# Index

## A

<table>
<thead>
<tr>
<th>Term</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>agile supply chain paradigm</td>
<td>176</td>
</tr>
<tr>
<td>application programming interface (API)</td>
<td>63, 64, 65, 66, 67, 68, 69, 70, 72, 73, 74, 76</td>
</tr>
<tr>
<td>ARIS architecture</td>
<td>253, 264</td>
</tr>
<tr>
<td>authority</td>
<td>252, 253, 254, 255, 256, 257, 258, 260, 261, 262, 263, 264</td>
</tr>
<tr>
<td>autonomic computing</td>
<td>205, 206, 212, 213, 214, 215, 216</td>
</tr>
</tbody>
</table>

## B

<table>
<thead>
<tr>
<th>Term</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>backup</td>
<td>130, 134, 135, 140, 141, 145, 146, 147</td>
</tr>
<tr>
<td>Bhilai Steel Plant (BSP)</td>
<td>78, 81, 83, 86, 87, 89</td>
</tr>
<tr>
<td>BI project</td>
<td>27, 34, 35</td>
</tr>
<tr>
<td>BI solution</td>
<td>37</td>
</tr>
<tr>
<td>Business Governance Profile (GOV)</td>
<td>198, 199, 200</td>
</tr>
<tr>
<td>business intelligence (BI)</td>
<td>18, 19, 26, 27, 29, 30, 33, 34, 35, 36, 37, 38</td>
</tr>
<tr>
<td>business knowledge and information policy (BKIP)</td>
<td>188, 189, 191, 193, 201</td>
</tr>
<tr>
<td>business process (BP)</td>
<td>277, 278, 279, 283, 285, 286, 287, 289, 290, 291</td>
</tr>
<tr>
<td>business process execution language (BPEL)</td>
<td>104</td>
</tr>
<tr>
<td>Business Strategy Profile (STR)</td>
<td>194, 200</td>
</tr>
<tr>
<td>business-to-business (B2B) interactions</td>
<td>277, 278, 279, 280, 285, 286, 288, 290, 291, 292</td>
</tr>
</tbody>
</table>

## C

<table>
<thead>
<tr>
<th>Term</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>CIMOSA enterprise architecture</td>
<td>253, 263, 264</td>
</tr>
<tr>
<td>cloud computing</td>
<td>218, 220, 225, 227, 228, 229</td>
</tr>
<tr>
<td>clustering</td>
<td>136, 137, 142, 145, 147</td>
</tr>
<tr>
<td>collaboration system (CS)</td>
<td>43</td>
</tr>
<tr>
<td>collaboration systems</td>
<td>41, 42, 44, 52, 54</td>
</tr>
<tr>
<td>collaboration technology (CT)</td>
<td>42, 43, 44, 45, 47, 48, 49, 50, 51, 52, 53, 54</td>
</tr>
<tr>
<td>common language (CL)</td>
<td>193, 194, 200</td>
</tr>
<tr>
<td>computer-supported collaborative work (CSCW)</td>
<td>42</td>
</tr>
<tr>
<td>continuous database availability</td>
<td>129, 132, 133, 134, 145, 146, 147</td>
</tr>
<tr>
<td>control</td>
<td>252, 256, 258, 259, 260, 261, 263</td>
</tr>
<tr>
<td>corporate IT risk management model (CITRM)</td>
<td>5, 6</td>
</tr>
<tr>
<td>corporate social capital</td>
<td>231, 246</td>
</tr>
<tr>
<td>Croatian banking system</td>
<td>149, 151, 155, 158, 163</td>
</tr>
<tr>
<td>Croatian Large Value Payments System (CLVPS)</td>
<td>151, 152, 153, 173</td>
</tr>
<tr>
<td>Cultural (Pattern) Informatics Profile (CUL)</td>
<td>198, 200</td>
</tr>
</tbody>
</table>

## D

<table>
<thead>
<tr>
<th>Term</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>data</td>
<td>18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 35, 36, 37, 38</td>
</tr>
<tr>
<td>data availability</td>
<td>109, 111, 112, 113, 114, 126</td>
</tr>
<tr>
<td>data continuity</td>
<td>109, 111, 126</td>
</tr>
<tr>
<td>data governance</td>
<td>109, 110, 122, 125, 126, 127</td>
</tr>
</tbody>
</table>
Index

data improvement 109, 111
data, information and concepts profile (DIC) 192, 193, 194, 195, 200
data integration 109, 111, 117, 118, 119, 122, 126, 127, 128
data integrity 109, 110, 114, 126
data life cycle management (DLM) 130, 134, 143, 147
data management 109, 110, 111, 125, 126
data overload 109, 111, 116, 117, 126, 128
data ownership 109, 111, 126, 128
data privacy 109, 110, 111, 115, 123, 126
data protection 109, 112, 113, 114, 123
data quality 109, 111, 121, 122, 125, 126
data security 109, 126
data visualization 109, 124, 126
data warehousing 20, 21, 22, 23, 35, 36, 37, 38, 39
decision support systems (DSS) 42
decoupling approach 176, 178, 184
Dell’s Direct-to-Customer Business Model 177, 180, 181, 182, 183
disaster preparedness 41, 42, 43, 45, 46, 54
distributed computing 93, 108
downtime 129, 130, 131, 132, 133, 136, 137, 138, 139, 145, 148
dynamic decision-making 205, 208, 209, 216

e-business applications 58, 59
ebXML 278, 279, 281, 282, 285, 286, 287, 289, 290, 291, 292
e-commerce (EC) 277, 278
Electronic Data Interchange for Administration, Commerce, and Transport (EDIFACT) 278
electronic product environmental assessment tool (EPEAT) 222, 228
electronic waste (E-Waste) 221, 227
emotional maturity 87, 88
employee empowerment 85
enterprise content management systems (ECM) 265, 266, 268, 271, 272, 273, 275
enterprise information systems (EISs) 59, 79, 80, 84, 252, 253, 254, 257, 260, 261, 262, 263
enterprise resource planning (ERP) 78, 79, 80, 83, 86, 87, 265, 266, 268, 270, 271, 272, 273, 275, 276
enterprise service bus (ESB) 92, 96, 97, 98, 101, 103, 104, 105
enterprise systems 265

F
flexible manufacturing systems (FMS) 176

G
geographic information 48
green computing 220, 222, 223, 226, 227, 228, 229
green energy 226, 227
green organization 220
gross margin return on investment (GMROI) 183, 184, 185
gross settlement systems 150, 151
group decision-making process 43, 45
group decision support systems (GDSS) 42
group polarization 41, 47, 48, 56, 57
group support systems (GSS) 42, 43, 47, 55

H
hardware-awareness minimum load algorithm (HAMLA) 99, 100, 103
Hurricane Katrina 41, 42, 43, 44, 48, 49, 56, 205, 206
hybrid information service 58, 65, 67

I
influence 252, 253, 254, 258, 260, 263
information 19, 26, 28, 39, 40
information and communication technology infrastructure profile (ICTI) 196, 200
information life cycle management (ILM) 143, 144
information supply chains (ISCs) 205, 206, 207, 208, 209, 210, 211, 212, 213, 215
information systems (IS) 1, 3, 5, 6, 8, 13, 14, 16
informative actions (IAs) 190, 191, 192, 193, 195, 198, 201, 204
informative business theory (IBT) 191, 193, 201
Index

Inmon, Bill 20, 21, 22, 23, 38
IT audit 1, 5, 8, 15, 17, 18, 29, 31, 33, 36
IT function 1
IT governance 1, 4, 5, 6, 7, 8, 9, 13, 14, 15, 16
IT infrastructure 1, 2, 6, 9, 12, 13
IT infrastructure management (ITIM) 2
IT opportunities vii, 1, 2, 4
IT risk 17, 18, 26, 27, 28, 29, 30, 31, 33, 34, 35, 36, 37
IT risk management vii, 1, 3, 4, 5, 6, 9, 10, 11, 14, 15, 17, 28, 31, 33, 34
IT service management (ITSM) 2

K
Kimball, Ralph 21, 24, 38
KIM tools 189, 190, 191, 193, 194, 195, 198, 199, 200, 201, 203
knowledge 19
knowledge and information and assets related to knowledge and information (KIAKI) 188, 189, 190, 191, 192, 193, 194, 195, 196, 198, 199, 200, 201, 203, 204
knowledge and information management (KIM) 187, 188, 189, 190, 191, 192, 193, 194, 195, 198, 199, 200, 201, 203, 204

L
large value payment system 151
leagile supply chain paradigm 175, 176, 179, 183, 184, 185, 186, 306
lean supply chain paradigm 176
learning organization 84, 85, 89
legacy systems 78, 82, 83, 89
load balancer 98, 100, 102, 103, 104, 105
loose coupling 95, 103, 107

M
Measurement Profile (MEA) 197, 200
media richness theory 41, 44, 45, 55
multilateral net settlement system (MNS) 151

N
national clearing system (NCS) 151, 152, 153
net settlement systems 150

O
opening community, collaborative and mistrust 240
opening community, collaborative and reliable 237, 238, 239
opening community, non-collaborative and mistrust 243
opening community with cyclical swift trust, collaborative and mistrust 242
opening community with cyclical swift trust, non-collaborative and reliable 243, 244, 245
opening community with switching point, non-collaborative and reliable 246, 247
organization learning 79, 85, 87, 89

P
Pareto approach 178, 183, 184
participant accounts 149, 150, 151, 152, 153, 157, 158
partner interface process (PIP) 278, 281, 286, 287, 288, 292
payment operations 149, 152
payment systems 149, 150, 151, 152, 153, 163, 164, 168, 170, 171, 172
Personal Informatics Profile (PER) 195, 196, 200
persuasive arguments theory 47
power relations 252, 253, 254, 256, 259, 263, 264
public health emergencies 213, 215

Q
quality of service (QoS) 92, 94, 95, 103, 108

R
real-time gross settlement systems (RTGS) 151, 172
recycling 218, 219, 221, 223, 224, 227, 228
replication 136, 138, 140, 141, 145, 146, 147
restitution of hazardous substances (RoHS) 222, 228
retail payment systems 151
role analysis technique (RAT) 88
RosettaNet 278, 279, 281, 284, 285, 286, 287, 289, 290, 291, 292

S
service, attributes of 93, 94
service-oriented architecture (SOA) 58, 59, 91, 92, 93, 94, 95, 96, 98, 99, 100, 101, 102, 103, 104, 107, 108, 265, 266, 267, 272, 273
SOA, advantages of 94, 95
social comparison theory 47
Social Informatics Profile (SOC) 198, 200
standby database 136, 137, 138, 139
supply chain demand surges 205, 206, 208, 209, 212, 213, 215
supply chain supply disruptions 205, 206, 208, 215
supply chain vulnerabilities 205, 206
swift trust 231, 233, 234, 236, 237, 239, 240, 242, 248, 250

T
telecommuting 225, 226, 227, 230
teleworking 225, 226, 227
Toyota Production System 176, 186, 306
traditional supply chains 207

U
universal description, discovery and integration (UDDI) specification 295, 59, 60, 61, 298, 62, 299, 63, 69, 306, 74, 75, 76

V
virtual communities 232, 233, 234, 248, 250
virtual communities, self-organizing 231
virtualization 142, 146, 148, 218, 220, 224, 225, 226, 227, 228, 229
virtual organizations 233, 234, 251

W
Wal-Mart emergency operations center 206, 216, 217
Weber, Max 252, 253, 256, 264
Web services (WS) 294, 59, 296, 61, 62, 64, 65, 66, 68, 69, 71, 74, 75, 76, 265, 266, 268, 270, 271, 274, 275, 276
WS-context specification 59, 61, 62, 64, 65, 66, 68, 69, 70, 71, 74, 76

X
XML API 63, 64, 65, 66, 67, 68, 69, 70, 74
XML stylesheet language (XSL) 74