Index

Symbols

“24x7x365” computing 253
1996 National Standards on Credit Reporting (NSCR) 117

A

AACSB (The Association to Advance Collegiate Schools of Business) 105
Preparedness Survey System 105
“acceptable” project specific risk 291
accounting survey system 105
action research 226-227
characteristics 227
adaptability 291
adoption of ERP 167
advance manufacturing technologies
(AMT) 26, 34
after sales service 287
agency theory 229
aggregations 205
agile data access 257
agile management support system (AMSS) 261
agility drivers 262, 264
“always-on” enterprise information system 250, 255
American Production and Inventory Control Society (APICS) 169
analysis of variance (ANOVA) 64, 67
application
availability 254
binary interface (ABI) 275
complexity 203
downtime 249
infrastructure 259
integration (EAI) 171
service providers (ASP) 204
APS (advanced planning and scheduling) 168
ARENA simulation software 68
ASP (application service provider) 171
Association of International Accountants (AIA) 297
automatic notification 238
automatic rescheduling 66
availability 254

B

B2B e-commerce 150, 151
definition 151
Baan 226
bandwidth allocation 276
batch manufacturing enterprises 64
BBBOnLine 123
Beer Game 183, 193
simulation 184
“Best of Breed” (BOB) 171
Better Business Bureau online seal program (BBBOnLine) 123
bill of materials (BOM) 64, 169
biometrics 120
technology 120
“black box” approach 25
Børsen 500 (DK-500) 173
list 173
BPR (business process re-engineering) 169
brick and mortar firms 135
bull-whip effect 67
bundled servers 259, 276
business-to-business (B2B)
vertical supply chains 211
electronic data interchange (EDI) 314
business-to-consumer (B2C) Internet applications 91
business
computer application 185
context 207
continuance 250, 251
continuity 205-251, 254
continuity culture 254
continuity drivers 262
continuity management (BCM) 250, 254, 273
continuity planning 254
information systems 1
intelligence/reporting systems 261
intelligence (BI) 251, 313, 316
planning 287
process 207, 229
process improvement 30
process integration 255
process re-design 24
process re-engineering (BPR) 29, 341
student survey system 104
Webs 211

C
CAD software package 234
calculated confidence interval 74
Cardholder Information Security Program (CISP) 123
cardinality constraints 158
causal relationships 23
channel pricing strategies 135
child 70
classifying networks 135
client/server architecture 262
climate control systems 232
co-efficient of variation 294, 299
cognitive integration 319
comments 157
commercial off-the-shelf (COTS) software package 2
Companies Act 1989 297
compatibility integration 319
complementary investment 6
computed confidence interval 74
computer-aided
design (CAD) 67, 313
design and manufacturing (CAD/CAM) systems 225
manufacturing (CAM) 313
computer-to-computer data exchanges 187
computerized manufacturing systems (CMS) 313
confidence online software 120
conglomerate environment 226
connection management package 99
consumer relationship management (CRM) 111
content
filtering process 236
management 234
providers 241
service providers (CSP) 204
standards 234
transformation 260
transformation technologies 261
continuous computing 257
corporate ranking (CR) 296
corporate risk threshold (CRT) 294
rating 299
Index 371

cost-based dampening techniques 66

crash-handling technologies 259

credit card
    fraud 111
    skimming” 112

credit report 117

agencies 117

critical success factors (CSF) 3, 5, 321

CRM
    information exchanges 110
    in the Information Age 115

cultural integration 324

customer
    design changes (CDC) 73
    relationship management (CRM)
        171, 251, 311, 316, 323
    system 343
    support 291

database
    connectivity module 100
    content 234
    interface 239
    standards 234

data
    access 260
    access format 235
    availability 254
    content standardization 224
    conversion 260
    criticality 258
    envelopment analysis (DEA) 24
    integrity 150
    integrity in XML 157
    manipulation 235
    replication 259
    storage systems 259
    storage technologies 263
    transfer 260
    type constraints 158
    vaulting 259
    warehousing systems 28

decision support 287
    systems (DSS) 313

declarations 155

degrees of freedom (df) 214

degree of variance 299

denial-of-service attacks 160

diffusion of innovation 209

digital signature 160

disaster-tolerant systems 259

disaster
    recovery sites 259
    recovery technologies 264
    tolerance technologies 264

discounted payback
    index (DPBI) 295
    model 295

discrete probability distribution 76

disutility
    impact values (DIVs) 295, 299
    weighting 295

document type
    declaration (DTD) 156
    definition (DTDs) 157

downtime 249, 251

DRP/Logistics 287

DTD (document type definition) 189

dual channel monopoly 134

“dumpster diving” 112

dynamic
    data 98, 239
    data cache package 99
    data content 239
    data read package 99
    page caching 276
    system domains 259

E

e-aggregation applications 201

e-business 224
    applications 202
    collaboration 230
    models 210
    technology 249

e-commerce 115
    systems 91
    transactions 230

e-fraud 110

e-procurement
    process 225
processes 230
  temporal integration 323
  vertical integration 323

F
  “fit-gap” analysis 347
  facial recognition 120
  Fair and Accurate Credit Transaction Act (FACTA) 117
  Fair Credit Billing Act (FCBA) 113, 116
  Fair Credit Reporting Act (FCRA) 116
  FAP process 297
  fault-tolerance 259
    capabilities 263
    systems 259
    technologies 264
  Federal Trade Commission (FTC) 112
  file transfer protocol (FTP) 161
  financial
    appraisal profile (FAP) model 284, 289
    performance 20
  fingerprints 120
  finished products delivered late (FPDL) 63
  First-In-First-Out (FIFO) queuing rule 72
  fixed buffers 66
  focus domination model 207
  forecast tracking signal 66
  foreign key constraints 159
  fraud prevention 111
    software 111
  functional integration 311

G
  globalization 312
  global integration 323
  Gramm-Leach-Bliley Act of 1999 116
  graphical interchange format (GIF) 161
  groupware 261
  group technology (GT) 314
  GUI technologies 260

H
  high-availability
    clustering 274
    ratio 257
  high-scalability drivers 274
  high availability 250
  home control systems 232
  horizontal integration 313, 320
  hot sites 259
  human resources 287
  Hypertext Mark-up Language (HTML) 150
  Hypertext Transfer Protocol (HTTP) 92

I
  ICT Adoption by SMEs 207
  identity theft 110
    and Assumption Deterrence Act (ITADA) 113
    Data Clearinghouse 112
    prevention 124
  iECM (interoperable enterprise content management) 237
  Immigration and Naturalization Service 322
  impacts of IT adoption 25
  implementation and performance stage model 5
  implications of downtime 257
  improvement in business processes 29
  incremental model 4
  indexing-retrieving-searching capabilities 260
  information-oriented techniques 66
  information
    access technologies 259
    and communication technologies (ICT) 202
    flow 239
    management 250
    systems (IS) 20, 207, 287, 313, 321
    technology (IT) 20, 114, 150, 249, 251, 290, 312
    technology constructs 28
  Inland Revenue Service 322
  insecure stores (INSC) 73
  intangible benefits 23
  integrated application infrastructure 259
  integrated circuit
    memory card 119
microprocessor card 119
integrating availability 273
integration 313
“integrative adoption” model 212
“integrative model” 25
intelligent agents 261
intelligent search engine 238
inter-organisational networks (IONs) 205
systems (IOS) 211
internal
factors 228
horizontal integration 321
temporal integration 321
vertical integration 321
international
horizontal integration 324
Organization for Standardization 188
temporal integration 324
Internet-based
data transmission applications 151
EDI 186
Internet
channel 144
SCSI (iSCSI) 264
service providers (ISP) 187
value-added network service (IVANS) 186
interoperability 290
drivers 274
“interpretative perspective” model 212
Invensys 225
case 230
Electronic Component Database (ECD) 233, 239
Parts Numbering System 234
inventory-oriented techniques 66
inventory control (IC) systems 169
islands of technologies 313
integration 317, 320
IS user satisfaction 28
IT business value
research 22
studies 22
IT expenditures 23
IT infrastructure capabilities 28
IT productivity paradox 20
IT score 297
IT service continuity management (ITSC) 255
IT spending 20
J
Java database connectivity (JDBC) drivers 100
K
knock-on effect 79
L
late delivery from suppliers (LDFS) 73
laws of transitivity 303
legacy thinking 347
length constraints 158
local content management servers 239
lot for lot (LFL) 66
M
machines breakdown (BD) 73
machine assignments (MA) 73
maintenance 6
main effect analysis 78
make-to-order (MTO) environment 66
make-to-stock (MTS) environment 66
management
by value-added urgency 67
information systems (MIS) 313
manufacturing 287
(MBOM) data 67
requirements planning (MRP) II 314
resource planning (MRP II) 2, 64
resource planning (MRP II) systems 169
marginal growth rate (MGR) 295
mark-up languages 152
master production schedule (MPS) 64
materials requirement planning (MRP) 2, 64, 169
systems 316
mean time between failure (MTBF) 77
mean time to repair (MTTR) 77
mean yield rate 66
measure of performance 257
memory chip card 119
meta-language 155
metering systems 232
middleware 261, 288
mirror database server 233
mission-critical applications 253
mobile computing technologies, 260
modern business 250
modified internal rate of return (MIRR) 295
MRP II 316
multi-level dependency 68
control rule 69
“munificence” 24

N

N1 grid containers 259
network
access protection (NAP) 271
attached storage (NAS) 259, 264
management 250
reliability 254
technology infrastructure 228
net present value profile 295
model 292
normal distributed response 73

O

off-site data protection 259
office information systems (OIS) 313
online
dispute forms 118
reconfiguration 259
operating environment 259
infrastructure 259, 262
operating system reliability 254
operations management 25
optical memory card 119
organization-wide information management 250
organizational
change 344
management 250
performance 35
transformation 342
organization integration 320

P

parent tag 70
parser 157
partial duopoly 134, 146
market conditions 135
partner’s input 229
parts delivered late (PDL) 63
part period balancing (PPB) 66
part tag 70
pattern constraints 159
PCN (Private Communication Network) 187
perceived usefulness 6
performance 6
personal identity verification 120
physical integration 313
planned order release (POR) 64
planned set-up/changeover times exceeded (PSE) 73
platform neutrality 290
political dimensions 229
portable computing technologies 261
portal-based
access 260
solutions 260
post-implementation 356
pre-defined format 185
pre-implementation work 346
precision constraints 159
preferred
content filtering 238
data content 235
primary
data 236
key constraints 159
privacy policies 121
processing instructions 157
process-oriented models 25
procurement cost 225
productivity loss calculation 253
product data management systems (PDM) 225
project
  financial attributes 295
  phase model (PPM) 3, 5
  risk profile (PRP) 292, 300
  risk profile model 292
  specific risk 291-292
  strategic benefits 296
  strategic score value (PSSV) 296
purchasing 287

Q
  quick deployment 345, 349
  ES implementation 342
  strategy 340
  quick pilot system 349

R
  RAD (rapid application development) model 4
  RAID technology 259
  range constraints 158
  RAS (reliability, availability, scalability) 269
  re-engineering-led 345
    ES deployment 345
    ES implementation 341
    implementation 347
    strategy 340
  real options 192
  Recognized Qualifying Bodies (RQB) in the United Kingdom 297
  redundant units 259
  release timeliness control rule 70
  reliability 291
    availability, and serviceability (RAS) 273
    drivers 273
  reloadable kernel and online upgrade features 259
  replication
    point objective (RPO) 254
    time objective (RTO) 254
  resistance 348
  resource-based theories 25
  resource elements (RE) technique 66
  retail store 144
  retinal scans 120
  return on
    investment (ROI) 24, 253, 289
    revenue (ROR) 178
  revenues loss calculation 253
  risk area index 294
  ROI (return on investments) 272

S
  sales turnover 24
  SAP
    APO (advanced planning and optimization) 179
    implementation 7
    R/3 system 169
  scalability 254, 291
  SCM 167
  seal programs 123
  secure transactions 150
  security 291
    Assertion Mark-up Language (SAML) 161
    drivers 275
    in B2B E-Commerce 160
    management 250
  semantic Web 163
  sensor systems 232
  serial ATA technologies 264
  server-based technologies 259
  ServerWare 264
    solutions 276
  server
    hardware reliability 254
    operating platform 264
    operating system (SOS) 264
    platform-based technologies 263
  service
    factor multiplier 66
    sectors 21
  SFU—Service for Unix 271
  shared-memory multiprocessing (SMP) 271
  shared-vision integration 323
  “shoulder surfing” 112
  silver meal (SM) 66
  SIMAN programming language 68
simple object access protocol (SOAP) 161
simulation 193
model development 68
model logic 71
single-channel monopoly 134
small to medium-sized enterprises (SMEs) 175, 201, 202
smart cards 119
technology 119
SMP/clustering 259
SMP (symmetric multi-processing) support 274
social-external environment 322
social exchange theory 212
socio-cultural environment 229
socio-organizational integration 322
sources of identity theft 112
specification integration 319
speed search 231
spiral model 4
Spyware 121
standardized component parts catalog 235
standard
business documents 185
for transfer and exchange product (STEP) model 67
Generalized Mark-up Language (SGML) 152, 188
static
dampening 66
data 98
data cache package 99
data read package 99
storage
area networks (SAN) 259
scalability 259
service providers (SSP) 204
solutions 277
strategic
content 207
impact grid 207
index (SI) 296, 303
index model 292
information technology 286
integration 321
justification problem 285
organizational change 340
structural equation modelling (SEM) 37
success of ERP Systems 28
supply chains 63
supply chain management (SCM) 167, 170, 251, 311, 316
systems 322
support for very large memory (VLM) 274
system-specification integration 319
system-user integration 319
systems
design 234, 238
development theory 4
system
downtime 251
management 250
usage 24
T
t-tests 3
taxonomy of aggregations 206
TCO (total costs of ownerships) 272
team facilitator 292
technical isomorphism 4
technology
infrastructure 228
solutions 230
temporal integration 313
thin-client model 92
three-way interaction analysis 81
Time Now (TNOW) variable 70
TIS (total information solution) 322
trading partner 185
transaction prioritization 277
transition 6
TransUnion 118
two-way interaction analysis 80
U
UML (Unified Modeling Language) 96
unified process model 6
uniform
Invensys parts numbering system (UIPN) 236
parts number 234
universal database server 239
UNSPSC (United Nations Standard Products and Services Code) 235

usefulness 6
user interface (UI) 92
user request processing module 98
user satisfaction 24
user training 6

V

value-added networks (VANs) 184-185
value-adding intermediaries 211
value chain 25
concepts 25
workflows 28
VAN-Based EDI 185
“vanilla”
application 344
implementation 348
system 353
Vendor Choice, socio-technical factors 241
vertical
application service providers (VSP) 201, 202, 205
application service provision 201
integration 313, 320
very large databases (VLDB) 274
support 266
very large memory (VLM) 266
victims of identity theft 118
videoconferencing technologies 261
virtual machine managers 259
VisaUSA 123
voice recognitions 120

W

waiting for
labour (WFL) 73
tooling (WFT) 73
waterfall model 4
weaknesses in IT productivity paradox research 22
Web-based
access 260
survey system 87, 89
Web-enabled database system 232
Web-to-host access technologies 261
Web
application 228
services 261
whole security 120
wider service provider (xSP) 204
Windows/UNIX integration 259
wireless ASPs (WASP) 204
workload management 259
World Wide Web Consortium (W3C) 152

X

XML 150, 152
schema 158
structure 155
syntax 155
syntax rules 155
XML/EDI 187

Y

Y2K problem 170
yield to finish monitoring system 66