Index

Action Network Theory 22, 30
Adaptive Learning Cycle (ALC) 89
Advanced Business Application Programming (ABAP) 85
Advanced Planning and Scheduling (APS) 185
Affective State 42, 45, 52-53
ASAP (Accelerated SAP) 237

B
Balanced Score Card (BSC) 269, 277
BizTalk Server 159
Boards of Administration 382
Business and Information Systems MisAlignment Model (BISMAM) 252
Business Application Programming Interface (BAPI) 202
Business Intelligence (BI) 79
Business Model 100-101, 107, 109-116, 184, 190, 194, 238, 274, 284, 373
Business Motivation Model (BMM) 101
Business Process customization level 136
Business Process Re-engineering (BPR) 144
Business Warehouse (BW) 87

C
Center for Information Systems Research (CISR) 332
Centre for Organizational Design and Engineering (CODE) 102, 165
Charles Voegele (CV) 157
Chief Executive Officer (CEO) 193
Chief Information Officer (CIO) 193
cognitive maps 127, 129
Collaboration networks 60
Collaborative Enterprise Governance (CEG) 193
Collaborative Innovation Communities (CIC) 305
Collaborative networked organizations (CNO) 62
Collaborative Travel Agent System (CTAS) 389
computer-aided design (CAD) 198
computer integrated manufacturing (CIM) 202
Consensus Process 304, 307, 309-312, 315
continuous auditing 289, 293, 298-299
Controller Area Network (CAN) 297
Corporate governance 24-26, 29, 34, 38-40, 164, 375-376, 378-379, 382-383
corporate governance of IT 375, 378-379
cost estimation model (CEM) 120
Council of Supply Chain Management Professionals (CSCMP) 153
critical success factors (CSF) 214
CRUD matrix 2, 6, 8-9, 12-14
Customer Relationship Management (CRM) 87, 151, 185, 234

d
Data Warehouse (DW) 185
decision process 6, 136, 148, 218, 304, 387
Decision Support System (DSS) 185
Delphi method 126, 129
Delta-Index 369
Delta-Operator 366-372
Denial-of-Service (DoS) 298
Desired Result 105, 168, 174
Distributed Informal Information Systems for Innovation (DIISI) 64
distribution center (DC) 157
document flow 291, 295, 301
Dynamic Enterprise Model (DEM) 202
Dynamic Enterprise Reference Grid (DERG) 191, 193
Dynamic Packet Transport (DPT) 389
dynamic reconfiguration 384-385

E
Educational Data Mining (EDM) 91
e-Learning 76-77, 82, 84-86, 89, 94-95, 97-98
Index

electronic reverse auctions (e-RAS) 217
emergence 26, 29-30, 64, 72, 165, 211, 300, 388, 391, 396
emergent behaviors 50, 52
emotional intelligence 48, 50-51, 55, 58
end-users 2, 5, 9, 11, 14, 19, 233-234, 236, 239-240, 243, 245-246
Enterprise Application Integration (EAI) 17, 185
Enterprise Architecture (EA) 2, 5, 101, 103
enterprise resource planning (ERP) 78, 93, 98, 117, 128-129, 131, 151, 158, 182, 184, 205, 210, 212, 233, 249, 269, 287
Enterprise Tomography 354-356, 358-361, 371-373
e-Procurement 213-224, 226-231
e-Procurement implementation 214, 221, 227, 231
ERP Simulation Game (ERPsim) 84
European Union (EU) 214
Europe, the Middle East and Africa (EMEA) 83
EX-ANTE 164-167, 170-171, 173-174, 179-180
expert panels (EP) 117
EX-POST 164-165, 167, 170-171, 173-174, 179-180
extended enterprise (EE) 186, 212
eXtended Resource Planning (XRP) 185
extra-organizational ties 137

F
factor analysis (FA) 224
Family Council 376-382
family owned enterprises 375-380, 382-383
Federated ERP (FERP) 358
Flying Regime Calculation and Monitoring Model (FRCMM) 165
Flying Regime (FR) 165
Flying Unit (FU) 175
Focus Groups 119, 125-129
forecasting process 281
FRCMM 165, 171-174, 178-179

G
General Architecture for Text Engineering (GATE) 265
governance model 18-19, 333
Government Performance and Results Act (GPRA) 27
group techniques 117, 119, 128

H
hamartia 50
Health Promoting Enterprises (EPS) 335
Higher education 76-78, 80, 83, 86, 89, 91-94, 96, 240
horizontal integration (HI) 194

I
implementation process 132, 142, 144, 148, 233, 235-236, 241, 246, 329
Inference-Operator 371
information entities 2, 6-9, 11-14, 17, 177
information system (IS) 23, 182
Information Systems Architecture (ISA) 103
Integrated Wood Supply Management System (iWS) 2, 5
inter-firm network 62
Internet Demonstration and Evaluation System (IDES) 83
intra-enterprise structures 186, 188, 192, 204
intuitive judgments 50
Inventory Management (IM) 268-269, 273, 277
IT engagement model 335, 338-349, 351-352
IT governance 24, 26-27, 38, 40, 204, 332-335, 337-335, 376, 378, 380, 382-383
IT governance arrangements matrix 333-334, 341, 344, 346-347, 349-351

J
Join-Operator 369-372
judgement heuristics 50, 52
just-in-time (JIT) 188

K
Kaiser-Meyer-Olkin (KMO) 225
Key Performance Indicators (KPIs) 268, 270, 277
knowledge information society 31

L
Learning management systems 82, 94
Legacy System Migration Workbench (LSMW) 239
level of dispersion 312
linkage mechanisms 335, 342
Low level customization 136

461
Man-in-the-Middle (MitM) 298
market research 54, 60-61, 65-73, 129
Matching Processing 253-255
materials requirements planning (MRP) 272
Medical Care Institutions (IPS) 336
mergers and acquisitions (M&As) 198
Methodical-competence 80-81
migration initiatives 321, 323, 326
Ministry of Social Protection (MPS) 336
Moderated regression analysis (MRA) 150, 153
Multi-Agent Information System (MAIS) 389
multicollinearity 153
Multinational Portuguese Organization (MPO) 233-234
multirelational property graph 362-371
National Council of Social Security in Health (CNSSS) 336
Non-profit Organizations (NPO’s) 67
office automation (OA) 198
Open source migration (F 319
Open source software 75, 265, 318-322, 324-330
Open Tourism Consortium (OTC) 388
operating model 334, 339-341, 350-351
Organizational Design and Engineering (ODE) 101
Organizational Self-Awareness (OSA) 166, 180
Papinet 18
pharmaceutical laboratory industry 337, 349, 351
Platform as a Service (PaaS) 183
point-of-sale (POS) 158
Portuguese Air Force (PoAF) 165
postmodern organization 52
postmodern performance metric 52
Potential Reward 107
process element 6, 11
Product Data Management (PDM) 185, 200
professional competence 76, 80-81, 95
Projektseminar betriebswirtschaftliche Anwendungssysteme (PROBAS) 85
Public Administrations 318-322, 325-327, 330
Purchase to Pay Cycle (P2P) 216
Quality of Service (QoS) 358
Radio Frequency Identification (RFID) 149
R&D and local Collaborative Ecosystem 33
request for proposal (RFP) 121
Root-Cause-Analysis 354, 361-365, 367-369, 372
SAP Business Intelligence (SAP-BI) 85
SAP Process Integration (SAP-PI) 85
Sarbanes-Oxley Act 26, 207
selectable, measurable, attainable, relevant to the organization and time-based (SMART) 168
Semantic Analysis Model 315
Semantic Business Process Management (SBPM) 265
Semantic Debugging 361, 365, 368-372
Semantic Enhancement 253, 256, 258
Semantic Processing 252-254, 256-257
Service Level Agreement (SLA) 202
service-oriented architecture (SOA) 82, 212
service-oriented learning architecture (SOLA) 82
small and medium enterprises (SMEs) 118, 220
social-technical system 34
sociotechnical 22-23, 35, 37-38, 41
software as a Service (SaaS) 183
stakeholder theory (ST) 121
Strength, Weakness, Opportunities and Threats (SWOT) 104
Subsidized Scheme Administrators (EPS-S) 336
Supply Chain Management (SCM) 185, 234, 272
Supply Chain Operations Reference Model (SCOR) 6
Supply Planning 11, 14-16
Taylorism 49
technology acceptance model (TAM) 150
technology-enhanced learning (TEL) 82
test statistic (TS) 243-245
Theory of Constraints (TOC) 30, 40
the SAP Business Intelligence (SAP BI) 79
Index

Traceability layer 259
traceability matrix 253, 255-256, 260, 262-264
transformational leadership 44-45, 47-49, 53, 55-59
transition process 236, 240-241
Tree Distance Algorithms 367

U
ubiquity 384-386, 391-392, 397
University Alliance (UA) 83
University Competence Centers (UCC) 83

V
Vail Resorts (VR) 159
Vector Consensus 303-304, 306-311, 315, 317
vertical integration 5, 19, 199, 206-209, 211
vertically integrated enterprise (VIE) 186, 212
Very Large Business Applications (VLBAs) 355
Virtual Enterprises 38, 63, 183, 185-186, 188-190, 212
virtual organization breeding environment (VBE) 62
Virtual Private Network (VPN) 200
virtual travel agent (VTA) 386
virtual value chain (VVC) 190-191

W
Web 2.0 32, 60, 63, 66, 72-73, 89, 398
XML technology 256

Z
Zoomlion Operations Re-engineering (ZORE) 194