



< Department of Management



Professor Leslie Willcocks

Professor of Work, Technology and Globalisation

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About me

Professor Willcocks has a worldwide reputation for his research and advisory work on automation, digital business, the future of work, IT and business process outsourcing, organisational change, management, and global strategy. As well as being a professor in the Information Systems and Innovation Faculty Group, he is a Fellow of the British Computer Society.

For the last 28 years he has been Editor-in-Chief of the *Journal of Information Technology*. He is co-author of 57 books, including most recently *Robotic Process and Cognitive Automation: The Next Phase* (2018, www.sbpublishing.org), *Dynamic Innovation Through Outsourcing* (2018, Palgrave), *Service Automation Robots and The Future of Work* (2016, www.sbpublishing.org) and *Global Business Management Foundations* (208) www.sbpublishing.org). He has published over 230 refereed papers in journals such as *Harvard Business Review*, *Sloan Management Review*, *California Management Review*, *MIS Quarterly*, *MISQ Executive* and *Journal of Management Studies*.

In February 2001 he won the PriceWaterhouseCoopers/Michael Corbett Associates World Outsourcing Achievement Award for his contribution to this field. He is a regular keynote speaker at international practitioner and academic conferences, such as World Outsourcing Summit, European Outsourcing Summit, ICIS and PACIS and is regularly retained as adviser by major corporations and government institutions. Selected clients for executive education programmes include: Standard Chartered Bank, Stater, ABNAMro Bank, Royal Sun Alliance, Singtel, Commonwealth Bank, Abu Dhabi Investment Authority, Trizma, Accenture, IBM, Rotterdam Port Harbour Authority, WH Smith, Eli Lilly, and several government institutions in the UK, USA and Australia. He has served as expert witness on congressional committees and senate inquiries on outsourcing in Australia and USA and provided evidence to a number of UK government reports on major public sector IT projects.

Research summary:

Professor Willcock's major research interests include service automation, robotic process automation, cognitive automation of knowledge work, artificial intelligence, digital transformation and emerging technologies including cloud, social media, analytics, mobile, blockchain, robotics,

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business process outsourcing and offshoring, organisational behaviour, social theory and philosophy for information systems, and public sector IT Policy.

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Information Systems and Digital Innovation Faculty Group

Expertise

Globalisation and management; ICTs and innovation IT and business process outsourcing; IS human capabilities and skills; technology and work; business analytics; cloud computing services

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My research



Global outsourcing discourse: exploring modes of IT governance

Book

Author(s) Eleni Lioliou, Leslie P. Willcocks

ISSN/ISBN 9783319740447



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Article

Author(s) Rens Scheepers, Mary C. Lacity, Leslie P. Willcocks



Robotic process and cognitive automation: the next phase

Book

Author(s) Mary Lacity, Leslie P. Willcocks

ISSN/ISBN 9780995682016



Dynamic innovation in outsourcing: theories, cases, practices

Book

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