ASSIGNMENT NO. 5

(1) Internet Governance – Answer the following questions.
   
a. Why is there a need in having internet governance?
   
b. What are the political issues in internet governance?
   
c. What are the technical issues in internet governance?
   
d. In the Tunis Commitment (18 Nov 2005) what is meant by the “potential of ICTs to promote peace and to prevent conflict“?
   
e. According to the Tunis Agenda for the Information Society (18 Nov 2005) what is the working definition of Internet Governance?

(Reference Reading-55.zip)

(2) IT Outsourcing – Answer the following questions.
   
a. What is IS/IT outsourcing? Offshoring? Backsourcing?
   
b. Explain the advantages and disadvantages (risks) of IS/IT outsourcing.
   
c. What is an Application Service Provider (ASP)? What do they do?

(References – Reading-51.zip and The Good Book-2, Chapter 11 – Managing the Supply of IT Services, Applications and Infrastructure, page 563 and page 573)

(3) Case – Outsourcing Success – This case is described in Reading-51.zip as Simple successful Outsourcing. Answer the following questions.
   
a. In the case document, what is meant by activities that are “extractable” in the context of outsourcing?
   
b. Similarly, what is meant by “contained technologies“?
   
c. “When it comes to transaction relationships, management is best when it manages least”. Explain what you understand by this statement.
   
d. Describe what you understand by the statement “Clean House Before Outsourcing” and why it should be done.
(4) **Case – Outsourcing Failure** – This case is described in Reading-51.zip as Backsourcing Pain. Answer the following questions.

a. What were the reasons that made JP Morgan decide to enter into the seven year outsourcing agreement with IBM on Dec 20, 2002?

b. How were employees affected by the outsourcing deal?

c. On Sep 15, 2005, what were the many interrelated reasons that made JP Morgan decide to end the outsourcing agreement with IBM?

d. What is meant by the “Price of Stagnation” in the document?

(5) **Multinational firms** – List down and describe 5 unique issues concerning IS/IT management that arise in multinational firms or firms doing business in many countries.

(References: The Good Book-1, page 282 - Case Study II-2 - The Challenges of Local System Design for Multinationals, page 719 - Case Study IV-9, BAT APSS: Shared Services at a Multinational Firm and also The Good Book-3, Chapter 3, External Assessment - The Global Challenge)