Index

A
Actual Strategic Contribution (ACon) 194, 265
Admittance Process 194
Ambient Computing 239-240, 265
Automatic Composition 77

B
Babylink 180
BioOpera Flow Language (BFL) 82
Brainstorming 106
Business Processes 2
Business Process Modeling 128

C
Choreography 72
Clickstream 27
C-Means Clustering 31
Cognition 132
Cognitive Characteristics 37
Cognitive Maps (CM) 132
Collaborative-Based Filtering 53
Complementors 111
Composition 72
Consumers 20
Content-Based Filtering 52
Context-Aware Support Vector Machine 63
Cooperative Behavior 104
Creative Thinking 106
Current Level of Achievement (CLA) 113, 143, 149, 155, 193, 265
Customer 111
Customer Behavior Modeling (CBM) 265
Customer Profiling 19-20, 22-25, 28-30, 39-41, 46, 265
Customer Relationship Management (CRM) 22, 48
Customer Requirements 202
Customer Satisfaction 5
Customer Segmentation 21
Customizable Web Sites 54

D
Data Mining 28
Defuzzification 136
Demographics 23
DiasNet 180

E
e-Banking 8
e-Health 10, 171
e-Learning 14
Electronic Customer Relationship Management (eCRM) 49
Electronic Health Records (EHR) 174
Electronic Medical Records (EMR) 174
End User Requirements 94
e-Procurement 12
e-Service Composition 72
e-Service Customization 37, 235
External Criteria 186
External Validity 103

F
Fuzzification 136
Fuzzy Cognitive Map (FCM) 50, 128, 135
Fuzzy Delphi Method 137, 167, 191, 213, 234, 265
Fuzzy Knowledge 29
Fuzzy Logic 50
Fuzzy Object Oriented Process Management 49, 127
Fuzzy Value Model 30

G
Geppetto 90

H
HealthSpace 176
Home Monitoring 209-210, 265
Hybrid Filtering 59
Index

I
Information Driven Filtering 58
Information Personalization 54
Information Technology Architecture (ITA) 122
Intellectual Property Rights (IPR) 243, 266
Internal Consistency 103
Internal Criteria 184-185
Internet Cookies 28
Inter-Organizational Efficiency 110
Intra-Organizational Efficiency 110

K
Knowledge Discovery - See Data Mining.

L
Loan Process 212-215, 217, 231, 233, 266

M
Manual Composition 78
Mashup 79
Mass Collaboration 240-242, 244, 266
Mass Customization 138, 167-168, 235, 240, 243-244, 266
Mass Marketing 22
Microsoft Popfly 91
Mobile Outpatient Service System (MOSS) 182
Model View Controller (MVC) 87
Modular Service 71

N
Negatively Impacted Criteria 186
NHS Direct Online 175
Nonintrusive Filtering 58

O
Object-Oriented (OO) Modeling 128
Ontology 239
Orchestration 72

P
Perceived Quality (PQ) 191, 196, 217, 228-229, 266
Personal Ontologies 32
Positively Impacted Criteria 185
Problem Solving Environment (PSE) 84
Professionals and Citizens Network for Integrated Care (PICNIC) 175
Psychographics 23
Pure Quality Life (PQL.SE) 181

Q
Quality 1

R
Recommender Systems 47, 55
Required Level of Change (RLC) 113, 118, 143, 266
Risk Assessment 111

S
SDD FCM matrix 142
Semantic Composition 78
Semantic Web 33, 46, 78, 97-98, 235, 237-239, 244, 266
Semi-Automatic Composition 78
Server Log 27
Service Aggregation Matchmaking (SAM) 77
Service Design Domain (SDD) 109, 142
Service-Process-Data Matrix 160, 217
Service-Process Matrix 157
Service Proposal Vector 157
Service Quality 4, 110
Services 2
Service Structure 208
SODIUM 89
Strategic Environment 111
Strategic Performance Business Object (SPBO) 50
Suppliers 111
Support Vector Machine (SVM) 63

T
Technology Acceptance Model (TAM) 36
Telediagnosis 210, 266
Theory of Planned Behavior (TPB) 36
Theory of Reasoned Action (TRA) 35
Triana 84

U
Unified Modeling Language (UML) 51

V
Visual and Personalized Business-Level Composition Language for Chaining Web-Based Services (VINCA) 81
Visual Service Composition Language (VSCL) 89

W
Web 2.0 79, 237, 244, 266
Web Services Description Language (WSDL) 74
Index

Workflow 130
Workflow Management (WFM) 128

Z
ZenFlow 86