

THE PROCESS OF OFFSHORE SOFTWARE DEVELOPMENT

Preliminary Studies of UK Companies in Malaysia

Aini Aman and Brian Nicholson

School of Accounting and Finance, University of Manchester, UK

Abstract: There are many studies of information technology outsourcing but very few discuss in depth the process of offshore software development outsourcing. The aim of this research is to understand the important issues and strategies in managing activities and relationships among software development teams involved in offshore outsourcing. The study involves UK companies who are engaged in offshore outsourcing of software development to Malaysia either through joint ventures or fully owned subsidiaries. There are an increasing number of software firms choosing Malaysia as a venue for software development. The study contributes to the growing body of literature on offshore software development outsourcing by building a synthesized conceptual framework for global software outsourcing. This is derived from concepts found to be important in previous studies. The framework is illustrated using data from two ongoing case studies.

Keywords: Communication, Control, Culture, Globalization.

About the Authors

Aini Aman is a doctoral student in Information Systems at the School of Accounting and Finance, University of Manchester, England. Her research interest is in offshore software development outsourcing. For her PhD research, she is currently looking at the process of collaboration using groupware application in offshore software development outsourcing. She has a Master in Business Administration from Manchester Business School, University of Manchester. Her academic background is in Accounting Information Systems and Control and she is currently in a study leave as a university lecturer at Universiti Kebangsaan Malaysia, Malaysia. Aini can be reached by e-mail at ainiaman@hotmail.com.

Brian Nicholson is a lecturer in Information Systems at the School of Accounting and Finance, University of Manchester, England. His research into global software development and software export success for developing countries has involved several international collaborations involving fieldwork in India and recently Iran. Brian can be reached by e-mail at brian.nicholson@man.ac.uk.