Index

3G technology 57-61, 64

A
Abandonment Rate (AbR) 279, 286, 289-290, 292
adaptivity 81-84, 89, 92-94
Adherence (AD) 279
Advanced Dial-a-Ride Problem with Time Windows (ADARTW) 145
Agent Turnover (Tu) 280
agile supply chain management 224
Ambulance Diversion 32-34, 39-41
Application Service Providing (ASP) 299
automated services 12-14
Automatic Call Distributor (ACD) 278
Average Training Time (TrT) 280
Average Work Time after the Call (WTC) 280, 286-287

B
Basic Education Program (BEP) 71
Bifrost Inbox Organizer 83, 93
BMM 238-239, 255
BPEL-CF 184, 188, 190, 195, 197, 201
brand loyalty 60
broadband (BB) 323

C
cascading effect 40
Center for Housing and Urban Development (CHUD) 143
choice operator + 191, 197
Chu spaces 184-192, 198, 200-204
colonias 142-144, 153, 155-156
communication 74
comparative fit index (CFI) 52
compensation options 205-209, 211-212, 217-218, 220
Computer Telephone Integration (CTI) 279
condition dependency (CO) 245, 253
counterpoint perception 57, 59
counterpoint satisfaction 280-281, 283, 294, 296
corporate banking 9, 12-13
Corporate Responsibility and Sustainability Reporting (CR&S) 265
cost benefit analysis (CBA) 118
creative destruction 263, 273
cross nested logit (CNL) 330
cumulative density function (CDF) 148-149
customer relationship management (CRM) 224
data flow diagram (DFD) 237-238, 240, 254
data integration toolkit 228
delegation of responsibility 214-215
Demand Responsive Transit (DRT) 148
Dial-a-Ride Problem (DART) 145
discrete choice model 317, 319-320, 339
Electronic government (e-government) 115-116
emergency department overcrowding 32, 41
Emergency Departments (ED) 33
EMSSystem 34
tenterprise resource planning (ERP) 224
e-service 120, 299
experience economy 59-60, 66, 259, 274
expertise capacity 70, 74-75
extreme value (EV) 323
Index

F
family and friends are the customer 106
fault handlers (FH) 198
Federal Highway Administration (FHWA) 165
Federal Transit Administration (FTA) 144
Fiber Optic (FO) 323, 328, 340
flexibility 9, 12, 89-90, 93, 95, 112, 118, 132, 144
fuzzy logic 115, 117-118, 138, 203
fuzzy sets 115, 117-118, 138, 141
fuzzy set theory 117-118, 141

G
Global Mobile Supplier Association (GSA) 59
Googlebot 302, 304
Government-to-Business (G2B) 115
Government-to-Citizen (G2C) 115
Government-to-Government (G2G) 115
Green Seal 267, 273, 275-276

H
health related quality of life (HRQoL) 44
health status 44-45, 47
Hospital Corporation of America 106
hospital diversion 33

I
information and communications technology (ICT) 71
information convenience 91, 93
information economics (IE) 118
information order 92-93
in-process control 105
Intelligent-Electronic Mail Sorter (I-ems) 83
Intelligent Transportation Systems (ITS) 164, 181
Intensive Care Units (ICU) 108
Interactive Voice Response (IVR) 278
International Bank of Reconstruction and Development (World Bank) 71
intersection decision support (IDS) 165, 181
intersection pedestrian collision warning system (IPCWS) 164
inverse coherence 215, 218
inverse correlation 215, 218
IS innovation 21, 24-25, 28

J
Java Management Extensions (JMX) 224
Job Access and Reverse Commute (JARC) 144

K
kaizan 271
KONE 2

L
Leadership in Energy and Environmental Design (LEED) 275
length of stay (LOS) 108
level-of-service (LOS) 168
life satisfaction 43-45, 49-50, 52-55
link operator 191, 194
Location-Aware Information Systems
proximity 21, 151
scene analysis 21
triangulation 21

M
MailCat 83, 95
Manual on Uniform Traffic Control Devices (MUTCD) 164
marketspace 299
MATLAB 148, 155
mature tourism 43-44, 54
mid-block warning devices 164
mitigatory action 33
mobile asset management 21-22
Mobile Movie Reservation Service 84
Mobility Allowance Shuttle Transit (MAST) 144

N
National Ministry of Education (MONE) 71
Neonatal Intensive Care Unit (NICU) 107-108, 110
net present value (NPV) 118
non-normed fit index (NNFI) 52

O
Office of Information Technology (OIT) 131
Organization for Economic Co-operation and Development (OECD) 73
Out-of-Stock Notice (OoSN) 240
outsourcing 132, 213-214, 229, 278, 292

P
path analysis (PROC CALIS) 47
PayPal Look and Feel 305
peer support schools 70, 76
perceived ease of use (PEOU) 82
Index

perceived usefulness (PU) 82
Percentage of Call Block (PCB) 279
Percentage of First-Call Resolution (FCR) 279
personal banking 9-10, 12, 16
Plain Old Telephone Service (POTS) 318
population aging 43
post-process control 105
primary activity (PA) 198
probability distribution functions (PDF) 146
product-platform 297-309, 312, 316
product range 299, 306, 309
professional services 2, 7-9, 11-14, 16, 229, 265, 310

Q
Quality of Life (QOL) 44
Queue Time (QT) 279

R
Radio Frequency Identification (RFID) 20-21, 30
real options analysis (ROA) 115, 117
reposition 1-3, 5-8, 10, 14-15, 19
retail banking 9, 12-13
return on investment (ROI) 118
return on management (ROM) 118
revealed preferences (RP) 319
Role Based Access Control (RBAC) 215

S
satisfaction review document 111
Satisfaction with Life Scale (SWLS) 46
service component architecture (SCA) 225
Service Level x Seconds (SL) 279
service management of special care units 102, 105, 112
service-oriented architecture (SOA) 237-239
coarse-grained 239, 243
open-interface 238, 246
self-contained 238-239, 246-247, 253, 305
Service Science Management and Engineering (SSME) 2
servicizing 261, 274
ShanDong Manufacturing Service Platform (SD-MSP) 229
Shared nothing architecture (SN) 231
simple additive weighting method (SAW) 115, 117
Single Payments Area (SEPA) 11
Single Sign-On (SSO) 303
SOA legacy migration 238-239
Software as a Service (SaaS) 224
SOMA 238-239, 255
SOMF 238-239
Sphere of Visibility (SoV) 206, 213
Spheres of Atomicity (SoA) 219
Spheres of Control (SoC) 219
stated preferences (SP) 320
steering committee (SC) 119
strategic positioning 1-2, 5, 10, 12, 14, 16, 18-19
Supplier Network Analysis and Planning (SNAP) 229
supply chain management (SCM) 224
sustainability report 263, 265, 272, 274
sustainable business measurement 259
sustainable development 258, 263, 272-273
sustainable macroeconomic measurement 258
sustainable microeconomic measurement 258

T
Talk Time (TT) 279
TAMU Colonias Program 144
Technology Acceptance Model (TAM) 81
technology fetishism 60
third generation (3G) 58-59
Time before Abandoning (TBA) 279
Total Calls (ToC) 280
Total of Calls Attended per Shift (TCS) 280
Total quality service (TQS) 105
transaction dependency (TR) 245, 253
transaction safety 300, 304-305
Traveling Salesman Problem (TSP) 144
cravel market 43, 53-55
trigger operator 193-194, 197-198
TxDOT-MTP (Medical Transportation Program) 143

U
underlying technology 299-300
University Operations Services (UOS) 266
user control 91-93
Index

V
value-cogeneration 263
van service 144
variable message sign (VMS) 165-166
Variance Inflation Factor (VIF) 286

W
web services 186, 202-206, 211-212, 219-222, 255, 297, 299
WHOQOL instruments 44
WS-AtomicTransaction 219
WS-BPEL 184-187, 192, 199-203, 221, 225
WS-BusinessActivity 219
WS-Coordination 219