Working Group E5: IT outsourcing - Application Service Providers
Economical, technical and legal approach of the model of reception of services of informative systems from third parts in Greece: Problems and prospects.

Within the framework of the strategy for the creation of a favorable digital environment for Greek SMEs, the General Secretariat of Industry (Ministry of Development) has introduced the **e-business forum**, a constant mechanism of consultation of the State with the academic and the business world for the processing and the creation of jobs related to electronic business and the continuous information of citizens and entrepreneurs about issues of electronic business. The purpose of this forum is the presentation of opinions, expertise as well as the exchange of ideas and expertise as well as the encouragement of e-business knowledge accumulation. The working groups and their members detect the problems concerning the precipitation of the technology's penetration in electronic economy in Greece. They also make suggestions to the State, such as measures and actions, which will lead to the success of the e- business in Greece.

The present working group (working group E5 – IT Outsourcing) will focus on the problem of outsourcing infrastructures not being used from enterprises in Greece. Even though the ISPs and the suppliers of software have announced various solutions concerning the outsourcing or the ASP, the companies have not yet begun to show any kind of confidence neither to these solutions nor to follow the equivalents business models. Moreover, the following actions will be taken within the framework of the working group:

- Description of the existing situation in Greece
- Identification of best practices as well as other initiatives abroad
- The role of ISPs
- Economic elements of the outsourcing business model
- Safety/ level of service issues – Practical Guide for the composition of an SLA
- Proposition for the regulatory framework to IT

On a first phase, via personal interviews with important persons of the sector, the existing situation in Greece will be described: which are the solutions already being provided within the Greek market concerning outsourcing, how the Greek outsourcing market is being perceived, what should be done in order for the Greek outsourcing market to be strengthened.

During the working group' s operations, any kind of material will be available in the web portal of the e-business forum (www.ebusinessforum.gr).

Λ. ΜΕΣΟΓΕΙΩΝ 56 • ΑΘΗΝΑ • Τ.Κ.11527 • ΤΗΛ: 210.74.74.274• FAX: 210.74.74.490
56, MESOGION AV. • 11527, ATHENS • GREECE • TEL: +30.210.74.74.274 • FAX: +30.210.74.74.490

e-mail: Eleni.Viglaki@grnet.gr • http://www.grnet.gr