Index

A
accurate information 87
actor 161
actor-network theory (ANT) 153, 154
advanced planner and optimization (APO) 122
advertising practices 262
Amazon.com 113
analysis 192
anonymity 256
appropriate training 138
Asian Development Bank (ADB) 140
asset-based business model 65
assumptions & limitations of CRM 87
asymmetric cryptography 241
attractive promotion systems 138
audits 234
authentication 233, 239
authorisation 234
automated teller machines (ATMs) 215

B
biometric applications 241
biometric control 240
Bizewest 157
black box 162
building societies 217
business information warehouse (BW) 122
business models 64
business process re-engineering (BPR) 70
business processes 64
business-to-business (B2B) 123, 171
business-to-consumer (B2C) 123
business-to-employee (B2E) 123, 124
business-to-employee (B2E) solution 120

C
certification authority (CA) 242
certified practicing accountant (CPA) 160
champions 61
change 76
change leadership 34
change management 56, 127, 129
change management framework 59, 60
change process 76
cheques 212
communication 62
Computer Professionals for Social Responsibility (CPSR) 268
computer virus 237
computer-to-computer linkages 213
confidentiality 234
content delivery 171
cookies 240
core competencies 111
core focus 3
credit cards 213
credit unions  218
culture 110
customer loyalty  92
customer relationship management
(CRM) 85, 86, 98, 122
customer relationships 85
customer retention 94
customer service representatives
(CSRs) 196
customer trust 88
customers 65, 193
cyberpirates 259
cybersquatting 260

d
Dakin Farms 192
debit cards 214
decision-making 41
deep linking 262
definitions of resistance 72
deliverables 192
denial of service 235
design 192
digital certificates 241
digital signatures 234
direct cutover 12
direct funds transfers 213
direct-entry payments 213
discrimination 264

e
e-business 22
e-business and change 56
e-business change management 3
e-business ethical dilemmas 259
e-business ethics 253
e-business information exchange
231, 232
e-business infrastructure 8
e-business innovations 2
e-business manager 28
e-business planning 9
e-business security 232
e-business technologies 57
e-business technology investment 39
e-business transactions 231
e-commerce 153
e-commerce and e-partnerships 115
e-government in Sri Lanka 150
e-money 222
e-networks 106
e-partnership 105, 106, 108, 114
e-payment systems 210
e-transformation 57
effective relationship 91
EFTPOS 214
electronic cheques 222
electronic commerce 153
electronic data interchange (EDI) 216
electronic funds transfers at point of
sale (EFTPOS) 214
electronic government (e-government)
138, 139
electronic payment 226
employee lifecycle management (ELM)
125
employee relationship management
(ERM) 125
employee self-service (ESS) 122, 126,
129
employee transaction management
(ETM) 125
encryption 241
enrolment 155
enterprise resource planning (ERP) 70,
121
ERP system 129
ethical governance 257
ethics 251, 252
ethics and trust 254
ethics in-business 252
evidence of identity (EOI) 242
evolution 191
executive judgment 40, 45, 49
executives 45

f
firewalls 238
flaws 237
fraudulent activity 262
government and business (G2B) 138
government and its own employees (G2E) 138
government and other government departments (G2G) 138
government and the public (G2P) 138
habitatual action 87
hacking 236
human resource management (HRM) 123
implementation 192
information technology (IT) 138
Information technology (IT) focused interventions 70
information technology and communication 105
initiation 192
innovation diffusion 154
innovation theory 153
innovation translation 154
innovative leadership 23
intangible costs 198
integrated chip (IC) 183
integrity 234
intellectual property 263
inter-organizational collaboration 112
inter-organizational partnerships 117
inter-organizational systems 191
interessement 155
international financial institutions (IFIs) 140
Internet credit transfers 222
Internet debit transfers 222
Internet ‘dumping’ 236
Internet payment 222
Internet services providers (ISPs) 175
Internet start-ups 262
intruders’ technical knowledge 238
investigation 192
IT initiatives 141
IT investments 39
judgment 41, 43
justification of e-business 4
knowledge management 15
knowledge warehouse (KW) 122
leadership 22
leadership in e-commerce 24
leadership style 20
loss of availability 234
m-payments 222
maintenance 192
mBusiness standards and protocols 183
meta-tagging 262
misleading advertising 266
mobile business (MoB) 171
mobile commerce 171
mobile services providers (MSPs) 175
mobilisation 155
money orders 216
music sharing issue 263
network security incident 235
networking and communications 112
new economy 55
nonrepudiation 235
offensive material 264
on-line CRM success strategies 88
on-line payments 214
order-processing system 194
parallel conversion 13
Index 283

patents 261
personal digital assistants (PDA) 172
personal identification numbers (PINs) 234
personalization preference 88
phased conversion 13
pilot conversion 12
planning cycle 3
planning horizon 3
port scanning 236
pretty good privacy (PGP) 243
privacy 266
private key 241
private label cards 214
problematisation 155
processes and technology 62
productivity 111
public key cryptography 241
public key infrastructure (PKI) 242
public sector 137, 138
public sector in Sri Lanka 149

Q
quality of service (QoS) 179
quick order processing (QOP) 200

R
reduced delivery time 198
reengineer processes 62
registration authorities (RAs) 242
relationship effectiveness 92
relationship marketing 88, 100
relationship quality 95
remunerations 138
repeat visitation 88
resistance 72, 73, 76
resistance management 78
resistance to change 71, 75
resource-based view (RBV) 46
retail funds transfers 213
retail information management systems (RIMS) 202
retail payment instruments 212
retailer cards 214
retailers 218
rethinking resistance 80
revenue sharing 111
risk management 15

S
S-HTTP 237
secure electronic transaction (SET) 243
secure sockets layer (SSL) 243
security concepts 233
security incidents 231
security policy 244
service quality 90, 95, 97
small business 153
small to medium enterprises (SMEs) 154
SMS (Short Message Systems) messages 172
sniffing 236
socio-technical 153
spam 265
Sri Lanka 137
stored-value cards (SVCs), 215
strategic decisions 45
strategic enterprise management (SEM) 122
strategic investment 39
strategic judgment 43
suppliers 65
system overload 266
systems development life cycle (SDLC) 192
systems planning 192

T
technology infrastructure 63
technology innovation 75, 191
third-party bill payments 217
top management support 6
total quality management (TQM) 107
total quality partnership 105, 115
traditional business practices 21
transactions 171
transport layer security (TLS) 243
travellers’ cheques 216
U
understanding resistance 73
unsolicited material 266
user identification module (UIM) 183

V
value chain 65
value-added processes 193
virtual organization 105, 106, 108, 114
virtual revolution 107
viruses 237
vision 61

W
Web markup language (WAP) 184
Western Region Economic Development Organisation (WREDO) 157
wire transfers 216
wireless application protocol (WAP) 172
wireless application services providers (WASP) 180
wireless network devices 172
worms 237