Index

A
accessibility 274
account management 2240
active networks 58
active user 1727
activity diagram 623, 628
activity handler 627
activity recorder 350
adaptability 480
advertising 85
advertising effectiveness 747
advertising, on the Web 748, 749
Advisory Commission on Electronic Commerce 2064
after-sale service 1840
agent technology 549
agent transport protocol 439
aggregation 2111
A-GPS 2157
Algar Telecom Leste 2173
ambiguity, performance 1888
America Online 1195
American National Standards Institute (ANSI) 2211
analysis of variance (ANOVA) 1159
analytic hierarchy process (AHP) 758
angle of arrival (AOA) 2152, 2157
animation 746
animation, continuous 748
Anne Arundel Community College (AACC) 1163
anomaly detection 2050
anonymity 480
AOA 2157
application developer 2155
application programming interface (API) 194
application service provider (ASP) 762, 820
artificial intelligence (AI) 422, 2182
artificial neural network (ANN) 574
Asia Pacific Economic Cooperation 1465
Asia Pacific/Pacific region 1466
asset specificity 142
asymmetric key systems 296
Athens Laboratory of Business Administration (ALBA) 1164
atomic bid 167
attack, flooding 2056
auction 169, 471
auction, simultaneous multiround (SMA) 164
auction broker 920
auction demo software 172
auction mechanism 164, mechanisms 1131
auction server 164
auction, Dutch 164
auction, electronic 164
auction, English 164
auction, Internet 1130
auction, list 175
auction, online 163, 1938
auction, online 822
auction, reverse 825
auction, Vickery 164
Australia 2173
authentication 292, 938
authentication, of payment 810
authentication, of user 302
authenticity 60
authorization 292
autonomous agent 550
autonomy 472, 556, 1262, 2182

B
back office 1068
back-end system 15
balanced scorecard 547
Baltic Sea, ferry market 69
bandwidth 86, 250, 315, 934
banking industry 1039
bar code 659, 666
BargainFinder 740
behavior, experiential 260
BellSouth Chile 2173
benchmarking 402
benevolence 1272
beta testing 1149
bidding 474
blog 2276
blogger 2276
blogging, mobile 2276
Bluetooth 159, 298
Bouygues Télécom 2273
BPEL4WS 569
brand 466
brand community 43
brand equity 46
brand image 97
brand loyalty 97
brand names, effect of 1702
brand relationship 40
brand relationship quality (BRQ) 40
branding 38
Brazil 2173
bricks and mortar 2241, 2244
broadband access solutions 779
broker, discount 375
broker, Web 375
browser phone 130
browser software 49
buffering, double 519
build-to-forecast (BTF) 727
build-to-order (BTO) 727
business collaboration 1463
business information integration 1760
business integrator 1830
business intelligence analytics 249
business knowledge, formalizing 1023
business management 536
business model 1114
business model, Internet 1146
business model, networked 222
business network 222
business network redesign (BNR) 1243
business process outsourcing (BPO) 1586
business-process analysis (BPA) 691
business-process integration (BPI) 983
business-to-business 287
business-to-business (B2B) 1, 566, 691, 826, 1882, 1936, 1978, 1232, 1233, 1461, 1569, 2200, 2294
business-to-business (B2B) bubble 1937
business-to-business (B2B) e-commerce 837, 1978
business-to-business (B2B) e-procurement 1985
business-to-business (B2B) models 1982
business-to-business (B2B) sell-side models 1982
business-to-business (B2B), benefits of 855
business-to-business (B2B), collaboration 2294
business-to-business (B2B), commerce streamlining 1237
business-to-business (B2B), competitiveness 1313–1322
business-to-business (B2B), electronic market 1953
business-to-business (B2B), online exchanges 1656–1663
business-to-business (B2B), and EIS 611
business-to-consumer (B2C) 1
business-to-consumer (B2C) 324, 691, 1461, 1569, 1954, 2200
business-to-consumer (B2C), business model 1239
business-to-consumer (B2C), competitiveness 1313–1322
business-to-consumer (B2C), e-commerce 738, 1837
business-to-consumer (B2C) 566, 826, 1882
buyer agent 171
buyer-supplier interface 1232
buzz management 2147
**Index**

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cadiac</td>
<td>1084</td>
</tr>
<tr>
<td>calculus-based evaluation</td>
<td>1267</td>
</tr>
<tr>
<td>CART</td>
<td>2250</td>
</tr>
<tr>
<td>case-based reasoning (CBR)</td>
<td>573</td>
</tr>
<tr>
<td>c-commerce</td>
<td>702</td>
</tr>
<tr>
<td>cell global identity</td>
<td>2157</td>
</tr>
<tr>
<td>cell global identity, with timing advance</td>
<td>2157</td>
</tr>
<tr>
<td>CEN/ISSS eBusiness Standards Focus Group</td>
<td>2202</td>
</tr>
<tr>
<td>centralized static virtual enterprises (CSVE)</td>
<td>1830</td>
</tr>
<tr>
<td>channel domination</td>
<td>1067</td>
</tr>
<tr>
<td>channel flexibility</td>
<td>541</td>
</tr>
<tr>
<td>channel integration</td>
<td>1067</td>
</tr>
<tr>
<td>cherry picking</td>
<td>2246</td>
</tr>
<tr>
<td>Chile</td>
<td>2173</td>
</tr>
<tr>
<td>CIDX protocol</td>
<td>2218</td>
</tr>
<tr>
<td>Cisco</td>
<td>1149</td>
</tr>
<tr>
<td>Cityneo Guide</td>
<td>2275</td>
</tr>
<tr>
<td>Cityneo Plan</td>
<td>2275</td>
</tr>
<tr>
<td>CLAAS</td>
<td>1991</td>
</tr>
<tr>
<td>click and mortar strategies</td>
<td>1067</td>
</tr>
<tr>
<td>click farm</td>
<td>1601</td>
</tr>
<tr>
<td>click fraud</td>
<td>1598</td>
</tr>
<tr>
<td>clicks-to-impressions (CTI)</td>
<td>1600</td>
</tr>
<tr>
<td>click-through fraud</td>
<td>1598</td>
</tr>
<tr>
<td>click-through rate</td>
<td>1599</td>
</tr>
<tr>
<td>client-server systems</td>
<td>202</td>
</tr>
<tr>
<td>closed loop</td>
<td>2288</td>
</tr>
<tr>
<td>clustering techniques</td>
<td>576</td>
</tr>
<tr>
<td>clustering, industry</td>
<td>1459</td>
</tr>
<tr>
<td>co-creation</td>
<td>41</td>
</tr>
<tr>
<td>collaboration profile agreements (CPA)</td>
<td>2207</td>
</tr>
<tr>
<td>collaboration protocol profile (CPP)</td>
<td>986, 2207</td>
</tr>
<tr>
<td>collaborative filtering technology</td>
<td>1894</td>
</tr>
<tr>
<td>Commission of the European Communities</td>
<td>2022</td>
</tr>
<tr>
<td>common object request broker (CORBA)</td>
<td>189</td>
</tr>
<tr>
<td>communication, asynchronous</td>
<td>2009</td>
</tr>
<tr>
<td>communication, innovative</td>
<td>383</td>
</tr>
<tr>
<td>communication, Internet-enabled</td>
<td>1234</td>
</tr>
<tr>
<td>communication, many-to-many</td>
<td>1226</td>
</tr>
<tr>
<td>communication, one-to-many</td>
<td>1226</td>
</tr>
<tr>
<td>communication, one-to-one</td>
<td>1225</td>
</tr>
<tr>
<td>communication, peer-to-peer</td>
<td>1226</td>
</tr>
<tr>
<td>communication, synchronous</td>
<td>2008</td>
</tr>
<tr>
<td>communities of practice (CoP)</td>
<td>1224</td>
</tr>
<tr>
<td>community customer</td>
<td>1334</td>
</tr>
<tr>
<td>compact disc (CD)</td>
<td>741</td>
</tr>
<tr>
<td>CompareNet</td>
<td>740</td>
</tr>
<tr>
<td>comparison-shopping</td>
<td>738, 739</td>
</tr>
<tr>
<td>compatibility</td>
<td>2262</td>
</tr>
<tr>
<td>competitive advantage</td>
<td>1232, 1458, 1583</td>
</tr>
<tr>
<td>competitive co-evolution</td>
<td>1459</td>
</tr>
<tr>
<td>competitive strategy</td>
<td>1114</td>
</tr>
<tr>
<td>complementary grouping</td>
<td>1432</td>
</tr>
<tr>
<td>computation-tree logic</td>
<td>693</td>
</tr>
<tr>
<td>computer chip</td>
<td>659</td>
</tr>
<tr>
<td>computer-supported collaborative learning</td>
<td>2242</td>
</tr>
<tr>
<td>confidentiality</td>
<td>292, 935, 1291</td>
</tr>
<tr>
<td>confidentiality, of data</td>
<td>295</td>
</tr>
<tr>
<td>connectivity</td>
<td>820</td>
</tr>
<tr>
<td>consolidation</td>
<td>1238</td>
</tr>
<tr>
<td>consortium agreement, for virtual enterprises</td>
<td>1430, 1432</td>
</tr>
<tr>
<td>construction tendering/bidding</td>
<td>806</td>
</tr>
<tr>
<td>consumer behavior</td>
<td>258, 1720</td>
</tr>
<tr>
<td>consumer experience</td>
<td>38</td>
</tr>
<tr>
<td>consumer expertise</td>
<td>1706</td>
</tr>
<tr>
<td>consumer need</td>
<td>2128</td>
</tr>
<tr>
<td>consumer, characteristics of</td>
<td>328</td>
</tr>
<tr>
<td>consumerism</td>
<td>2178</td>
</tr>
<tr>
<td>consumer-to-consumer interaction</td>
<td>1624</td>
</tr>
<tr>
<td>content distribution</td>
<td>794</td>
</tr>
<tr>
<td>content management tools</td>
<td>349</td>
</tr>
<tr>
<td>content provider</td>
<td>2155</td>
</tr>
<tr>
<td>convenience fees</td>
<td>37</td>
</tr>
<tr>
<td>cooperation</td>
<td>1885</td>
</tr>
<tr>
<td>cooperation, involuntary</td>
<td>1885</td>
</tr>
<tr>
<td>cooperation, passive</td>
<td>1885</td>
</tr>
<tr>
<td>cooperation, voluntary</td>
<td>1885</td>
</tr>
<tr>
<td>cooperative marketing</td>
<td>1462</td>
</tr>
<tr>
<td>CORBA (common object request broker architecture)</td>
<td>202, 983</td>
</tr>
<tr>
<td>core competency</td>
<td>1114</td>
</tr>
<tr>
<td>corporate architectures</td>
<td>140</td>
</tr>
<tr>
<td>cost reduction</td>
<td>539, 1692</td>
</tr>
<tr>
<td>cost structure</td>
<td>374, 670</td>
</tr>
<tr>
<td>cost-per-click (CPC)</td>
<td>1599</td>
</tr>
<tr>
<td>counterfeiting</td>
<td>2289</td>
</tr>
<tr>
<td>country of origin</td>
<td>1577</td>
</tr>
<tr>
<td>credibility</td>
<td>2144</td>
</tr>
<tr>
<td>credit risk</td>
<td>1983</td>
</tr>
<tr>
<td>cross-enterprise collaboration</td>
<td>140</td>
</tr>
<tr>
<td>cryptography</td>
<td>62, 489, 937</td>
</tr>
<tr>
<td>CSOFT metamodel</td>
<td>221</td>
</tr>
<tr>
<td>culture</td>
<td>1191</td>
</tr>
<tr>
<td>customer and user involvement (CUI)</td>
<td>240</td>
</tr>
<tr>
<td>customer conversion rate (CCR)</td>
<td>1602</td>
</tr>
<tr>
<td>customer cost</td>
<td>1875</td>
</tr>
<tr>
<td>customer ethnocentrism</td>
<td>95</td>
</tr>
<tr>
<td>customer experience</td>
<td>1362</td>
</tr>
<tr>
<td>customer goals</td>
<td>1672</td>
</tr>
</tbody>
</table>

customer interaction 1688
customer interface 1068
customer loyalty 105, 865, 1420, 1903
customer needs 1023
customer perceived value 1870
customer profitability 541
customer relationship 222, 1054
customer relationship management (CRM), life cycle models 1338
customer relationship management (CRM), of e-commerce 1742
customer relationship management (CRM), privacy and security 1279–1301
customer requirements 1238
customer retention 541
customer satisfaction 572, 1064, 1746, 1902
customer satisfaction, evaluation system 755
customer service 126
customer service life cycle (CSLC) 1675
customer service, and competitive advantage 1203
customer value 106, 258, 1875
customer-centric production system 715
customization 2130
customizeration 41, 1641, 2121
cyber agency 2241
cybermediaries 920
cyber-notary 59
data analysis 1497
data integrity, in XML 616
data networks 1666
database management system (DMS) 914
Dealtime.com 741
decentralized computing 145
decreption 89
decreption, defensive 88
decreption, identity 88
decryption 2048
deductive verification 692
Deloitte 2282
denial-of-service (DoS) 936
desktop purchasing 1985
destination marketing organization (DMO) 1463
developing countries 837, 1441
developing economies 838
dial-a-truck 1139
differentiation agent 739
digital cash 824, 2287–2293
digital cellular phone 129
digital certificate 439
digital divide 37
digital economy 1, 699, 1302, 1423
Digital Millennium Copyright Act (DMCA) 1162
digital money 2287
digital networks 1
digital rights management (DRM) 832
digital signature 311, 618, 825
digital technologies 1
digital wallet 37
digital-circuits design 692
distance learning 1682
distributed computing 145
distributed process 623
distribution channel 1460
distribution management 49
document object model (DOM) 706
domain experts 349
domain name 1162
domain name system (DNS) 3
dot.com 1195, 1266
dot.com, digital 1195
dot.com boom 2134
dot.com bubble 4, 6, 2126
dot.com crash 4
Dreamweaver 2026
DrKoop.com 2135
drugstore.com 2135
dual mode UMTS/GPRS handsets 2274
durability 2262
dynamic planning model 859
dynamic pricing 41
ease of use (EOU) 1060, 1400
e-auction 164
eAuctionHouse 164
eavesdropping 936, 2056
e-banking 788
eBay 1130–1137
eBizBench 633
ebMS (messaging services) 2211
e-branding 858
e-business initiative 2029
e-business reference models 181

Index

e-business strategy 855
ebXML 195
e-cash 2287
e-collaboration 1881
e-communities 858
e-communities, management of 999
e-community contract 1004
e-crime 1265
EDGE 2273
EDIFACT 1656
EDIFACT standards 1989
e-exchange 2180
efficiency 117, 526
e-Hub model 530
e-insurance 2073
electronic aggregation 803
electronic attacks 1254
electronic business (e-business) 179, 234
electronic business, models 220, 234
electronic calendar 1983
electronic commerce (e-commerce) 232, 258, 276, 292, 347, 382, 562, 738, 817, 863, 913, 1058, 1182, 1656, 1686, 1786
electronic commerce (e-commerce), adoption in SMEs 1441–1457
electronic commerce (e-commerce), and interactivity 1217–1223
electronic commerce (e-commerce), and mobile devices 913
electronic commerce (e-commerce), evolution of 2, 2159
electronic commerce (e-commerce), global 6, 1188
electronic commerce (e-commerce), golden age of 3
electronic commerce (e-commerce), in developing countries 1445
electronic commerce (e-commerce), international 16
electronic commerce (e-commerce), public sector 37
electronic commerce (e-commerce), staffing projects 1807–1818
electronic commerce (e-commerce), strategic plans 2076
electronic commerce (e-commerce), taxation issues 2064–2070
electronic commerce (e-commerce), transactions 57
electronic commerce (e-commerce), views of 1855
electronic customer relationship management (e-CRM) 1379, 1903
electronic data interchange (EDI) 2, 47, 287, 835, 984, 1143, 1233, 1315–1322, 1656, 1810, 1937, 1985, 2178, 2202
electronic funds transfer 1241
electronic grocery systems 1174
electronic inventory management 49
electronic learning (e-learning) 220, 630, 1146
electronic mail (e-mail) 2159
electronic mail (e-mail), mobile 2176
electronic market (e-market) 1953
electronic market (e-market), reference model for 182
electronic marketplace (e-marketplace) 708, 1083, 1667
electronic money 2287
electronic payment 819
electronic payment systems 310
electronic product code (EPC) 660, 2261
electronic signature 91
electronic technology 379
electronic wallet 1475, 2280
Electronics Industry Data Exchange Group (EIDX) 2214
e-mails 857
e-merchant 1278
empathy 977
employee selection process 1808
encryption 88, 439, 1045
encryption toggling 1046
end-user license agreement (EULA) 513
enhanced messaging services (EMS) 301
enhanced observed time difference (E-OTD) 2152
enterprise application integration (EAI) 12, 142
enterprise resource planning (ERP) 499, 795, 802, 854, 1234, 1786
enterprise systems (ES) 1335
enterprise, large-scale (LSE) 1517
enterprises, micro 1518
enterprises, small 1518
entrepreneur 1265
entrepreneurial management 1255
entrepreneurial traits 1254
E-OTD 2157
EPCglobal 660
epinion.com 741
e-procurement 11, 1956
e-purchase 1367
equilibrium 526
e-relationship management 1082
E-SEQUAL 1365
Index

e-service quality 540
e-shoppers 347
e-shopping 787
e-store 1217
e-strategy 1474
e-tailers 2126
e-tailing 1375
Europe 1575
European Union (EU) 1443, 1575
expectancy theory 1059
extended enterprise (EE) 1998
extended enterprise architecture 145
extended enterprise integration (EEI) 142, 2000
extended markup language (XML) 424
extensible markup language (XML) 192, 286, 611, 693, 1760, 1831, 1956, 1993
extranets 49

F
FIFA World Cup 2175
finite state automata (FSA) 2230
first-generation cellular systems (1G) 677
flexibility 2262
foreign direct investment 1584
foreign private investments 1583
France Télécom 2174, 2273
fraud 86, 311
free rider 1334
free/open source software (FOSS) 498
French National Institute for Research in Computer Science and Control (INRIA) 2213
French Teletel 2277
frequently-asked-questions (FAQs) 2025
fuel cell 158
full time equivalent students (FTE) 1163
full-service agencies 2240

G
gender 1157
general packet radio service (GPRS) 2153
geographic information system (GIS) 802, 1475
global information management 1182
global positioning system (GPS) 1734, 2157
globalization 117, 1188
glocalization 1190
GNUenterprise.org (GNUe) 498
goods typology 1704
Google 2094
graphical user interface (GUI) 520
grocery retailing industry 1067
gross domestic product (GDP) 1985
GSM 2153

H
hackers 85
handheld device 154, 250, 905, 1478
hardware manufacturers 2155
Harley Davidson 1676
hash chain 311
hash collisions 312
hash sequences 312
health-care industry 2134
health-care information portal 2136
HealthGrades.com 2135
heterogeneous data sources 739
hierarchical framework 719
Holbrook’s Theory of Consumer Value 262
home location registry (HLR) 933
home networks 781
homogenization 2280
honeypot 91
human interface design 1812
human language technology (HLT) 1190
human-computer interaction (HCI) 971
hybrid business model 1326
hypertext markup language (HTML) 2, 611
hyper-text transfer protocol (HTTP) 830

I
IBM 173
ID card 132
identification number (IDs) 439
IKEA 1882
i-Mode 798, 809, 896, 1058, 2274
independent financial advisor (IFA) 1420
indexing, Google 1121
indexing, Yahoo 1120
India 1639
information and communication technology (ICT) 137
information distribution 1458
information era 524
information orientation (IO) 1793
information sharing 1237
information sharing, collaborative 530
information sharing, problems 529
information supply chain 739
information systems security 1262
infrared 159
inspection policy 2115
insurance industry, and Web-based applications 2071
integrated marketing communication 2147
integrity 292, 1272
integrity, of data 295
Intel 2173
intellectual capital 1224
intellectual property rights (IPR) 1162
intelligent acting 702
intelligent agent 698, 739
intelligent bearings 1665
interaction method 347
interactivity 273, 410
interactivity 38
interactivity, and e-commerce 1217
interdependence 1885
internal integration 142
International Chamber of Commerce (ICC) 1576
internationalizing 466
Internet 192, 250, 271, 931, 1656, 1954
Internet business models, classification of 181
Internet cash 2287
Internet economy 1
Internet Tax Fairness Coalition 2064
Internet VAN (IVAN) 48
Internet, access fees 2064
Internet, adoption of B2B e-commerce 1250
Internet, advertising 750
Internet, content 17
Internet, infrastructure 1234
Internet, mass market accessibility 898
interoperability 185, 303
interoperability 935
interorganizational commerce 47
interorganizational relationship (IOR) 863
inter-organizational systems 448
intranets 49
intrusion detection 2049
intrusion detection 88
inventory management 665, 702, 1649
investors 376
investors, institutional 380

J

JavaServer Pages (JSP) 1190

JBoss application server 172
job demand/job supply theory 1809
job strain 1809
joint venture 1431
JXTA 516

K

kiosk 517
k-nearest neighbor (kNN) 588
knowledge base partner 2023
knowledge management (KM) 698, 1486
knowledge sharing 1052, 1458
knowledge sharing culture 1619
knowledge transfer 756
knowledge warehouse (KW) 702
knowledge workers 1052
Kraft foods 1675

L

language 18, 1191
language, bidding 164
language, generic OR/XOR bidding 163
laptop 130
LBS provider 2155
lead times, assembly 49
lead times, distribution 49
lead times, material 49
LearnServe 481
legacy data 49
less-than-truckload freight 1139
linear-time logic 693
link server 130
LISREL model 1693
listing fee 1131
local area network (LAN) 1721
localization 794, 890, 1188
location-based services (LBSSs) 2150
location-measurement units (LBMs) 2157
Lotus Notes 2278
Lucent Technologies 2174
Luxury Ferries Inc. 66

M

machine service ontology 575
m-advertising 905
m-advertising, permission-based  905
Malaysia  2176
management, in innovation adoption  1607
managerial attitude  1610
manufacturing cell  1427
market efficiency  376
market forces  2152
market performance  375
marketing research  1462
marketplace exchange  920
MARS  2250
masquerading  85
mass customisation (MC)  715
Massachusetts Institute of Technology (MIT)  2261
maturity  1147
McDonald’s restaurants  2175
m-commerce  5
m-commerce value chain  2284
MDConsult  2135
means-end theory  263,  1674
media phones  2153
media richness  1064
memory  159
memory, flash  158
mentoring  1822
merchandise placeholders  349
message authentication code (MAC)  314
messaging constraints  989
metadata exchange (MX)  2233
Metrus Group, The  1682
microbrowser  156
micropayment  37,  794
micro-payment scheme  307
middleware  12, 49
mobile ads  906
mobile advertising  905,  910
mobile advertising, customer perceptions of 1853–1869
mobile agent technology  439
mobile applications  890
mobile auction  931
mobile banking  808
mobile commerce (m-commerce)  136,  159,  250,787, 808, 890, 898, 826, 905, 912, 930, 1477, 2144
mobile commerce (m-commerce), adoption of  890
mobile commerce (m-commerce), personalization 1064
mobile communication system  315
mobile computing  472
mobile electronic commerce (m-commerce / MEC) 8, 914
mobile entertainment  387
mobile game industry  386
mobile games  387
mobile handheld device  159
mobile Internet  1475
mobile marketing  912
mobile multimedia entertainment  902
mobile network operator (MNO)  794
mobile payment  292,  794
mobile phone  2153
mobile phone customer  1915–1935
mobile satellite networks  679
mobile services  889
mobile telecommunication  2153
mobile telephony  2156
mobile Web  2150
mobile worker  1044
mobile-phone user  2157
mobility  154
model checking  693
monitoring  924
Moscow  2175
multi-channel retailer  1902
multi-media messaging service (MMS)  301,  515,1736, 2153, 2157
Musiwave  2277
mySimon.com  740

N
Napster  1159
NASDAQ  375,  1941
National Customer Satisfaction Indices  757
National Science Foundation (NSF)  2
National Trucking Exchange (NTX)  1138
navigation systems  1475
negative binomial regression (NBR) model  1970
negotiation support system (NSS)  2231
nesting  1776
net present value (NPV)  831
netiquette  88
network fraud  1600
network provider  2155
network-based scanner (NIDS)  2051
New Zealand, and e-commerce adoption  1491
NewView Technologies Inc.  1958
Nokia  2176
nonprofit organizations  50
<table>
<thead>
<tr>
<th><strong>O</strong></th>
<th><strong>P</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>OASIS (Organization for Advancement of Structured Information Standards) 984, 1956</td>
<td>paid-to-read (PTR) 1601</td>
</tr>
<tr>
<td>object name service (ONS) 2261</td>
<td>palm pad computer 130</td>
</tr>
<tr>
<td>object-oriented methodology 638</td>
<td>partial least square (PLS) 863</td>
</tr>
<tr>
<td>observed time difference of arrival (OTDOA) 2152</td>
<td>partner interface process (PIP) 2205</td>
</tr>
<tr>
<td>ODETTE (Organization for Data Exchange by Tele Transmission in Europe) 985</td>
<td>partnering 143</td>
</tr>
<tr>
<td>office information systems 691</td>
<td>partnering organizations 143</td>
</tr>
<tr>
<td>offshore outsourcing 1583</td>
<td>passwords 88</td>
</tr>
<tr>
<td>one-stop shopping 2135</td>
<td>patents 1531</td>
</tr>
<tr>
<td>one-to-one relationship 756</td>
<td>patents, submarine 1534</td>
</tr>
<tr>
<td>online auction 471</td>
<td>payload 2205</td>
</tr>
<tr>
<td>online brokerages 375</td>
<td>pay-per-click (PPC) 1599</td>
</tr>
<tr>
<td>online communities 1622</td>
<td>PayWord 313</td>
</tr>
<tr>
<td>online consumer, retention of 1837–1852</td>
<td>peer and self evaluations 1815</td>
</tr>
<tr>
<td>online customer value 264, 1677</td>
<td>peer-to-peer (P2P) file swapping 1148</td>
</tr>
<tr>
<td>online feedback 925</td>
<td>peer-to-peer architecture (P2P) 2301</td>
</tr>
<tr>
<td>online journal 1735</td>
<td>peer-to-peer model 514, 1829</td>
</tr>
<tr>
<td>online network 1463</td>
<td>peer-to-peer network 240</td>
</tr>
<tr>
<td>online payment 1983</td>
<td>peer-to-peer production 249</td>
</tr>
<tr>
<td>online pharmacies 2135</td>
<td>peer-to-peer wireless communication systems 797</td>
</tr>
<tr>
<td>online selling 1701</td>
<td>perceived characteristics of innovation (PCI) 1609</td>
</tr>
<tr>
<td>online shoppers 739</td>
<td>perceived ease of use 826, 1060, 1383</td>
</tr>
<tr>
<td>online strategies 1702</td>
<td>perceived enjoyment 828</td>
</tr>
<tr>
<td>online vendors 739</td>
<td>perceived risk 324</td>
</tr>
<tr>
<td>open loop 2288</td>
<td>perceived risk, in online shopping 326</td>
</tr>
<tr>
<td>open source community 1334</td>
<td>perceived usefulness (PU) 826, 1060, 1157</td>
</tr>
<tr>
<td>open source movement 1324</td>
<td>performance analysis 692</td>
</tr>
<tr>
<td>opinion leadership 2143</td>
<td>performance measuring 692</td>
</tr>
<tr>
<td>Oracle 173, 2282</td>
<td>personal computer (PC) 831</td>
</tr>
<tr>
<td>Orange (France Telecom) 2273</td>
<td>personal data 1161</td>
</tr>
<tr>
<td>Orange World 2278</td>
<td>personal digital assistant (PDA) 154, 514, 793, 831, 905, 914, 1040, 1058, 2150, 2157</td>
</tr>
<tr>
<td>order history 1983</td>
<td>personal interview 758</td>
</tr>
<tr>
<td>order management process 1242</td>
<td>personalization 41, 273</td>
</tr>
<tr>
<td>order status 1983</td>
<td>personalization engine 350, 351</td>
</tr>
<tr>
<td>order-processing times 49</td>
<td>personalization, in mobile commerce 1059</td>
</tr>
<tr>
<td>Organisation for Economic Co-operation and Development (OECD) 2093</td>
<td>personalization, of Web services 2109–2125</td>
</tr>
<tr>
<td>Organization for the Advancement of Structured Information Standards (OASIS) 2211</td>
<td>Petri nets 697</td>
</tr>
<tr>
<td>organizational chart 1819</td>
<td>Petroleum Industry Data Exchange (PIDX) 2218</td>
</tr>
<tr>
<td>organizational citizenship 1884</td>
<td>phishing 87</td>
</tr>
<tr>
<td>original equipment manufacturers (OEMs) 13</td>
<td>PIN-code 132</td>
</tr>
<tr>
<td>OTDOA 2157</td>
<td>PixStream 1148</td>
</tr>
<tr>
<td>out-of-band model 302</td>
<td>PlayFon 2175</td>
</tr>
<tr>
<td>outsourcing, differential 858</td>
<td>plug-in 523</td>
</tr>
<tr>
<td>outsourcing, offshore 92</td>
<td>pocket PC 154</td>
</tr>
<tr>
<td>ownership 922</td>
<td>point of sale (POS) 659</td>
</tr>
<tr>
<td></td>
<td>pop-up ads 746, 750</td>
</tr>
<tr>
<td></td>
<td>portal, self-funded 37</td>
</tr>
<tr>
<td></td>
<td>portal, Web site 37</td>
</tr>
</tbody>
</table>

INDEX

portals 2281
portfolio 1583
positioning 2152
positioning accuracy 2154
positioning approach 2152
positioning techniques 2152
positioning technology 2154
power theory 1142
prediction set 1920
preference-identification agent 741
prescription history 2136
Pricewatch.com 740
privacy 37, 132, 471, 936, 1059, 1162, 2289
privacy, individual 1735
privacy, informational 1286
process definition language (PDL) 622
process definition tool 627
process integration 542
product consumption 261
production-centric model 714
productivity 126
profiling tools 1048
profit model 675
promotions industry 2240
property rights theory 141
proprietary application 202
provider 2151
public key infrastructure (PKI) 810
public key system 296
public-private partnership (PPP) 209–220
pull strategy 555
pull, push, and tracking services 2151
purchase-process streamlining 41
purchasing 49
push and pull technologies 555
push technologies 555

Q
quality 196
quality assurance (QA) 508
quality of service (QoS) 565
quality, in use 259
query-processing techniques 2154
queuing theory 697

R
radio access network (RAN) 298
radio frequency identification (RFID) 659, 2255–2256, 2261
radio-frequency identification (RFID), reference architecture (RRA) 661
read-only memory (ROM) 158
regional development requirement 1458
regional growth 1459
regulatory forces 2153
relationship continuity 53
relationship marketing 1360, 2260
rent-seeking 1324
reputation systems 925
resource description format (RDF) 2213
resource-dependency theory 1142
retail supply chain 659
retention 1809
return-on-investment (ROI) 1280
revenue increase 539
revenue model 670, 890
ringtone 2176
ringtone, polyphonic 2174
risk 1254, 1272
risk management 1049, 1984
risk perceptions 1706
risk relievers 1708
risk, and security 1292
role linkage 451
Rome II 1575
RosettaNet 195, 196, 2210
rules engine 429
run-time phase 986
Russia 2175

S
Samsung 2176
satellite 667
satisfaction 1062
scanning tools 2052
search agent 920
search engine 465, 1938
search engine optimization 1115–1129
secure auction marketplace (SAM) 164
secure identity management 481
security 37, 57, 132, 479, 988, 2115, 2262, 2297
security attack 935
security constraints 989
security risks 1254
security, in B2B e-commerce 618
security, low regard for 1254
security, multilevel 935
security, on the Internet 869
security, perceptions of 1255
security, wireless 933
seller agent 171
Semantic Web 564, 573, 2014
Semantic Web services 422, 564
Semantic Web Services Initiative (SWSI) 567
Semantic Web technology 591
service bundle 1019
service bundle, customer-driven 1020
service level agreement 759–760
service oriented architecture (SOA) 426
service provider 2151
service provision 2153
service-level agreement (SLA) 2231
service-level objective (SLO) 2231
service-oriented architecture (SOA) 984, 2294
services-based systems 1665
SERVQUAL 787, 969, 1205
shilling 85
shopbot 739
shopping cart 819
shopping habits 1238
shopping orientation 1706
short message service (SMS) 514, 836, 897, 1058, 2157
signaling theory 356
SilkRoute 1765
simple object access protocol (SOAP) 821, 952, 2207
single jurisdiction 1570
skill acquisition 1717
small and medium enterprise (SME) 1466, 1832, 2093
small business, and e-commerce 2159–2163
smart card 136
smart labels 666
smart phone 154, 897
smart-shelf applications 661
SmartTrust 2173
sniffer solutions 1046
sniffing 2055
social capital 1484, 1819
social constructionists 1623
social networks 1826
social norms 1484
software engineering 692
software technology 549
softwarization 243
South Africa 2175
Soviet Union 2103
space technologies 668
spatial data mining 2154
sponsored link 1602
spoofing 2055
spot markets 525
staffing 1811
standards developing body (SDO) 2211
statechart diagram 425
static profiling 347
static virtual enterprises (SVE) 1829
stock market 375
stock portfolios 383
stockbrokers 375
strategic alliance 449, 1961, 2133
strategic intelligence 1793
structural equation model (SEM) 1381, 1693
structured information 1182
SUN Microsystems 173, 2276
supply chain integration 2295
supply chain management 1234
supply chain management (SCM) 659, 1639
supply chain members 1232, 1239
supply chain networks 525
support services 2240
SWOT 1994

T

technical inbreeding 1325
technology acceptance model (TAM) 280, 826, 1059
technology bubble 1936
technology independence 184
technology transfer 1174
Telecom Italia 2174
Telecom Italia Mobile 2273
telecommunication networks 692
telecommunications 2153
telematics 902
Telstra 2173
Texas Instruments (TI) 1786
text message 1062
text messaging 897
texting 897
theory of planned behavior (TPB) 1857
theory of reasoned action (TRA) 971, 1857
third generation (3G) 129
third generation (3G), customers 2247
third-party assurance seals 357
time-of-arrival positioning method 2157
Index

Index


timing advance (TA) 2152
T-Mobile 2273
total quality management 50
touch point 1360
touch screen 157
tourism industry 67
tourism networks 1462
tourist information centers 1460
traceability 627
trade, interorganisational 1936
trading-partner agreement (TPA) 984
traffic 380
train set 1920
transaction broker 920
transaction cost economics 141
transaction costs 918
translation 1190
transponder 660
transportation times 49
trust 89, 356, 826, 867, 919, 972, 1277, 1484, 1574
trust development 1302
trust, commercial 1159
trust, customer 106
trust, definition of 1266
trust, in B2B e-commerce 1249–1253
trust, in virtual communities 1251
trust, information privacy 110
trust, initial 1267
trust, institution-based 920
trust, public 89
trust, relational 47
trust, relationship 47
trust, technology 47
trust, transactional 47
trust, virtuous circle of 1820
trust-building institutions 926
trustee 1278
trustor 1278
trustworthiness 1266

U
u-commerce 787
U-context 2122
UN/CEFACT (United Nations Centre for Trade Facilitation and Electronic Business) 984
uncertainty 1574
uncertainty avoidance (UAI) 1157
unified modeling language (UML) 425, 622
Uniform Code Council 660
uniform resource locator (URL) 2
universal description, discovery, and integration (UDDI) 556, 952, 2208
uplink time of arrival (TOA) 2152
usability 404
user acceptance 970
user agent 705
user interfaces 2153
user profile 350
user profile, database 350
user-centered design (UCD) 258, 1673
user-modeling engine 350
UTF-8 469

V
value chain 222, 1114, 1233, 1585
value model of an electronic channel 220
value networks 223
value proposition (of an electronic service) 220
value-added network (VAN) 47, 1239, 2202
value-added service 209, 558, 739
value-production architecture 220
vapourware 1940
vehicle movement 2154
vehicle relationship management (VRM) 244
vendor 766
vendor customer 1327
venture capital 1147
venture financing 1150
VERBUS 694
vertical market portals (vortals) 1979
video diaries 2173
videophony 2280
Vietnam 2176
virtual agency (VA) 2240
virtual community 1622, 2146
virtual community model 232
virtual community, creation of 1420
virtual enterprise 1302, 1528, 1829
virtual marketplace 920, 1656
virtual markets 1234
virtual model 799
virtual products 117
virtual task delivery 802
virtualization 1519
Vitacost.com 2135
Vodafone 2175, 2272
VR-mall 350
VR-Mall, architecture 348
vulnerability 1272
vulnerability index evaluation 2053
vulnerability metrics 2053

W
Walgreens.com 2135
walled garden approach 2173
warranty service 2189
W-context 2122
Web accessibility initiative (WAI) 2213
Web agents 422
Web blog 1735
Web browser software 898
Web browsing, mobile 2176
Web design, research 275
Web marketer 258
Web ontology language (OWL) 423
Web publishing 166
Web service conversation language (WSCL) 2228
Web service description language (WSDL) 563
Web service description language 625
Web service management (WSM) 642
Web service network (WSN) 2298
Web service offerings infrastructure (WSOI) 641
Web services 49, 192, 597, 627, 952, 1817, 1997
Web services, and e-business 2029
Web services description language 952
Web services, standards 1997
Web services, development of 148
Web services, stakeholders 2034
Web site design 747
Web site translation 1194
Web site usage 1132
Web site, accessibility 407
Web site, appeal of 1217
Web site, commercial 747
Web site, complexity 2130
Web site, content 275
Web site, content and layout 1708
Web site, multilingual 1187, 1194
Web site, navigability 408
Web site, presentation 272
Web site, usability 402–421
Web visibility 738
Web-based technology 534
Web-centric trading markets 719
Web-EDI 1988
WebMD.com 2135
web-Pilarcos 997
WebQual 973, 1205
WebSphere 424
white pages 989
wide area network (WAN) 797
Wi-Fi (wireless fidelity) 517, 798, 2273
Wi-Fi (wireless fidelity) security 297
Wimax 797, 2273
wireless application portal (WAP) 136, 386, 830, 897, 1477, 2048, 2157
wireless communications 2150, 2155
wireless device 808
wireless economy 898
wireless identity module (WIM) 136, 2048
wireless local area networks (WLAN) 294, 833
wireless policy 1045
wireless technology 250
wireless Web 1475
wireless wide-area networks (WWANs) 833
Wordnet 577
word-of-mouth (WOM), electronic 2143–2149
workflow engine 627
work-flow management 691
Workflow Management Coalition 425
workflow management system (WfMS) 622
worklist handler 628
World Wide Web 1656
World Wide Web Consortium (W3C) 983, 1533
wrapper technique 740

X
XBD 1766
XDSQuery 1778
XDSSchema 1776
x-ray 1764

Y
Yahoo! 1195, 2281
Yahoo!Auctions 1130
Yellow Pages 989

Z
ZoeMed.com 2135