



IT-Outsourcing (German Edition)

Sebastian Weins

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IT-Outsourcing (German Edition) Sebastian Weins

Studienarbeit aus dem Jahr 2011 im Fachbereich BWL - Controlling, Note: 1,0, Universität Ulm, Sprache: Deutsch, Abstract: Outsourcing“ ist eine im amerikanischen Wirtschaftsleben geschaffene Wortschöpfung, welche sich aus den Begriffen outside, resource und using zusammensetzt und folglich mit der Nutzung externer Ressourcen gleichzusetzen ist.¹ Anders ausgedrückt versteht man hierunter den Ersatz der Eigenerstellung einer bestimmten betrieblichen Leistung durch Auslagerung und anschließendem Fremdbezug von einem dritten Dienstleister.² Der Ursprung des Outsourcings wird auf 1989 datiert. Trotz des jungen Alters dieses Ansatzes, hat sich dieser bereits in allen Regionen und Größenklassen von Unternehmen verbreitet.³ Der Branchenverband BITKOM schätzte das Marktvolumen für IT-Outsourcing-Dienstleistungen in Deutschland 2010 auf knapp 15 Mrd. €. Die folgenden Ausführungen beziehen sich auf das Outsourcing von IT-Leistungen (ITO). Die meisten Aussagen lassen sich jedoch analog auch auf andere Outsourcing-Objekte übertragen. Ziel der Arbeit ist es, zunächst die Formen und den Prozess des ITO Outsourcings zu beschreiben und anschließend auf die sich daraus ergebenden Chancen und Risiken einzugehen. Daraufhin soll aufgezeigt werden, wie das Erfolgspotenzial des ITO durch Einsatz von Controllinginstrumenten gesteuert werden kann. Die Arbeit schließt mit einer Zusammenfassung und einem Ausblick für den ITO-Markt.

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