

'OFFSHORE IT OUTSOURCING BETWEEN INDIA AND NEW ZEALAND: A SYSTEMIC ANALYSIS'

Dr Saji Mathew and Dr Arun Elias

Friday 9th December

11.00am - 12.00pm

12th Floor Boardroom

Rutherford House

23 Lambton Quay

Pipitea Campus

Wellington

**VICTORIA
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Abstract

Although both India and New Zealand recognise trade between the two countries as important for their respective economies, the current and past trade in information technology between the two nations has been very low. This research seeks to analyse this problem situation systemically to understand the complexities underlying this uneven profile of India's outsourcing. While most of the literature on IT offshore outsourcing is based on client perspectives, this study takes a service provider perspective. A systems model is developed to explain the underlying structure related to this problem situation. Finally, strategies to improve the problem situation are discussed using an analysis of the feedback loops captured in the model.

Presenters

1. Dr. Saji Mathew

Dr. Saji Mathew is an Assistant Professor at the Indian Institute of Technology (IIT) Madras. His PhD work and subsequent academic engagements focused on the role of Information Technology in Management. As a Fulbright Scholar, he studied risk mitigation in offshore IT outsourcing in the Indo-US context at the Goizueta Business School of Emory University, Atlanta (USA). His present research interest covers strategies in offshore IT outsourcing, issues in IT infrastructure management services, and data mining and business intelligence. His publications have appeared in reputed international journals including European Management Journal and Strategic Outsourcing: An International Journal.

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2. Dr. Arun Elias

After completing his term as MBA Director at Victoria Management School, Arun spent one year in India on sabbatical leave during 2010-2011. This presentation is based on a collaborative research project carried out during his sabbatical leave with researchers at IIT Madras and IIM Kozhikode. Arun is now back in Wellington and continues to teach in the MBA and CMSP programmes as a faculty member of the Victoria Management School.

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