Index

A

account management database 239
ACORN (see Administrative Conversion: Operational Redesign and Innovation)
active server pages (ASP) 155
adaptability 214
administration 113
administrative computing 104
Administrative Conversion: Operational Redesign and Innovation (ACORN) 107
administrative information system (AIS) 105, 122
administrative services 82
agents 271
AIIA Corp. 227
Algos Center 47
alliance 3
alumni development system 110
application service provider (ASP) 132, 228
archiving 184

B

Blackboard™ 155

C

Cabrillo College 105, 106, 111
CAMS© (see Community/course Action/interaction Management System)
CASE (see computer-aided software engineering)
case management subsystem 86
Charlotte-Mecklenburg Police Department (CMPD) 82
CIM (see customer interaction management)
class 233
classification system 127
clustering 196
collaboration 160
Community/course Action/interaction Management System (CAMS©) 154
computer-aided software engineering (CASE) 89
conceptual schema (CS) 203
constraints 68
consulting 72
contract 217
conversion process 110
conversion strategy 107
corporate law reform program (CLERP) 190
cost recovery process 149
cost savings 64, 260
customer interaction management (CIM) 231
customer interaction management system 239
customer quality information system 137

data definitions 149
data integrity 113
data maintenance 109
data mining 191, 199
data warehouse (DW) 27, 238
data warehouse design and development 27
data warehouse project 27
data warehousing 135
data warehousing administration 141
decision making 148
decision support 137
decision support system 29
dependent entity contract 217
developing economy 125
dimensional modeling (DM) 36

economic models 252
EDI (see electronic data interchange)
EDM (see electronic document management)
EIS (see executive information system)
electronic access 256
electronic data interchange (EDI) 29, 128
electronic document management (EDM) 172
enquiry equivalents (EEs) 9
enterprise resource planning (ERP) 44
environment 214
ERP (see enterprise resource planning)
Euclidean distance 196
executive information system (EIS) 27

F
fiber-optic media 88
financial advisor 233
flow replenishment system 30

G
geographic information system (GIS) 64, 70
global positioning systems (GPS) 70
globalization of business operations 135
graphical user interface (GUI) 191

H
harmonized system 126
human resources 111
human resources analyst 114

I
IS projects 27
implementing 64
import/export unit 127
incident reporting subsystem 84
incremental development 159
information modeling 205
information resource management model 105
information systems (IS) 31, 64, 83
information technology (IT) 42
insurance companies 190
integer programming 196
inter-organizational systems (IOSs) 5
international operating systems (IOS) 72
International Standards Organization (ISO) 137
Internet service provider 131
investment research database 239
investor 233
IS (see information systems)
ISO 9002 171
ISO (see International Standards Organization)
IT (see information technology)
IT projects 27
<table>
<thead>
<tr>
<th>J</th>
<th>K</th>
<th>L</th>
</tr>
</thead>
<tbody>
<tr>
<td>JeansWear 26</td>
<td>Knowledge-Based Community Oriented</td>
<td>LAN (see local area network)</td>
</tr>
<tr>
<td></td>
<td>Policing System (KBCOPS) 81</td>
<td>LIBNET 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>library management 244</td>
</tr>
<tr>
<td></td>
<td></td>
<td>library systems 3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Life Care Program (LCP) 47</td>
</tr>
<tr>
<td></td>
<td></td>
<td>local area network (LAN) 88</td>
</tr>
<tr>
<td></td>
<td></td>
<td>logistics 66</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>M</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Malcolm Baldrige Award 137</td>
<td>management 285</td>
<td>management 285</td>
</tr>
<tr>
<td></td>
<td></td>
<td>management initiative 95</td>
</tr>
<tr>
<td></td>
<td></td>
<td>managerial models 252</td>
</tr>
<tr>
<td></td>
<td></td>
<td>manufacturing 64</td>
</tr>
<tr>
<td></td>
<td></td>
<td>map data 71</td>
</tr>
<tr>
<td></td>
<td></td>
<td>market research 240</td>
</tr>
<tr>
<td></td>
<td></td>
<td>market response system 29</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Melbourne Automobile Insurers (MAI) 190</td>
</tr>
<tr>
<td></td>
<td></td>
<td>method of operation (MO) 86</td>
</tr>
<tr>
<td></td>
<td></td>
<td>micro-marketing 31</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Monash University 191</td>
</tr>
<tr>
<td></td>
<td></td>
<td>monolithic software model 106</td>
</tr>
<tr>
<td>N</td>
<td></td>
<td></td>
</tr>
<tr>
<td>near infrared (NIR) light 78</td>
<td>network interface cards (NICs) 273</td>
<td>network interface cards (NICs) 273</td>
</tr>
<tr>
<td></td>
<td>neural networks 196</td>
<td>neural networks 196</td>
</tr>
<tr>
<td></td>
<td>neurons 197</td>
<td></td>
</tr>
<tr>
<td></td>
<td>NICs (see network interface cards)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>nonrivalous consumption 2</td>
<td></td>
</tr>
<tr>
<td>O</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OCMS (see online course management systems)</td>
<td>OLAP and data mining 30</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

online analytical processing (OLAP) 190
online course management systems (OCMS) 154
operations 64

P
PC Trade 127
planogramming 31
point-of-sale (POS) 29
policy holders 190
policy-to-product 217
POS (see point-of-sale)
power plant 172
private sector 3
process improvement 171
product-in-contract 217
Prudential Chamberlain Stiehl Realtors (PCSR) 268
public good 2
public information 127
public sector 3
pull strategy 29
push strategy 29

Q
quality improvement 135
quality systems 171

R
redesign of business processes 135
registered independent advisors (RIAs) 228
registrar 114
relational database management system (RDBMS) 64
relational database system 119
Research Libraries Information Network (RLIN) 254
retail floor space management (RFSM) 31
retailers 36
risk groups 192
routers 273

S
sales associates 271
sales planning 31
scope creep 89
SDLC (see systems development life cycle) 89
security 143
shareholding structure 17
SONET (see synchronous optimal network) 88
South African Machine Readable Cataloguing (SAMARC) 8
SQL (see structured query language)
startup company 65
strategic alliance 3
strategic vision 108
structured query language (SQL) 143
supply chain management 135
synchronous optimal network (SONET)
system implementation 112
systems development life cycle (SDLC) 88

T
target organization 175
tariff structure 22
technology services 82
timeliness 214

U
ultraviolet light (UV) 78
universe of discourse (UoD) 207
University of Redlands 105
user interface tool 143

V
VALE Project 255
value oriented systems planning (VOSP) 138
VF Corporation 27
Virtual Academic Library Environment (VALE) 245

W
WAN (see wide area network)
Web course support 157
Web-based technologies 185
Whirlpool Corporation 136
wide area network (WAN) 273
work processes 186