SECTION I: Offshoring Management Context

1. Trends in Offshore IT Outsourcing
   Tracing the history of Offshore IT Outsourcing
   Offshore outsourcing: The Strategic imperative
   Building the Offshoring Strategy
   Offshore Outsourcing: Interview and perspectives
   Outsourcing Bandwagon: Corporations are not the only drivers

2. Planning Offshoring
   Outsourcing: Two Sides of the Coin
   Offshoring Models
   Risks of Offshoring
   Selecting the Offshoring Model

SECTION II: Offshoring Management Framework

3. Framework for Managing Global IT Projects
   Offshoring Management Framework [OMF]
   Governance Layer
   Service Level Agreement [SLA]
   Transitioning Offshoring
   Managing Offshoring Programs

4. Offshoring: The IT Management Context
   The Management Layer
   Global Project Management
   General Body of Knowledge
   Organizational Practices and Tools
   Experience and Knowledge
   Globalization and Cultural Awareness
   The Global IT Manager

5. Project Execution Layer
   Planning
   Controlling and Monitoring
   Closing
   Change Management
   Quality
   Customer-Vendor Relationship Focus
The Offshoring Sweet Spot: Project Execution

6. Project Execution Layer: Application Development
- Application Development and Software Engineering
- The Development Life Cycle
- Managing the Application Life Cycle
- Offshoring Application Development

7. Project Execution Layer: Maintenance
- Maintenance Life Cycle
- Offshore Management of Application Maintenance

8. Communication Layer
- Communication Context
- The Communication Layer
- Tools and Technologies of Communication

SECTION III: Global Environments

9. Managing Globalized Workforce
- Cultural Aspects of Offshoring
- Managing Technical Aspects
- Human Aspects

10. External landscape and Offshoring Management
- Technology Landscape
- Knowledge Management
- Emerging techniques from Special Interest Groups
- Globalization and Economic Environment
- Business, Government and Society
- Staying the Course
- Conclusion

Appendix A
Appendix B