

University of Twente, Faculty of Behavioural, Management and Social Science (BMS), The Netherlands



Prof. Celeste Wilderom
Chair in Change Management and Organizational Behaviour

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- Started with study early 2016
- Topic on unit level: Transformational Leaders with Emotional Intelligence which steer (Outsourced) IT work with cross-cultural (On- and Offshore) IT Teams induce to Cohesion that fuels *Knowledge Sharing* which, in turn improve objective Team Performance.
- Topic on individual level: as above + key variable Job satisfaction
- The topic might differ slightly as the research proposal is not officially accepted yet by the University
- Main effort and value:
 - 1 day a week, weekend-research for next 5 to 8 years
 - Deliver guest college University of Twente - twice a year
 - 20 Qualitative expert interviews
 - N= 500 Quantitative research respondents of agile development teams:
 - a) Infosys teams collaborating with clients (manager & employee level); e.g. ABN AMRO, NL telco, UK retailer, Essent. Exact number of cases is Depending on number of available interviewees + responses
 - a) Other IT companies collaborating with clients (non-Infosys)
 - Write publications in scientific journals: anonymously
 - Deliver presentations on outcome to clients and Infosys



The Key elements of the DevOps Transformation journey

