Index

A
access 117, 238
accounting 290, 334, 362
accounting capabilities 362
accounting information systems 334
activity sequencing 201
annual financial report (AFR) 14
assessment 38
authoritarian and bureaucratic group context 119
autonomy 11
business process 223
business process reengineering (BPR) 203, 257
business-to-business 386
business-to-consumer 313

C
capability maturity model (CMM) 40
CBIS (see computer-based information systems)
CCS (see computing and communication services)
centralization 11
centralized services 167
certification authority (CA) 324
change management 60
chief administrative officer 332
chief financial officer (CFO) 344, 380
chief information officer (CIO) 163, 380
chief operating officer (COO) 380
click-and-brick organization 312
CMC (see computer-mediated communication)
commercial off-the-shelf products (COTS) 202
compatibility 236

Copyright © 2006, Idea Group Inc. Copying or distributing in print or electronic forms without written permission of Idea Group Inc. is prohibited.
compression technique  182
computer-aided systems engineering  216
computer hardware  362
Computer Liaison Committee (CLC)  220,  224
computer-based information systems (CBIS)  274
computer-mediated communication (CMC)  116
computing  350
computing and communication services (CCS)  22
conflicting demands  177
consultants  263
consumer (see also customer)  290
continuing education  238
continuous total quality improvement (CTQI)  105
cooperation/coordination  347
cost  168
cost and necessity of computing  166
cost-benefit analysis  242
cost-effective software packages  330
cross-functional integration  212
culture gap  132
customer (see also consumer)  215

data  280
data base administrator (DBA)  26
data processing (DP)  344
data sharing  93
data structure  88
data-processing environment  346
database  86,  336
database implementation  336
dealers marketing system development  101
decentralized IT development  228
decision support systems (DSS)  3
decision-making quality  347
Defense Acquisition Work Improvement Act (DAWIA)  207
delivery of system components  227
Department of Defense  195
deployment  291
desired capability  289
development project  222
development steering group (DSG)  214
digital image capture  180
Division of Labour  283
domain  259
DP (see data processing)
DSS (see decision support systems)

E
e-business  313
e-commerce  290,  311,  386
e-commerce age  386
e-direct marketing  392
e-mail  116,  250,  255,  339
e-shop  313
economic climate  72
economics  256
educational information management  86
efficiency  256
electronic business (see e-business)
electronic commerce (see e-commerce)
electronic databases  94
electronic kiosks  248
emerging technologies  61
employee share ownership plan (ESOP)  211
encryption program  255
end user  30,  131
end-user computing (EUC)  35,  131
end-user needs and satisfaction  338
end-user support  257
engineer involvement in IT  38
entrepreneurs  262
environmental forces  52
ergonomics  333
EUC (see end-user computing)
European Union  262
evaluating user requests  28

F
fee-for-service model  177
fee-for-service payment systems  177
feedback messages  201
financial records system (FRS)  7,  88
first in-first out (FIFO)  364
Fortune  500  290
fragmentation 284
function keys 201

G
GammaCare 179, 186
Gen-Xers 68
generally accepted accounting principles (GAAP) 13
generic appointment system (GAS) 216
geographic information system (GIS) 216
GIS project 219
global Internet strategy 385
global model 388
Governmental Accounting Standards Board (GASB) 13
graphical data 218
graphical database engine 218
groupware 53, 116

H
health and hospital services (HHSs) 233
healthcare 176
healthcare organizations (see also medical services) 176
help desk system 136
high profit margins 68
hospitals 178
human resource information system (HRIS) 22
human resource system 88
hybrid model 390

I
icons 201
IEM method 138
immature technology 83
incompatibility 242
individual development plan (IDP) 207
informal communication 220
information centers 248
information flow 284
information management 88
information processes 247
information processing 305
information systems (IS) 22, 303
information technology (IT) 36, 52, 176, 247, 274, 343, 380
infrastructure 168
innovation theories 235
input buttons 201
institutional currents 5
integrated healthcare networks (IHCN) 177
integrated product and process development (IPPD) 199, 207
integrated product development (IPD) 200
integrated project team (IPT) 199, 207
intellectual property 306
inter-office communication 338
Internet 256
Internet commerce (see also e-commerce) 313
Internet-based globalization 385
internship program 248
intranet-based systems 116
investment 38
IPPD (see integrated product and process development)
Ireland 262
IS (see information systems)
IS designers 284
IS staff 307
IS/IT purchases 333
IT (see information technology)
IT architecture 62
IT function 50
IT infrastructure 227
IT management 21
IT planning 235
IT professionals 130
IT strategies 216
IT-based solutions 214
IT-enabled change 226
IT-enabled organization 209
IT-enabled transformation 211

J
joint application design (JAD) 42, 214
joint implementation process (JIP) 42
joint strategic consultative group (JSCG) 213
joint technology committee (JTC) 213

Copyright © 2006, Idea Group Inc. Copying or distributing in print or electronic forms without written permission of Idea Group Inc. is prohibited.
joint working party (JWP) 213

K

keyboard shortcuts 201
KiwiCare 234
knowledge 282

L

labor unions 225
LAN physical security 337
LANs (see local area networks)
laptop ownership requirement 168
leadership 11
liberal arts 164
librarianship 276
library 275, 285, 286
local area networks (LANs) 343
logistics 291

M

maintenance division 134
managed care 176
management model 99
management practices and philosophies 73
management structure 69
management support 257
management team 211
manufacturing resource planning (MRP) 3
medical insurers 177
medical journals 238
medical resources 234
medical services (see also healthcare organizations) 232
menu bars 201
Microsoft Exchange 255
MRP (see manufacturing resource planning)
multi-functional teams 295
multimedia 52
multimedia electronic messages 184

N

Naval Sea Systems Command (NAVSEA) 193, 207
navigation bars 201

networking 335

new important program (NIP) 379
Novell 3.11 335
Novell Lite 335
Nu Skin 391
nuclear information systems (NIS) 35

O

off-the-shelf 227
office automation 132
on-line analytical processing (OLAP) 3
open trading 386
operational plan 103
operational support system (OSS) 213, 216
opportunism 347
organizational changes 134
organizational citizenship 149
organizational citizenship behaviors (OCBs) 155
organizational currents 5
organizational restructuring 49, 213
organizational structure concerns 29
organizational structures 29, 290
organizing-to-compete strategy (OTC) 213
outsourcing 61
ownership of systems 28

P

pan-lifecycle end-user participation 222
paper-based processes 250
participative approach 214
participatory design (PD) 214
pedagogy 168
Perl script 259
personal computers (PCs) 211
personal messages 378
personal satisfaction 347
Peru 311
physicians 177
picture archiving and communications system (PACS) 181
point-of-sale (POS) system 361
policy formulation 380
politics 11
POS (see point-of-sale system)
time-boxing 71
timeliness 281
timesheets 138
top-down approach 103
total quality management (TQM) 213
training 132, 238, 258, 276, 283, 339, 363
transnational model 388

U
U.S. furniture industry 67
undergraduate programs 164
unified statewide accounting system (USAS) 6
university network 126
user interface 280
user participation 214, 223
user request 28

V
venture capital 72
video conferencing 116, 178, 232, 235
video images 178
video link 178
virtual organization 312
virtual shop 312
virtual supermarket 316
visible management 105

W
Web strategy 29
Web-based forms 255
wireless access protocol (WAP) 265
work practices 283, 287
work processes 282
work tasks 285

Y
Y2K 25
year 2000 compliant 21