# Index

**A**
- abstract conceptualization 341
- AIDS 160
- Alpha 63, 219, 228, 375, 376, 377, 379, 380, 381, 382
- American Hospital Association 160
- anthropomorphism 359, 361, 369
- apprenticeship 322, 323, 333
- appropriative trajectories 214
- archetypal approach 205, 207, 211, 214, 215, 217, 219, 220, 221
- architecture of integrated information systems (ARIS) 14
- ARIS modelling technique 14
- automatically generated program code 384, 385
- Autostadt 1, 2, 4, 5, 6, 7, 8, 9, 11, 14
- autostadt project 5

**B**
- balancing-point dynamic 210
- Beowulf 15, 16, 17, 18, 25, 28, 29, 34, 422, 433
- body image 239
- BrandLand 1, 5, 6, 9
- breast cancer 160
- Buddhism 264, 265
- business & IT consulting services (BICS) 308, 309

**C**
- CAD drawing 17, 18, 25
- CarTower Discovery 4
- cognitive maps 123, 132, 374
- COMI-P personnel information system 345
- communities of practice (CoP) 319
- computer attitude scale (CAS) 44
- contraction 248

convergent validity 63

corporate resources department (CRD) 312

critical IS discourse 94, 97, 100

curriculum vita (CV) 109

**D**
- Daimler-Chrysler 5
- descriptive moral relativism 260
- digital heart 6
- discourse 90, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 106
- discourses 420
- discriminant validity 63
- Distributed Digital Incunabula Library 21

**E**
- e-Business 13, 142
- e-Health 13
- e-Learning 13
- e-learning in Africa 71
- e-service development 31
- eEurope 12
- efficiency of the SMS service 295
- electronic communication effect 296
- Electronic Record Development and Implementation Program (ERDIP) 166
- emotional digitalization 1
- end-user computing satisfaction (EUCS) 59, 60, 66, 399
- English as a foreign language (EFL) 363
- EUCS survey 60, 61, 64, 65
- European Council 12
- event-oriented literature 108
- expansion 248
- extended event-driven process chain (eEPC) 25
F
flow theory 197
frame of reference 9, 123, 179

G
gender role expectations 235, 236
general practitioner’s (GP) 161
global system for mobile communication (GSM) 285
graphical user interfaces (GUIs) 358
GSM telecommunications standard 194

H
hegemonic ideologies 231, 242
holistic form of thought 131
human computer interaction (HCI) 90, 91
hybridization 247
hyper text transfer protocol (HTTP) 24

I
i2010 strategies 12
IBM 33, 121, 139, 145, 148, 149, 151, 155, 156, 157, 363, 371, 382, 399, 408, 412, 419, 425, 430
informational ontology 253
information and communication technologies (ICT) 140
information systems (IS) 91
information systems development (ISD) 122
Institut Universitaire Professionnel de management (IUP) 218
internal rate of return (IRR) 302
Internet in Africa 71
interoperability 12, 14, 24, 25, 26, 27, 30, 31, 33, 12, 14, 24, 25, 26, 27, 30, 31, 33, 25
IS design 123, 321, 323, 324, 325, 326
ISD Methodologies 32
IS literature 60, 61, 95, 123, 206, 302, 326, 327, 328
IT appropriation 205, 210, 221
IT artifact product development context 97
IT assessment group (ITAG) 310
IT implementation factors 339

J
joint application design (JAD) 328

L
Lahti Pilot Project 289
La Madonna del Parto 20

M
media richness theory 195
medical errors 160
Mensa philosophica 24
mental programming 73
metaethical relativism 266, 267
methodological dilemmas 108
Microsoft Office Paper Clip 359
Middle East culture 70
military aircraft company (MAC) 391
Ministerial Network for Valorising Activities (MINERVA) 29
Muslim 76, 274, 282

N
National Health Service Care Records Service (NCRS) 160
NavigationsSpiel 4
net present value (NPV) 302, 310, 311
Network Enterprise 139, 141, 142, 143, 153, 154, 156
NHS care records service (NCRS) 159
NHS patent record 163
NPfit Programme board 164

O
open source software (OSS) 90, 91
organisation theory 143
OSS development 90, 91, 92, 95, 96, 97, 98, 99, 100, 101, 102

P
participative design (PD) 328
participatory design (PD) 91
personal computer (PC) 3
phenomenographic principles 125
phratria 200
playable characters and race 240
points of information (POIs) 8
polychronic cultures 75
porosity 247, 248, 249
postmodernity 3
poststructuralist approach 92
postulating the ontic trust 254
practical HCI discourse 93, 96, 98, 100
private language 115
privatization of technology 4
process patterns recognition (PPR) 205
profit versus not for profit 181

Q
quality assurance division (QAD) 392
quantitative processual approaches 206

R
RD success 328
reflective PD discourse 94, 97, 100
Royal Library of Copenhagen 17

S
SAP_HR 338, 343, 344, 345, 346, 347, 348, 349,
350, 351, 352, 353, 355
self-efficacy construct 40
self versus community focus 181
short message system (SMS) 285
short versus long term 181
Silicon Valley 142, 145
social learning model 332
software development system (SDS) 392
software quality assurance (SQA) 384, 385
Strategic Health Authority (SHA) 164, 165
subjectivity 92, 280
SunFuelLab 4
synchronization 249

T
tacit knowledge 113, 140, 141, 143, 144, 145, 149,
150, 151, 152, 153, 154, 156, 157, 424
technical directorate (TD) 392
technology acceptance model (TAM) 37, 38, 200
time-fixated praxis 108, 109, 119

U
UK Connexions Service 145
UNIX commands 365, 366, 369
user interface (UI) 358
user participation 90, 91, 92, 93, 94, 95, 96, 97, 98,
100, 101, 102

V
video game violence studies 234
Vodacom 71
Volkswagen 2, 4, 6, 7
Volkswagen Group 4, 6, 7

W
Web attitude scale (WAS) 44
Web development skills 41, 43, 45, 48, 49, 50
Western cultures 60, 145, 253, 259, 260, 261, 262,
263, 264, 266, 267, 269, 270, 274, 280, 282,
390, 396
Western influence 264
World Bank 86, 178, 193, 405, 442

X
XHTML 45
XML-codes 24