

Contents at a Glance

Introduction	1
<i>Part I: The Ins and Outs of Outsourcing in Today's Marketplace</i>	<i>7</i>
Chapter 1: A Quick Overview of Outsourcing.....	9
Chapter 2: Understanding What Outsourcing Is and Isn't	25
Chapter 3: Cha-Ching: The Costs of Outsourcing.....	39
Chapter 4: Determining Whether Your Organization Is Ready to Outsource	57
<i>Part II: Getting Your Outsourcing Ducks in a Row</i>	<i>75</i>
Chapter 5: Preparing Your Organization (and Team) for Outsourcing.....	77
Chapter 6: What to Consider When Outsourcing in the International Arena	89
Chapter 7: Planning a Sourcing Strategy	103
Chapter 8: Defining Your Scope: What You Want to Outsource	125
<i>Part III: Putting Outsourcing into Action</i>	<i>145</i>
Chapter 9: Choosing Service Providers: The Selection Process	147
Chapter 10: Getting a Firm Grasp on Pricing	171
Chapter 11: Documenting Your Objectives and Reviewing Proposals	189
Chapter 12: Negotiating with Vendors and Signing on the Dotted Line	209
Chapter 13: Implementing the Transitions, Transformations, and Other Changes	229
<i>Part IV: Making Your Outsourcing Arrangements Work</i>	<i>249</i>
Chapter 14: Governing the Service and the Relationship	251
Chapter 15: Communicating Your Outsourcing Plans	277
Chapter 16: Completing or Ending the Job	295
Chapter 17: The Ethics of Outsourcing	311
<i>Part V: The Part of Tens</i>	<i>323</i>
Chapter 18: Ten Benefits of Outsourcing	325
Chapter 19: Ten (Plus One) Top Outsourcing Mistakes and How to Avoid Them	331
<i>Part VI: Appendixes</i>	<i>339</i>
Appendix A: Glossary	341
Appendix B: About the CD	345
<i>Index</i>	<i>353</i>