

## **Unit Ten**

The fundamental decisions regarding the IT strategy, which is the supply side, should not be driven by technical choices but by business imperatives.

This unit addresses the business issues that need to be considered in developing and managing the IT strategy.

Increasingly organisations now outsource the IT function in order to improve their economic performance. This has also extended to Business Process Outsourcing (BPO) where a significant business process is outsourced.

This unit looks at the different levels of IS/IT services and provides a categorisation scheme that will enable a strategic perspective to be taken.

In addition the Unit also examines the usefulness & quality of IS/IT services and how they can be assessed in terms of their business contribution.

Finally there is a consideration of the important business issues in infrastructure management as well as the strategic issues in sourcing decisions and the management of outsourcing relationships particularly with regards to outsourcing attempts related to achieving innovation.