

**INFORMATION TECHNOLOGY ISSUES
AND APPLICATIONS IN MALAYSIA**
A COLLECTION OF ARTICLES

Chief Editor
Assoc. Prof. Dr. Husnayati Hussin

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Professor Dr. Abu Osman Md Tap
Professor Dr. Mohd Adam Suhaimi
Assistant Professor Dr Mira Kartiwi

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Applying Multiple Case Studies Research to Investigate IT Development Outsourcing Project Risks

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Abstract: The case study approach can be useful in studying real-life IT projects. Until recently, research providing clear examples or guidelines on planning, designing and executing case studies in software engineering has been lacking. In this paper, we demonstrate the application of a software engineering case study methodology in investigating strategic IT development outsourcing project risks. Detailed step-by-step guidelines that were designed for multiple industrial case studies are used to examine three case studies in industry settings and nine published cases found in literature. The guidelines were found to be useful in assisting the researcher in conducting the multiple case studies research using real-life projects and also published cases.

Keywords: IT development outsourcing, case study methodology, risk factors