Country code top level domain is the registration of domain names with two-letter country code such as .au, .ca, .jp, .it, and .uk; ccTLD are administered by country-code managers.

Digital divide is the difference between those who possess the material and cultural conditions to exploit new technologies, and those who do not, or those who lack the crucial ability to adapt to the rapid continuous changes instigated by the Internet.

Digital subscriber line is broadband technology replacing mostly the much slower dial-up connection. Via DSL, subscribers can use a telephone both for voice communication and Internet connection at the same time.

Domain name specialization ratio indicates the extent to which a region is specialized in domain names compared to the United States.

E-business refers to the use of electronic and associated networks to enable, improve, enhance, transform, or invent a business process or business system, which results in superior value for current or potential customers. It is a more generic term than e-commerce because it refers to not
only buying and selling, but also servicing customers and collaborating with business partners.

**E-commerce** is the exchange of information using a combination of structured messages (EDI), unstructured messages (e-mail and documents), data access, and direct support for business processes using the Internet technology: fax server, e-mail, World Wide Web, EDI (EANCOM, EDIFACT, XML).

**Electronic data interchange** is a technical platform rooted in the set of standards, which enables informational exchange among participants.

**Electronic marketplaces** are sophisticated Web sites where buyers and sellers meet to buy and sell their goods or services. Since there are many buyers and/or sellers, prices are competitive.

**Em-procurement** is the usage of both electronic and mobile technologies and networks to carry out procurement activities.

**Enterprise resource planning** is the information pipeline within an organization, which enables efficient flow of internal information for collaboration and decision support. It is an enterprise-wide set of forecasting, planning, and scheduling tools, which employs proven processes for decision-making, and coordinates various functions such as sales, marketing, operations, logistics, purchasing, finance, product development, and human resources.

**Environmental context** is the arena where an organization operates; this arena includes its industry, suppliers, customers, and the government.

**E-procurement** deals with the linking and integration of inter-organizational business processes and systems, and commences with the automation of the requisitioning, approval, purchase order management, and accounting processes using Internet protocols.
Estimated cost value procurement is typically prepared for public works procurement and for some types of services procurement. The schedule of rates (a price list maintained by government departments) forms the basis of ECV preparation.

E-supply relationships refer to supply relationships that are enabled by the use of Internet technology.

Gini index is a measure of distribution inequality, defined as the ratio of area between the Lorenz curve of the distribution and the curve of the uniform distribution, to the area under the uniform distribution. It is often used to measure income inequality. It is a number between 0 and 1, where 0 corresponds to perfect equality (i.e., everyone has the same income) and 1 corresponds to perfect inequality (i.e., one person has all the income, while everyone else has zero income).

Guanxi is a Chinese term which refers to a special kind of relationship, characterized by implicit rules, both of obligation and reciprocity. It is briefly translated as human relationship or personal connections on which an individual can draw to secure resources or advantages when doing business as well as in their social life.

Innovation is an idea, practice, or object that is perceived as new by an individual or organization.

Innovation diffusion is the process by which an innovation is communicated through certain channels over time among the members of a social system.

Instant messenger (IM) is peer-to-peer service which enables users to send and receive messages in real-time. IM is a more informal communication tool than e-mail.

Institutional theory places greater emphasis on the taken-for-granted nature of the decisions made by organizations.
**Inter-organizational information system** is an automated information system shared by two or more organizations. An IOIS builds on common EDI standards (when necessary) to design and deploy different functionalities that interconnect multiple organizations.

**Legitimacy** is a generalized perception or assumption that the actions of an entity are desirable, proper, or appropriate within some socially-constructed systems of norms, values, beliefs, and definitions.

**Letter of assumption of responsibility** is the document through which the applicant assumes full civil and penal responsibility for the use of the domain name requested.

**Lorenz curve** is a graphical representation of the cumulative probability distribution function; it is a graph that shows the proportion of the distribution assumed by the bottom y% of the values. It is often used to represent income distribution, where it shows for the bottom x% of households, what percentage of the total income they have. It was developed by Max O. Lorenz in 1905 to represent income distribution.

**M-business** is the usage of functionalities brought in by mobile technologies to carry out business activities. The ability to exchange data via a mobile network makes it possible to conduct location-independent business practices which were previously unavailable.

**Mimetic pressures** imply that organizations change over time to be more similar to other organizations in their environment.

**Multilateral Development Bank E-Government Procurement Group** is a working group created in the beginning of the year 2003 by a few leading Multi-Lateral Development Banks (MDB): Asian Development Bank, the Inter-American Development Bank, and the World Bank. Subsequent to the constitution of the working group, the Nordic Development Fund and the African Development Bank have also joined the group. For further details, refer to www.mdb-egp.org.
**National Telecommunications and Information Administration** is an agency of the United States Department of Commerce that serves as the President’s principal adviser on telecommunications policies and regulation of the telecommunications industry.

**Normative pressures** imply that strategic processes taken by organizations are subject to values and norms shared among the members of their social network.

**Penetration rate** is an index used to measure the digital divide and the Internet diffusion among demographical/geographical regions.

**Private-public-partnership** is defined by the Canadian Council for Public-Private Partnerships as a cooperative venture between the public and private sectors, built on the expertise of each partner that best meets clearly-defined public needs through the appropriate allocation of resources, risks, and rewards.

**Process integration** means the networking of business processes, human resources, their tasks, and the information and communication technology used.

**Process reengineering** is a methodology for introducing a fundamental and radical change in specific business process for achieving organizational and technological efficiencies.

**Procurement** is a broader term than purchasing or sourcing. Procurement covers the entire cycle from purchase requirement notes (PRN) to feedback about suppliers and products. Thus it is often referred to as a closed process.

**Rate contract** refers to the activity handled by a central agency for empanelment of one (single rate contract) or more (parallel rate contract) suppliers for delivery of a good/service for a price to all agencies within a given jurisdiction, which could be a nation, a state, a department, or
an office, for a defined period of time. The empanelment of suppliers is done based on a tendering process.

Réseaux IP Européens Network Coordination Centre (RIPE NCC) is one of four regional Internet registries that supply and administer IP addresses.

Service-flow refers to a sequence of logically-related activities that are executed upon a service request during which information or tasks are passed from one service-provisioning unit to another, according to a set of predefined procedures.

Service orientation is an approach to model software systems around the notion of service, which represents an encapsulated unit of functionalities hiding the internal processing details, thereby enhancing the interoperability and reusability of heterogeneous applications.

Service point represents a physical or logical unit that extends a set of well-defined services, which can be invoked by users through service requests.

Small and medium enterprises are those enterprises which employ fewer than 250 persons and which have an annual turnover not exceeding EUR 50 million, or an annual balance sheet total not exceeding EUR 43 million.

Software agent is a programmed artifact that can act on behalf of its user by exhibiting autonomous, reactive, proactive, and flexible behavior.

Supply chain management can be described as the chain linking each element of the manufacturing and supply process, from raw materials to the end user, encompassing several organizational boundaries.
**Technology assimilation** entails the infiltration of the technology across the various sub-units of an organization and progressing through the various stages such as awareness, evaluation, utilization, and institutionalization.

**Technology migration** is the evolutionary change to a better state or level of technological sophistication.

**Transaction cost economics** suggests market and hierarchy as two mechanisms of coordination, and any middle-range solution is considered to be inferior. Over the years, transaction cost economics has been revised to reflect the empirical reality that middle-range solutions could be actually more effective.

**Typology** is a system of grouping to aid demonstration or inquiry by establishing a limited relationship among phenomena.

**Web services** are defined as loosely-coupled, reusable software components that semantically encapsulate discrete functionality and are distributed and programmatical-accessible over standard Internet protocols.