoring for any writing assignment, (3) supplemental instruction for MAT 170 and CHM 113, (4) academic success workshops on topics like reading strategies and studying for exams, and (5) individual as well as group study space. For questions, please call (480) 727-1452 or stop by. For more information and for tutoring schedules, please visit our web site at http://studentsuccess.asu.edu/polytechnic. The SSC is located in the Academic Center Building (CNTR) on the Lower Level. To see a campus map, please visit http://www.asu.edu/map/pdf/asu_map_poly_2008.pdf.

Career Services – offers assistance to students in choosing a major, setting career goals, interviewing and job hunting strategies. http://career.asu.edu/

Polytechnic campus site: http://www.poly.asu.edu/students/career/

Student Financial Aid Office – offers information and applications for student funding such as grants, loans, scholarships and student employment. www.asu.edu/fa/

Polytechnic campus site: http://www.asu.edu/fa/ (same as general ASU site)

Student Health and Wellness Center – provides non-emergency medical health care to all ASU students regardless of insurance status. Most visits with a physician or nurse practitioner are free of charge, but fees will be incurred for x-rays, lab results, etc. www.asu.edu/health/

Polytechnic campus site: http://www.poly.asu.edu/students/health/

Student Recreational Center – offers individual and group fitness opportunities, as well as information on nutrition and wellness, and massages. Use of the general facilities (weights, circuit training and cardio machines) are free, other services (yoga classes, massages) are feebased. www.asu.edu/src/

Polytechnic campus site: http://www.poly.asu.edu/pac/

Student Legal Assistance – provides legal advice and counsel free of charge to all ASU students in areas such as landlord-tenant law, credit reports and collection issues, taxability of scholarships and grants, etc. Notary service is also available at no charge. http://www.asu.edu/mu/legal/

Help Wiki – provides a frequently asked questions resource for technology users at ASU. http://wiki.asu.edu/help/

Information Technology on the Polytechnic campus: http://www.poly.asu.edu/it/

EMPACT Crisis Hotline – offers free 24-hour support for mental health crises. Call (480) 784-1500 in the Phoenix area, (866) 205-5229 for the toll-free number outside of Phoenix, and (480) 736-4949 for the sexual assault hotline. All services are free and confidential. http://www.empact-spc.com/

Table of contents

STS 330 Required Materials

Friedman, Thomas (2007), The World is Flat: Release 3.0, Picadour.

Introduction to the Paperback Edition 1 1x

How the World Became Flat

One: While I Was Sleeping / 3

Two The Im Forces That Plane need the World 7 51

Flattener #1.11/9/89

Flattener #2, 8/9/95

Flattener #3. Work Flow Software

Flattener #4. Uploading

Flattener #5. Outsourcing

Flattener #6. Offshoring

Flattener #7. Supply-Chaining

Flattener #8. Insourcing

Flattener #9, In-forming

Flattener #10. The Steroids

Three The Triple Convengence / 200

Four The Great Sorting Ont. J. 233

America and the Flat World

Five: America and Free Trade / 263

Six The University Stee / 278

Seven: The Right Stuff / 308

Eight The Quiet Crisis 7 337

Nine: This Is Not a Test / 374

Conserientian Material

yiii

CONTENTS

Developing Countries and the Flat World

Ten: The Virgin of Guadalupe / 403

Companies and the Flat World

Eleven: How Companies Cope / 441

You and the Flat World

Twelve-Clobalization of the Local 4-477

Hinteen Hills Not Happening It's Because

You're Not Doing It # 489

Fourteen What Happens When We All Have Dog's Hearing? # 515

Geopolitics and the Flat World

Fifteen: The Unflat World / 533

Sixteen: The Dell Theory of Conflict Prevention / 580

Conclusion: Imagination
Seventeen: 11/9 Versus 9/11 / 607

Carmel, Erran and Paul Tjia (2005). Offshoring Information Technology: Sourcing and Outsourcing to a Global Workforce. Cambridge University Press.

L	The offshore landscape
	Historical content and lessons for the future
	The Offshore Stage Model: progression and diffusion
	Signical Englanders made and an england an england and england and an england and an england and england england and england england and england and england and england and england englan
	Christiane ishallenger amount massication continues and massical action of the continues and the conti
	What is done of the loss to the last section and the section of the last section of th
	The demand for all the regular statements and the statement of the stateme
	The Miskow stipp of a commission of the commissi
	TO TO SECURE SEC
	Cancleding Companies of Cancel
2	Offichiere economics and offshore risks Labor addrings, finding the lowest wages
	Transactions Costs and Total Savings from Ottobore Smalegy
	What is the holtom kine? Does offshoring lead to cost savings?
	Case study - Calculating the extra off-bore costs at a giant
	Amelicas qualitations
	Offshice risks Concluding lessons

Copyrighted Material

4	Concluding lessons
4	
	The offshore country menu (see set less transpose and an action of the second s
	Three tiers of software exporting countries
	What country in choose?
	Case study — Sport Systems Inc. shops creatively for an offshore provider
	Capitry skatches the Big Three and eight more
ŕ	
M	anagerial competency
- -	
Marie Co	Cost-redection strategy
	Language and the particular particular and particul
	Leveraging offsbore strategically; beyond cost savings Strategic perils
	Strategic collaboration; offshore business models
	Case structure: GIS to the house substitution as the analysis and an arrangement of the control
	Corcluding lessons in the state of the state
	•
	min to in a tra tra legical sectore in a manda in instrumenta i consensione in instrumenta i consensione i consen
	Key legal considerations in off shoring to be the consideration of the considerations of the considerations of the considerations of the consideration of th
	Principal deal sinuctures and a second secon
	A THE SECOND SEC
	Agreement structures Key service agreement terms
K	Agreement structures Key service agreement terms famaging the offshore transition nowiedge transfer
K	Agreement structures Key service agreement terms famaging the offshore transition nowiedge transfer
K C	Agreement structures Key service agreement terms Lamaging the offshore transition nowledge transfer ass study — Knowledge transfer by "Earing Your Own Dog Food" lange management
	Agreement structures Key service agreement terms lamuging the offshore transition nowledge transfer ass study — Knowledge transfer by "Taiting Your Own Dog Forst" hanne management se study — The ups and downs of building support for offshearing
K 0 0	Agreement structures Key service agreement terms famaging the offshore transition nowiceige transfer ass study — Knowledge transfer by "Earing Your Own Dog Floot" hange management ase study — The ups and downs of building support for offshoring at a giant US corporation
	Agreement structures Key service agreement terms lamuging the offshore transition nowledge transfer ass study — Knowledge transfer by "Eating Your Own Dog Forst" hame management as study — The ups and downs of building support for offshoring at a giant US conporation overnance to offshore outsourcing
	Agreement structures Key service agreement terms famaging the offshore transition nowiceige transfer ass study — Knowledge transfer by "Earing Your Own Dog Floot" hange management ase study — The ups and downs of building support for offshoring at a giant US corporation
8 0 0 0	Agreement structures Key service agreement terms Lamuging the offshore transition nowledge transfer use study.—Knowledge transfer by "Eating Your Dwn Dog Food" hange management use study.—The ups and downs of building support for offshoring at a giant US corporation overnance in offshore outsourcing one building lessons
	Agreement structures Key service agreement terms Lamaging the offshore transition nowledge transfer assessuby — Knowledge transfer by "Eating Your Own Dog Food" bange management assessuby — The ups and downs of building support for offshoring at a giant US corporation overnance in offshore outstanding oncluding lessons vercoming distance and time e like to be close
	Agreement structures Key service agreement terms Lamaging the offshore transition nowledge transfer assessuby — Knowledge transfer by "Eating Your Own Dog Food" bange management assessuby — The ups and downs of building support for offshoring at a giant US corporation overnance in offshore outstanding oncluding lessons vercoming distance and time e like to be close
	Agreement structures Key service agreement terms Lamaging the offshore transition nowledge transfer assessuby—Knowledge transfer by Eating Your Own Dog Foxet bange management as estudy—The ups and downs of building support for offshoring at a giant US corporation overnance in offshore outstancing oncluding lessons vercoming distance and time e like to be cluss malestanding the problems of distance remailing and informalize
	Agreement structures Key service agreement terms Lamaging the offshore transition nowledge transfer assessuby—Knowledge transfer by Eating Your Own Dog Foxet bange management as estudy—The ups and downs of building support for offshoring at a giant US corporation overnance in offshore outstancing oncluding lessons vercoming distance and time e like to be cluss malestanding the problems of distance remailing and informalize
	Agreement structures Key service agreement terms Lamaging the offshore transition nowledge transfer assessuby — Knowledge transfer by "Eating Your Own Dog Food" bange management assessuby — The ups and downs of building support for offshoring at a giant US corporation overnance in offshore outstanding oncluding lessons vercoming distance and time e like to be close

9	Dealing with cross-cultural issues	TO CONTROL OF THE 18 19 19 19 19 19 19 19 19 19 19 19 19 19
	What is out to the state of the	
	Cultural responsibility commences and a commence of the commen	
	Portrailing while an arrangement of the property of the company of	
	econologicals cultural differences	18
	Steps to inturove cross cultural communication	
	Case study - Why the project was later cultural miscommunication	ì
	in an Indian American colleboration	
	Cuse study - In a Russian same with the Dutch manager	190
	Calcusting == Offs for in the cability to Andreast accommon applicabilities	
445		
	her stakeholders	

arces:		
118	Building software industries in developing nations Choosing a optional strategy	
	Why developing nations should invest in building a software export	
	industry Principal spocess factors	
	Concluding Lessons	210
		218
11	Marketing of offshore services: the provider perspective	219
	Lessons from marketing strategies of the targest offshore previders	and the second
	Local marketing at respective and a second s	15:110bdole 570
	Dealing with prespective clients in business discussions	
	Country branding - marketing your country	536
	Esternal accidinate with market entry	238
	Concluding levels of the second	240
	The second secon	
:	Official politics	WITTER THE PERSONNEL THE PE
Access		
	The immediate policy issue; job loss and wage decline Reactions to the backlash	241
	The langer term policy is say	245
	Corolading Issoric	
nd i		987

Copyrighted Material