Symbols

1Global Energy PLC 216

A
abstract conceptual models 80, 81, 87, 93
acquisition specifications 160
after-sales support 6
age 34, 197
Alexander, C. 276
Alexanderian patterns 273, 282, 289
analogical conceptual models 80
anti-virus program 174, 176
application service provision (ASP) 55
audio-conferencing 101, 104, 106, 109, 114, 117, 119
audit tool 1, 19
authentication 175
authorization 175
axial coding 222, 255

B
BANK 15, 17, 19
bargaining 104
behavioral intention (BI) 54, 60, 68, 69
body language 106
built-in business rules 165
business application software 158, 159, 161, 170
business process 161, 175
business requirements 228
business rules 158, 164
business software specifications 157
business task 161, 163, 166
business-to-business (B2B) 9, 15
business-to-consumer (B2C) 9
communication 1, 4, 5, 17, 21, 61, 101, 103, 107, 108, 123, 278, 285, 298
community knowledge 6
competitor analysis 7
complex technology 248
computer conferencing 101, 107, 108
computer usage 88, 197, 199, 201, 204, 207, 208

Copyright © 2007, Idea Group Inc. Copying or distributing in print or electronic forms without written permission of Idea Group Inc. is prohibited.
computer use pattern 30
computer-mediated communication 106, 108, 109, 114
conflict 104
customer 157
customer relationship 3
customers 226
cyberspace 256, 263

data modeling 167
decision support system 103, 109, 116, 135
demographics 197
diffusion theory 33
dispersed setting 103
dyadic procedure 133, 139

e-mail 4, 7, 12, 28, 56, 62, 108, 120, 180, 249
education 34
electronic commerce (e-commerce) 30, 56, 134

electronic communication 108
electronic medical records (EMR) 54, 61
end user 78, 174, 261
end-user behavior 61
end user computing (EUC) 30, 47, 58, 61, 140, 200
expectation 220
Extensible Markup Language (XML) 160, 162, 168, 170
externship 61

face-to-face communication 106
firewall 174, 179, 180, 183, 190
fluen
cy 191
formal façade pattern 282, 283

G
gender 33, 197
global energy 221
globalization 101
graphical user interface (GUI) 80, 134
GROCER 10, 12, 14, 19, 26
grounded theory 222, 253
group support system 103

H
human computer interface 178
human subjectivity 181
HyperCharts™ 63
Hyper-Text Markup Language (HTML) 9

I
information security 174, 175, 177, 180, 191, 192
information systems (IS) 9, 21, 119, 158, 175, 199, 217, 224, 227, 246, 249, 250
information technology (IT) 9, 30, 31, 52, 55, 159, 198, 219, 273, 292, 299, 318
information technology configuration 273
innovativeness 29
instructor-led training 77
integrity 175
interactive communication 2, 4, 8, 18, 20, 21
interactivity 1
Internet 2, 17, 29, 37, 56, 108, 134
Internet self-efficacy 54
Internet surfing 38
internship 61
Index

J
just-in-time training 81, 82, 253, 294

K
knowledge 5, 6, 18, 59, 70, 78, 83, 93, 179, 201, 203, 246, 279, 289, 293
knowledge worker 197

L
lead user 295, 304
learning 78, 80, 180, 199, 248, 250, 252, 258, 273, 295
learning-based model 248, 250, 255, 264, 266
legacy system 260
legitimate peripheral participation 295, 306
long-term memory 82

M
manage expectations pattern 285
market orientation 7
market research 7
media richness 103, 106, 108, 109
medical records 54
memory 82
mental models 77, 80, 82, 83, 90, 93
monadic procedure 133, 139

N
negotiation 101, 102, 104, 107, 111, 120, 131, 241
negotiation support system 102
negotiator attitudes 118
NUD*IST 280

O
on-the-job learning 292, 300, 303
online task support 77
open coding 222, 254

P
patterns 273, 275, 279, 280, 289
peer-to-peer software 178
perceived ease of use (PEOU) 54, 68, 70, 118, 200, 261, 263
perceived situation 220
perceived usefulness (PU) 54, 60, 69, 118, 123, 262, 263
personal banking 32
personal firewall software 183
personal IT innovativeness 29
personalization 3
privacy 13, 17, 70, 175
profiling 10,
PubOrg 254, 259
PWC model 177, 180

Q
Q-sort 174, 175, 181, 183, 189, 191
Q-sort analysis 174
quality in use 251
quality of use 248, 250, 253, 258, 264, 266, 267

R
resident expert 295
return on investment 175, 201

S
satisfaction 250, 263
scaffolding 79
security 174
self-efficacy 54, 58, 62, 68, 266
shopping products 39
social support 294
software engineering 163, 277
stakeholder 220
strategic management 219, 293, 306
strategy team pattern 284
structural equation modeling 38, 63
support staff 294

Copyright © 2007, Idea Group Inc. Copying or distributing in print or electronic forms without written permission of Idea Group Inc. is prohibited.
surfing 38
system decomposition 166
system use 31, 82, 179, 256
systems development life cycle 217
T
task support 77
technology acceptance model (TAM) 30, 54, 69, 70, 123, 178, 200
text-formatting 138
theoretical network 255
theory of planned behavior 60, 178, 249
theory of reasoned action 56, 249
training 77, 258, 295
U
Unified Modeling Language (UML) 160
URL 4, 14, 62
usability 251
user acceptance behavior 55
user satisfaction 250
user-computer interface 158, 163
user-defined business rules 165
user-friendly 133, 237
user-perceived input 158, 164
user-perceived output 158, 164
users’ perception 261
utilization 31, 133, 134, 247, 250
V
video-conferencing 102, 104, 108
virus 174, 192
W
Web browser 5, 61
Web site address 4
Web site user 1
Web technology 3
Web-enabled interactivity 1, 7, 9, 11, 19, 20, 21
Web-enabled Interactivity Self-Evaluation (WISE) 3, 10, 18, 19, 22
WebQ 182
wizard 79, 81, 84, 86, 94, 95
wizard-based scaffolding 79
workplace 292
World Wide Web (WWW) 30, 46