

## **A MULTICRITERIA MODEL FOR SELECTING OF IT ACTIVITIES TO OUTSOURCE**

Don Petkov\*

Department of Business Administration  
Eastern Connecticut State University  
Willimantic, CT, USA  
E-mail: [petkovd@easternct.edu](mailto:petkovd@easternct.edu)

Olga Petkova

School of Business  
Central Connecticut State University  
New Britain, CT, USA  
E-mail: [petkovao@ccsu.edu](mailto:petkovao@ccsu.edu)

### **ABSTRACT**

In this paper we are concerned with the decisions in IT outsourcing. Lacity and Willcocks provide after extensive empirical work three separate two dimensional decision models involving contributions of the IT activity to the business positioning, to the business operations; in-house scale and management practices; degree of IT integration and technology maturity. We propose a multicriteria model for the selection of IT activities to be outsourced that integrates the findings of Lacity and Willcocks and the concepts of AHP for better holistic decisions in IT outsourcing.

Keywords: Decision to outsource, AHP, Information Technology outsourcing.

---

\* Corresponding author

ACKNOWLEDGMENT: The authors are grateful to Professor Thomas Saaty and Rozann Saaty for creating the global inspirational atmosphere for applying AHP for better decision making.