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Course name: Global Software Industry and International Outsourcing
Course code: ITK B52
Finnish credit units: 5 (ECTS 10 cr)
Advanced level; Spring term 2004

Brief description: Key issues of global software industry, international outsourcing (i.e. software production outsourcing, IT activities and IT infrastructure outsourcing, and business process outsourcing), and the transfer of high technology from both domestic and international perspectives. The course cases deal with companies operating in the leading software producing nations and markets of the world. Also the case companies feature the current experiences, problems, and impacts related to IT supported outsourcing and international transfer of high technology. Several of the cases that are analyzed in this course have been investigated in-depth onsite by the lecturer and prepared by her.

Language of instruction: English

Registration to the course: Students with a background in information technology or business administration can enroll in this course. Students can register for this course through the Web: http://korppi.it.jyu.fi/

Course objectives and contents: After completing the course, the students will be able to:
- Know the key concepts associated with global software business/industry and IT supported international outsourcing and transfer of high technology.
- Understand the key issues of both domestic and global software industry.
- Know about the conditions of leading software producing nations and regions such as India, Ireland, Israel, and Eastern and Central European countries.
- Know about the conditions of the large and attractive software markets such as USA, Japan, Germany, France, UK, Italy, and Spain.
- Understand the current trends in and the future of the global software industry.
- Understand how new approaches of IT supported international outsourcing and transfer of high technology have evolved and changed from traditional ways of conducting these functions.
- Understand why and how IT supported international outsourcing and transfer of high technology are increasingly becoming important issues for firms and policy makers.
- Understand the issues to be considered for executing IT supported international outsourcing and transfer of high technology.
- Understand the phases in outsourcing process and their management.
- Understand how modern information technologies can be applied in executing the functions of international outsourcing and transfer of high technology.
- Know various types of outsourcing and technology transfer partnerships and contracts.
- Know about international bidding.
- Recognize the risks and know how to manage them in undertaking IT supported international outsourcing and transfer of high technology.
- Know how to manage the projects of IT supported international outsourcing and transfer of high technology.
- Understand the future directions of international outsourcing and transfer of high technology.
- Start research projects related to global software industry and international outsourcing and transfer of high technology.

Course target group: The course is intended for those who are interested in understanding and researching:
- the global software industry,
- IT supported international outsourcing, and
- the multidisciplinary aspects of high technology transfer from both domestic and international perspectives.

Required textbooks/readings: Chapters from the following books and articles will be used as reading materials. In addition, current journal and conference articles and cases in the areas of global software industry and international outsourcing and transfer of high technology will be provided for reading. Copies of lecture notes will also be supplied to the students through Web.

[1] D. C. Mowery. The International Computer Software Industry: A Comparative Study of Industry Evolution and Structure. Oxford University Press, New York, 1996.
[2] M. C. Lacity and L.P. Willcocks. Global Information Technology Outsourcing: In Search of Business Advantage. John Wiley & Sons Ltd., New York, 2001.
[3] M. C. Lacity, and R. Hirschheim. Information Systems Outsourcing: Myths, Metaphors and Realities. John Wiley & Sons, New York, March 1995.
[4] N. Nahar. Information Technology Supported Technology Transfer Process: A Multi-site Case Study of High-tech Enterprises. University of Jyväskylä, Jyväskylä Studies in Computing 9, Jyväskylä University Printing House, Jyväskylä and ER-Paino Ky, Jyväskylä, 2001.
[5] Software Productivity Consortium. Using New Technologies: A Technology Transfer Guidebook. SPC-92046-CMC, Version 02.00.08, December 1993.
[6] M. Chen. Managing International Technology Transfer. International Thomson Business Press, London, 1996.

Teaching method: Lectures, analysis of cases, presentation of project works, and examination.

Evaluation: Group mini-case analysis - 14%; Group work and seminar - 36%; Examination - 50%.
Note: In order to pass this course students need to satisfactorily fulfill all these requirements.

Lecture hours: 33 hours (11 lectures, 3 hours each). Lectures start at 9:00am on Mondays and at 10:00am on Thursdays.

Schedule: First lecture will provide the students with the overview of the course on the 9th of February 2004. The lectures will continue until 29th of March 2003.

Student presentations: 9:00am to 14:00pm on Thursday (01.04.2004) and on Friday (02.04.2004). All students attending the course will do their presentations during these ten hours.

Lecture days	Time	Room
09.02.2004 (Week 7, Monday)	9-12	Ag C234.1
12.02.2004 (Week 7, Thursday)	10-13	Ag C234.1
16.02.2004 (Week 8, Monday)	9-12	Ag C234.1
19.02.2004 (Week 8, Thursday)	10-13	Ag C234.1
23.02.2004 (Week 9, Monday)	9-12	Ag C234.1
26.02.2004 (Week 9, Thursday)	10-13	Ag C234.1
15.03.2004 (Week 12, Monday)	9-12	Ag C234.1
18.03.2004 (Week 12, Thursday)	9-12	Ag C234.1
22.03.2004 (Week 13, Monday)	9-12	Ag C234.1
25.03.2004 (Week 13, Thursday)	9-12	Ag C234.1
29.03.2004 (Week 14, Monday)	9-12	Ag C234.1

Student presentation days		
01.04.2004 (Week 14, Thursday)	9-14	Studio MaE 110
02.04.2004 (Week 14, Friday)	9-14	Studio MaE 110

Examinations: Three examination dates have been fixed for this course. Students can choose any date among these three and they have to pass one of the exams. Before appearing in the exam students must register through Korppi system.

Exam dates	Time	Room
29.04.2004 (Week 18, Thursday)	10-14	Ag Alfa
14.05.2004 (Week 20, Friday)	12-16	Ag Aud 1
04.06.2004 (Week 23, Friday)	12-16	Ag Aud 1

Mini-case analysis: Mini-cases, covering major topics of this course, will be supplied. There will be a mini-case to be analysed during each lesson. Students should solve the problems that these case companies are facing. The case study may follow these steps: identify and analyse the problem/s, create and analyse different solutions, choose the best alternative, and plan for implementation.

Group work and seminar: See the guidelines for the group project work and seminar.