

**INFORMATION TECHNOLOGY OUTSOURCING CHAIN:  
LITERATURE REVIEW AND IMPLICATIONS FOR DEVELOPMENT OF  
DISTRIBUTED COORDINATION**

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**ABSTRACT**

*The paper aims to analyse how the management science literature explains sustainable coordination and management of Information Technology (IT) outsourcing chains. The IT outsourcing theories, that is, transaction cost theory, theory of agency, resource based view, activity based theory, contractual theory, partnership and alliance theory and stakeholder theory—are applied as a background to the analysis. A systematic literature review reveals that IT outsourcing is developed in collaborative networks and chains. There are some mechanisms identified in the literature for outsourcing chains' management, interchain sustainability, coordination and interchain activities' cohesion. The complexity of outsourcing relationships presented among outsourcers and outsourcees stimulate looking for new business models. Furthermore, outsourcing chains research would benefit from considering strategy-based theoretical discussions, relationship modelling and project management. The literature survey aims to present outsourcing chains in different aspects, that is, dynamics and agility, communication in chains, compensation and compliance, contracting, stakeholders, decision making models, governance problems, integration, performance measurement, project management and strategy development. This paper intends to emphasize that interchain coordination can be improved by enterprise architecture modelling as well as by the application of blockchain economy.*

**KEYWORDS:** *Information Technology Outsourcing; Transaction Cost Theory; Resource Based View; Collaborative Networks; Vertical Software Development; Supply Chain; Relationship Management; Blockchain Economy*

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