



**T. A. PAI MANAGEMENT INSTITUTE
MANIPAL - 576104**

Research Seminar

“Service Provider Risks in Remote Infrastructure
Management Services”

Speakers

Prof. Saji K Mathew

Prof. Madhuchhanda Das

T. A. PAI Management
Institute, Manipal

TAPMI-CEE,
Bangalore

3.00 p.m. Dec 16, 2009, Classroom No. F2, TAPMI New Campus

All are invited

Abstract

Remote Infrastructure management Services (RIMS) is one of the fast growing services in IT which has been outsourced to third party service providers by leading global firms. Since service providers of this line have to ensure agreed upon service levels by monitoring and controlling client's infrastructure from a remote offshore location, this service poses huge challenges to service providers. This research explores the relatively nascent area of RIMS to identify and categorize service provider risks. Three categories of risks emerged from the analysis: (i) Service delivery risks, (ii) Relationship specific risks, and (iii) Macroeconomic risks. There is a close relationship between the first two categories of risks and the similar categories of risks in application development. However, dimensions of *timeline* and *codifiability* elicit a different set of risks in RIMS. Relationship maturity, nature of client, contract design, and nature of service are contextual factors which influence the degree of risks in RIMS.

Contact:

Research Committee, T. A. PAI Management Institute

Email: rpc@tapmi.edu.in

Phone: +91-820-2701033

Log on: www.tapmi.edu.in