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Appendix G: Outsourcing IT Services Contracts

This section contains a series of research paper published by Gartner, Inc. concerning strategies and practices for organizations seeking to outsource IT services. The guidance provides service recipient organizations (those seeking outsourcing) the framework for developing robust contracts that fully define the outsourcing relationship and can be administered over the life of the contract. The guidance in this section can be applied to any type of outsourcing, not just IT.

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