References

ADELAKUN, O., 2004. IT Outsourcing Maturity Model. In: 13th European Conference on Information Systems, 14-16 June 2004 Finland. USA:Researchr.org.

BARRAR, P., GERVAIS R., 2006. Global Outsourcing Strategies: An International Reference on Effective Outsourcing Relationships. UK: Gower Publishing Ltd.

BROWN, D., WILSON S., 2005. *The Black Book of Outsourcing: How to Manage the Changes, Challenges, and Opportunities*. USA: John Wiley and Sons Inc. Available from: <a href="http://books.google.com/books?id=zEoHbuHT1nkC&printsec=frontcover&dq=The+Black+Book+of+Outsourcing:+How+to+Manage+the+Changes,+Challenges,+and+Opportunities.#v=onepage&q=&f=false [Accessed 15 October 2008].

BUTLER, J.G., 2000. Winning the Outsourcing Game: Making the Best Deals and Making Them Work. USA: CRC Press. Available from:

http://books.google.com/books?id=rFZFTUll7xoC&printsec=frontcover&dq=Winning+the+O utsourcing+Game:+Making+the+Best+Deals+and+Making+Them+Work#v=onepage&q=&false [Accessed 24 December 2008]. Theses & Dissertations

COMPUTER ECONOMICS INC, 2009. Benchmarking metrics & analysis for 15 key IT functions. California USA: Computer Economics Inc.

DOMINGUEZ, R.L., 2006. The manager's step by step guide to outsourcing. USA: McGraw-Hill.

DUENING, T.N., Click R.L., 2005. Essentials of Business Process Outsourcing. USA: John Wiley and Sons

EMBLETON, P.R., 1998, A practical guide to successful Outsourcing. *Emerald journal*, Vol. 6 No. 3, pp. 94-106.

FELTON, J.D., 2008. The Art of Outsourcing Information Technology: How Culture and Attitude Affect Client-Vendor Relationships. USA: AuthorHouse.

FINE, A., DOWD C.E., JUDYLAINE A., REUBEN A., 1998. Provider Sponsored Organizations: Emerging Opportunities for Growth. USA: Jones & Bartlett Publishers.

GOTTSCHALK, P., 2006. *E-Business Strategy, Sourcing and Governance*. Hershey, Pennsylvania: Idea Group Inc (IGI). Available from:

http://books.google.com/books?id=6adO8eIhshIC&printsec=frontcover&dq=E-Business+Strategy,+Sourcing+and+Governance#v=onepage&q=&f=false [Accessed 26 September 2008].

GOTTSCHALK, P., 2007. Knowledge Management Systems: Value Shop Creation. Hershey, Pennsylvania: Idea Group Inc (IGI).

GOTTSCHALK, P., SOLLI-SAETHER H., 2006, Managing successful IT outsourcing relationships. USA and UK: IRM Press.

GRAVER, M.F., 1999. Strategic Outsourcing: A Structured Approach to Outsourcing Decisions and Initiatives. New York, USA: AMACOM Div American Management Association.

HARKINS, P.J. CARTER, L., GIBER D. SOBOL, M., TARQUINIO, M., 2005. Leading the University of Moratuwa. Sri Lanka.

Global Workforce: Best Practices from Linkage, Inc. USA: John Wiley and Sons Inc.

HIECTORIC Theses & Dissertations

HIRSCHHEIM, R.A., HEINZL, A., DIBBERN, J., 2006. Information Systems Outsourcing: Enduring Themes, New Perspectives and Global Challenges. USA: Springer.

IAN, K.C., BEARDWOOD, J.P., 2006, Outsourcing Transactions: A Practical Guide Canada: Canada Law Book.

JOCHEN, F., HEIKO, G., 2006. Does Experience Matter? Sources of Outsourcing Experience and its Impact on Outsourcing Attitude - Empirical Evidence from the German Banking Industry -. In: 12th Americas Conference on Information Systems (AMCIS) - AMCIS 2006 Proceedings, 4-6 August 2006 Mexico.USA: Association for Information Systems, 3160-3169.

KEHAL, H.S., SINGH, V.P., 2006. Outsourcing and Offshoring in the 21st Century: A Socio-economic Perspective. Hershey, Pennsylvania: Idea Group Inc (IGI). Available from: http://books.google.com/books?id=Uxj2xkos808C&pg=PP1&dq=Outsourcing+and+Offshoring+in+the+21st+Century:+A+Socio-economic+Perspective#v=onepage&q=&f=false [Accessed 10 August 2008].

KOBAYASHI-HILLARY, M., 2005. Outsourcing to India: The Offshore Advantage. USA: Springer.

KOVACICH, G.L, HALIBOZEK, E.P., 2003. The Manager's Handbook for Corporate Security: Establishing and Managing a Successful Assets Protection Program. United Kingdom: Butterworth-Heinemann. Available from:

http://books.google.com/books?id=WZ9_hnqNpH0C&pg=PP1&dq=The+Manager%27s+Handbook+for+Corporate+Security:+Establishing+and+Managing+a+Successful+Assets+Protection+Program.#v=onepage&q=&f=false [Accessed 15 December 2008].

KOWALSKI, T.D., 2001. *Planning and managing school facilities*. Second Edition. USA: Greenwood Publishing Group. Available from:

http://books.google.com/books?id=7L_rZ5TTAtUC&printsec=frontcover&dq=Planning+and+managing+school+facilities#v=onepage&q=&f=false [Accessed 8 November 2008].

LEE, J., 2009. Savvis Report Shows Focus On IT Outsourcing. [Online] Web Host Industry Review, Inc. Available from: http://www.thewhir.com/web-hosting-news/051109 Savvis Report Shows Focus On IT Outsourcing.htm [Accessed 1 November 2009].

MARTENS, B., TEUTEBERG, F., 2009. Why Risk Management Matters In It Outsourcing – A Systematic Literature Review And Elements Of A Research Agenda. In: 17th European Electronic Theses & Dissertations

Conference on Information Systems, 8-10 June 2009 Italy. Philadelphia: ScholarONE Manuscript Central.

MCLVOR, R., 2005. The outsourcing process: Strategies for evaluation and management. UK: Cambridge University press.

MYERSON, J.M., 2002. *Enterprise Systems Integration*. (2nd Edition). USA: CRC Press. Available from:

http://books.google.com/books?id=D2h1eHFABk0C&printsec=frontcover&dq=Enterprise+Systems+Integration#v=onepage&q=&f=false [Accessed 3 September 2008]

PARAGON COMPUTER PROFESSIONALS INC., 2008. e-Compliance Maturity Model. [Online] Paragon Computer Professionals Inc. Available from: http://www.consultparagon.com/PDFs/e-Compliance%20Maturity%20Model.pdf [Accessed 24 November 2009].

POWER, J.M., DESSOUZA K.C AND BONIFAZI C., 2006. The Outsourcing hand book-how to implement a successful outsourcing process. London & Philadelphia: Kogan pages.

PRANANTO, A., MCKAY, J., MARSHALL, P., 2001. Frameworks to support e-business growth strategy. In: *The 9th European Conference on Information Systems*, June 27-29, 2001, Bled, Slovenia. Available from: http://is2.lse.ac.uk/asp/aspecis/20010091.pdf [Accessed 30 October 2009].

RECCA, P., 2008. Factors to Consider Before Outsourcing. Available from: http://ezinearticles.com/?Factors-to-Consider-Before-Outsourcing&id=1651139 [Accessed 3 December 2009].

SCHNIEDERJANS, M. J., SCHNIEDERJANS A. M., SCHNIEDERJANS D.G., 2005. Outsourcing and Insourcing in an International Context. London, England: M.E. Sharpe. Available from:

http://books.google.com/books?id=xKjUz9JN_D4C&printsec=frontcover&dq=Outsourcing+a nd+Insourcing+in+an+International+Context#v=onepage&q=&f=false [Accessed 2 December 2008].

University of Moratuwa, Sri Lanka.

SCHNIEDERJANS, M. FLOSCHNIEDERJANS Aighertschniederjans D G., 2007,

Outsourcing Management Information systems, USA & UK: Idea Group.

SHARMA R., APOORVA S.R., MADIREDDY V., JAIN V., 2008. Best Practices for Communication between Client and Vendor in IT Outsourcing Projects. *Journal of Information, Information Technology, and Organizations.* 3, 61-93.

SKJOTT-LARSEN, T., SCHARY, P.B., MIKKOLA, J.H., 2007. *Managing the Global Supply Chain*. 3rd Edition. Denmark: Copenhagen Business School Press DK.

SMITHSON, M., 2000. Statistics with confidence. UK: Sage Publication Ltd.

SPARROW, E., 2003. Successful IT Outsourcing: From Choosing a Provider to Managing the Project. USA: Springer. Available from: http://books.google.com/books?id=UntSj-1mrsgC&printsec=frontcover&dq=Successful+IT+Outsourcing:+From+Choosing+a+Provider+to+Managing+the+Project#v=onepage&q=&f=false [Accessed 10 December 2008].

TAN, F.B., 2002. Advanced Topics in Global Information Management. Hershey, Pennsylvania: Idea Group Inc (IGI).

TOMPKINS, J.A., SIMONSON, S.W., Tompkins, B.W., Upchurch, B.E., 2005. *Logistics and Manufacturing Outsourcing: Harness Your Core Competencies*. California: Tompkins Press.

WIKIMEDIA FOUNDATION INC., 2009. Stages of growth model. San Francisco, USA: Wikimedia Foundation Inc. Available from:

http://en.wikipedia.org/wiki/Stages of growth model [Accessed 16 October 2009].

WILLIAMS, O., 1998, Outsourcing: A CIO's Perspective. USA: CRC Press.

