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Special Guest Lectures

Case Studies of Australian Companies Offshoring with Indian BPOs**Professor Graham Pervan, Curtin University of Technology, Perth, Western Australia**Johnston Hall 338
December 06, 2006 - 03:00 pm**Abstract:**

Business Process Outsourcing (BPO) is defined as handing over to a third party responsibility for performing certain business processes that are required for a firm or organisation to carry out its mission. For Australian companies, offshore outsourcing of business processes to service providers in countries such as India is a growing and sometimes controversial business practice. This presentation will provide an overview of a research program at Curtin which is investigating the BPO phenomenon as part of an Australian Research Council Linkage Grant and will describe two initial case studies of Australian companies who are adopting this approach and discuss factors which lead to different models of offshoring.

Speaker's Bio:

Professor Graham Pervan of Curtin University of Technology in Perth, Western Australia, has over 30 years experience in education, research, and practice in Information Systems and Information Technology (IS/IT). He has published on various issues related to IS/IT management and decision support systems in journals such as Journal of Information Technology, Decision Support Systems, Information and Management, Journal of Computer Information Systems, Journal of Group Decision and Negotiation, Journal of Research and Practice in IT, and Communications of the AIS as well as most major conferences. He is the Asia-Pacific Editor for the Journal of Information Technology, the IT Management Editor for the Australian Journal of Management, and President of the Australian Council of Professors and Heads of Information Systems.

