Index

A
active server page (ASP) 127
agent communication language (ACL) 216
agent concepts 211, 212
agent language mediated activity (ALMA) 215
agent taxonomies 211
agile manufacturing 187
Agora 227
asynchronous transfer mode (ATM) 22
authorizing certificates 54

B
Better Business Bureaus Online Seal (BBBOnLine) 119
BiddingBot 229
bottom line contribution 149
bricks and mortar 148
business process reengineering (BPR) 199, 203
business processes 148
business value 148
business value complementarity (BVC) 152
business value complementarity model (BVC) 151
business-to-business (B2B) 47, 133, 164
business-to-business (B2B) marketplaces 63
business-to-consumer (B2C) 133, 163

C
capability maturity model (CMM) 4
change proficiency maturity model (CPMM) 5
cheap deals 40
click-throughs 117
clicks and mortar 148
coalition formation 234
collaborative planning, forecasting and replenishment 193
common attributes  76
common knowledge 230
communication, information and payment (CIP) 20
communication protocol 258
communicative activity 217
compatibility 31
competitive advantage 149
complementarity theory 150
consumer direct cooperative 171
content management system 75
continuous demand chain management (CDCM) 163
coremetrics 118
cost leadership 154
courier agents 228
critical mass 32
customer organization (CO) 55
customer relationship management (CRM) 175, 184
customized language 119

data base management systems (DBMS) 156
data security 125
data source name (DSN) 129
database middleware 93
decision support system (DSS) 190
degree of systematic and integral use of ICT 7
demand activated manufacturing architecture model 193
dependent attribute 76
design view 154
device agents 228
digital product 148
digitization level 151
discount brokering 39
discounted cash flow (DCF) 12
distinguished name (DN) 53

e-Channel process (ECP) 139
e-commerce negotiation 227
e-commerce performance 154
e-commerce-ability 4
early adopters 34
earnings before interest and taxes (EBIT) 12
economic value added (EVA) 12
electronic commerce (e-commerce) 29, 103, 148
electronic contracting 229
electronic data interchange (EDI) 190
electronic publishing 155
end user (EU) 55
enterprise resource planning (ERP) 164
Entertainment Software Rating Board Seal (ESRB) 119
environmental factors 30
etailers 167
European Union (EU) 119
external IS support 32

F
Federal Trade Commission (FTC) 119
financial support 31
fuzzy e-negotiation agents (FeNAs) 231
fuzzy logic 233

G
game theory 234
General Electric (GE) 47
guest agent 258

H
horizontal schema 75
host system 250
Husky Virtual Bookstore (HVBS) 122

I
identification certificates 53
implementation stage 30
information and communication technologies (ICT) 3
information economics-based studies 149
information superhighway 148
<table>
<thead>
<tr>
<th>Term</th>
<th>Page Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>information technology (IT)</td>
<td>31, 148</td>
</tr>
<tr>
<td>initial public offering (IPO)</td>
<td>133</td>
</tr>
<tr>
<td>initiation stage</td>
<td>29</td>
</tr>
<tr>
<td>innovation (technological) factors</td>
<td>30</td>
</tr>
<tr>
<td>innovation-decision process</td>
<td>30</td>
</tr>
<tr>
<td>intelligent agents</td>
<td>213</td>
</tr>
<tr>
<td>intelligent trading agency (ITA)</td>
<td>236</td>
</tr>
<tr>
<td>intended strategy</td>
<td>154</td>
</tr>
<tr>
<td>internal integration</td>
<td>7</td>
</tr>
<tr>
<td>internal personal data</td>
<td>121</td>
</tr>
<tr>
<td>internal workflow management systems</td>
<td>9</td>
</tr>
<tr>
<td>Internet economy</td>
<td>148</td>
</tr>
<tr>
<td>Internet protocol (IP)</td>
<td>22</td>
</tr>
<tr>
<td>IT impact studies</td>
<td>149</td>
</tr>
<tr>
<td>IT investments</td>
<td>149</td>
</tr>
<tr>
<td>IT productivity paradox</td>
<td>150</td>
</tr>
<tr>
<td>Java messaging services (JMS)</td>
<td>97</td>
</tr>
<tr>
<td>Java virtual machine</td>
<td>251</td>
</tr>
<tr>
<td>local area networks (LANs)</td>
<td>92</td>
</tr>
<tr>
<td>localized exploitation</td>
<td>7</td>
</tr>
<tr>
<td>location-based services (LBS)</td>
<td>21</td>
</tr>
<tr>
<td>malicious agents</td>
<td>250</td>
</tr>
<tr>
<td>malicious hosts</td>
<td>250</td>
</tr>
<tr>
<td>management information systems (MIS)</td>
<td>153</td>
</tr>
<tr>
<td>market space</td>
<td>155</td>
</tr>
<tr>
<td>mass customization</td>
<td>7</td>
</tr>
<tr>
<td>master production schedule (MPS)</td>
<td>200</td>
</tr>
<tr>
<td>material requirement planning (MRP)</td>
<td>200</td>
</tr>
<tr>
<td>message-oriented middleware (MOM)</td>
<td>91</td>
</tr>
<tr>
<td>middleware</td>
<td>92</td>
</tr>
<tr>
<td>mobile agent</td>
<td>247</td>
</tr>
<tr>
<td>mobile agents for networked electronic trading</td>
<td>228</td>
</tr>
<tr>
<td>mobile computing</td>
<td>272</td>
</tr>
<tr>
<td>mobile e-commerce agents</td>
<td>227</td>
</tr>
<tr>
<td>mobile hardware</td>
<td>245</td>
</tr>
<tr>
<td>mobile software</td>
<td>245</td>
</tr>
<tr>
<td>mobile users</td>
<td>245</td>
</tr>
<tr>
<td>multilingual</td>
<td>118</td>
</tr>
<tr>
<td>Name (PT) Model</td>
<td>77</td>
</tr>
<tr>
<td>net present value (NPV)</td>
<td>142</td>
</tr>
<tr>
<td>network latency</td>
<td>247</td>
</tr>
<tr>
<td>New York Stock Exchange (NYSE)</td>
<td>33</td>
</tr>
<tr>
<td>New Zealand Stock Exchange (NZSE)</td>
<td>33</td>
</tr>
<tr>
<td>next day delivery</td>
<td>173</td>
</tr>
<tr>
<td>non-Internet economy</td>
<td>154</td>
</tr>
<tr>
<td>object request broker (ORB)</td>
<td>91, 252</td>
</tr>
<tr>
<td>object transaction monitor (OTM)</td>
<td>95</td>
</tr>
<tr>
<td>ObjectSpace</td>
<td>248</td>
</tr>
<tr>
<td>observation-orientation-decision-action (OODA)</td>
<td>4</td>
</tr>
<tr>
<td>on-line delivery</td>
<td>152</td>
</tr>
<tr>
<td>on-line distribution</td>
<td>155</td>
</tr>
<tr>
<td>on-line production</td>
<td>155</td>
</tr>
<tr>
<td>on-line promotion</td>
<td>152</td>
</tr>
<tr>
<td>online customer privacy</td>
<td>118</td>
</tr>
<tr>
<td>open database connectivity (ODBC)</td>
<td>129</td>
</tr>
<tr>
<td>open standards</td>
<td>151</td>
</tr>
<tr>
<td>opt-out</td>
<td>127</td>
</tr>
<tr>
<td>order fulfillment centers</td>
<td>176</td>
</tr>
<tr>
<td>organizational factors</td>
<td>30, 150</td>
</tr>
<tr>
<td>organizational transformation</td>
<td>152</td>
</tr>
<tr>
<td>Palm operating system (OS)</td>
<td>272</td>
</tr>
<tr>
<td>partnering</td>
<td>64</td>
</tr>
<tr>
<td>perceived benefits</td>
<td>31</td>
</tr>
<tr>
<td>personal digital assistants (PDA)</td>
<td>230, 272</td>
</tr>
<tr>
<td>physical product</td>
<td>148</td>
</tr>
<tr>
<td>physical value chain</td>
<td>155</td>
</tr>
<tr>
<td>points-of-sale (POS)</td>
<td>202</td>
</tr>
</tbody>
</table>
political resistance  110
primitive models  76
privacy dimensions  118
privacy invasion  118
privacy protection  118
process-oriented models  150
product group  75
production economics studies  149
productivity gains  149
profitability  148
promotional utility  25
pure dot coms  148

development assumptions  237
re-engineering  148
realized strategy  154
relationship exchange  127
remote procedure call (RPC)  91
return on investment (ROI)  12
return on investment (ROI)  142, 149, 151
reverse auctions  105
road package system (RPS)  190

S

service agents  228
service integrator (SI)  10
service provider (SP)  10
service-oriented architecture  63
signature creation application (SCA)  61
soft goods  165
standard products  6
stationary agent  247
supply chain management (SCM)  49, 184
supply-chain council (SCC)  194
supply-chain operations reference model (SCOR)  193
surfing  20

T

technological readiness  32
technology acceptance model (TAM)  261
theoretical framework  149
theoretically optimal outcome  238
Theory of Reasoned Action (TRA)  261
top management support  32
trade-off  232
transaction processing monitor (TP)  95
transactional certificates  54
trusted third party (TTP)  54
U

unattended appliance-to-business (A2B)  164
United Parcel Service (UPS)  176
universal table (UT)  76
V

vertical schema  75
verticalized tables  74
virtual private network (VPN)  275
virtual value chain  155
virtualization  148
virus-like behaviors  246
W

Web services concept  64
wide area networks (WANS)  246
wireless local area networks (WLANs)  22
wireless local loops (WLL)  22
wireless m-commerce  239
World Wide Web (WWW)  246