Global Outsourcing  
Code: ADMN-412

Course Name: Global Outsourcing  
Course Type: Core

Pre-Requisite:  
Concentration

Course Level:

<table>
<thead>
<tr>
<th>Year 1:</th>
<th>Semester 1</th>
<th>Semester 2</th>
<th>Summer Semester</th>
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<td>Year 2:</td>
<td>Semester 1</td>
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<td>Year 3:</td>
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<td>Year 4:</td>
<td>Semester 1</td>
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<td>Summer Semester</td>
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Course Description:  
These days outsourcing of certain services has become popular feature of business concern. This course provides an understanding about the need and working of outsourcing business.

Objectives:  
To Introduce Students to the Concepts, Opportunities and Challenges of Global Outsourcing.

Learning Outcomes:  
The students are expected to have a clear understanding of Outsourcing and they are able to work very confidently in an organization engaged in Outsourcing business.

Skills to be developed throughout the Course:  
Students will develop their analytical and oral communication skills via case study work carried out in seminar sessions. Information technology and written communication skills will be developed when completing the written assignment which will also test student’s creative skills and their abilities to present theoretical information in practical situations. Students are encouraged to make use of IT facilities particularly web sites to support research and reading.
Learning Resources:

1. Text Books

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<tr>
<th>Author</th>
<th>Title</th>
<th>Publisher</th>
<th>Year</th>
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2. e-Library Reserves

- http://www.emeraldinsight.com/insight
- http://www.en.wikipedia/wiki/listof_management_topics

3. Internet

- **Ebsco Business Source Premier**: A database containing several hundred key business and management journals with full text articles updated daily.
- **Courseware**: Specific research support resources and documents, selectively posted to complement and build upon materials available in proctor’s methodological text. Such documentation will typically be posted regularly.
- www.decalibrary.org
- www.ipl.org
- www.lisa.lsbu.ac.uk

4. Journals

- Journal of Purchasing & Supply Management
- Harvard Business Review
- Technological Forecasting & Social Change
- Journals of World Business

5. Other

- MacIvor, R: “The Outsourcing process: strategies for evaluation and management”
- The black Book of Outsourcing: how to plan, lead and manage the changes, challenges and opportunities? (available only in two copies at the main library with code: 658.723 BDB)
- Friedman, Th (2005): “The World is Flat: A brief History of the twenty-first Century”
**Delivery and Teaching Strategy:** (Lecture, Online, Physical, blended, self directed through CD, web based courses and DVD)

**Methods of Instruction:** It would be based on Lecture, demonstration and assignment review. Questions are encouraged and participation is expected.

**Assessment Strategy:**

a. First Mid Term Exam: 20 Marks to be held on……..Day,……..Month, 20..
b. Second Mid Term Exam: 20 Marks to be held on……Day,……Month, 20..
c. Attendance, Participation & Assignment: 10 Marks
d. Final Exam: 50 Marks
e. Total: 100 Marks

**Syllabus Change Policy:** This syllabus is a guide for the course and is subject to change with advanced notice.

<table>
<thead>
<tr>
<th>Course Contents</th>
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<tr>
<td><strong>Unit- 1Global Outsourcing:</strong> Definition and meaning, Opportunities, challenges and reasons, plan, lead and manage outsourcing initiatives, Examples of outsourcing activities and companies</td>
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<tr>
<td><strong>Unit- 2 Changes in the business environment driving outsourcing:</strong> Globalization and developments in information and communication technologies, Public sector reforms, and demanding consumers, Evolving organization structures, Examples</td>
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<tr>
<td><strong>Unit 3 Strategies of outsourcing and vendor management:</strong> Overview of the outsourcing process, forms and strategies of outsourcing, Selecting your vendors and managing your outsourcing vendors, Managing vendor relationships, Case study</td>
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<tr>
<td><strong>Unit 4 Analyzing outsourcing venture:</strong> Assessing cost, benefit and risk for your outsourcing venture, Outsourcing options, preliminaries &amp; making the decision to outsource, Case study</td>
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