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Client-vendor knowledge transfer mechanisms in the context of information systems outsourcing

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Abstract

High levels of shared knowledge can positively influence outsourcing performance and the combination of processes designed to transfer explicit and tacit knowledge, has the most influence on the level of shared knowledge. Some organisations are unaware of the volume and value of knowledge it receives from various inter-organisational partnerships. Without appropriate strategies to facilitate the acquisition and assimilation of knowledge received at different points of contact between the client and vendor, the organisation may be unable to derive maximum benefits from such partnerships. However, little research has been done up to date on how organisations deal with managing knowledge in outsourcing situations. In an attempt to quantify knowledge transfer mechanisms, this paper focuses on the management of knowledge in a client-vendor knowledge transfer context. By considering the ways in which knowledge can be created and exploited for inter-organisational client-vendor situations, benefit may be realised across the whole IS outsourcing lifecycle.