Index

Symbols
24-Hour Knowledge Factory 133, 228
24-Hour Knowledge Factory (24HrKF) 289
24-Hour Knowledge Factory, analysis for the socio-technical aspects 237–245
24-Hour Knowledge Factory, composite personae benefits 277
24-Hour Knowledge Factory, concept 13
24-Hour Knowledge Factory, continuous feedback, adaptation, and refinement 245
24-Hour Knowledge Factory, demand management 15
24-Hour Knowledge Factory, impact assessment 20
24-Hour Knowledge Factory, key elements and key decisions 232–235
24-Hour Knowledge Factory, success factors 14
24-Hour Knowledge Factory environment, agile software processes 288–303
24-Hour Knowledge Factory paradigm, potential impact 232
24-Hour Knowledge Factory vs. globally distributed teams 229
24HrKF, a practical application of knowledge reuse 352

A
activity theory 297
agent communication language (ACL) 283, 297
agile software processes 290
architecture of knowledge 353

Arizona Correctional Industries (ACI) 218
atomic rules 348

B
BPO multiplexing, 337-338
business process outsourcing (BPO) 205
business rules, the structure of information 347

C
changing IT skills 180–203
changing IT skills, demographics 185
changing IT skills, results/analysis 189
changing IT skills, specific skill categories 191
civil infrastructure status (CIS) 330
collaboration structure model 261
commitment model 262
component-based development (CBD) 346
composite persona (CP) 274, 289
composite personae 274
composite personae, benefits 277–279
composite personae scenario 275
composite personae software process (CPro) 281
computer-aided detection (CAD) 117
concurrency control, establishing 329
concurrent versioning system (CVS) 353
corporate offshoring, innovative technological paradigms 322–342
CPRO 293
critical skills and capabilities, overview 189
customer satisfaction rate (CSR) 329
cyber crime index (CCI) 329
cycle time 348
Index

D
data processing, cognitive support 327
deciding what to outsource 170
decision justification 300
digitalization of media 144
distributed agile software development 292
distributed software development 290, 292
distribution offshoring 149

E
eclipse extensions 284
electronic mail, for asynchronous discussion 17
evolving business models 151
evolving collaboration technologies 279
extreme programming (XP) 281

F
factory to knowledge factory, evolution 229
film industry data and statistics 148
外国直接投资 (FDI) 205
foreign procedures encouragement 158
fundamental computing technologies 346
fuzzy logic (FL) 327

G
GATT, core principles 27
GATT exceptions 29
generalized agreement on trade and tariffs (GATT) 27
global economy, national policy challenges 5
global level issues, long-term solution 43
globally distributed teams 229
global offshore outsourcing, new trends 204–215
global partnerships, creating 6
global resource race, India and China 206
global software development (GSD) 272

H
healthcare data, comprehensive analysis 116
healthcare information, latest dissemination 127
healthcare records management 118
hybrid offshoring 271–287

I
IBM's System/360 347
IBM case study, two parallel work teams 17
indivisible rules 348
information resource management, enabling the 24-Hour Knowledge Factory 227–250
information system education, educational implications 311
information systems model curriculum, history 310
information technology/systems offshore outsourcing 50–70
information technology outsourcing (ITO) 205
integrated development environment (IDE) 337
integrated development environments (IDEs) 280
intellectual property 149
intellectual property (IP) issues 39
intellectual property, and legal issues 134
intellectual property, foundations 39
inter-dialoguing processor (IDP) 337
international property arguments 42
irreducible facts 348
IS 2002.10, project management and practice 317
IS 2002.2, e-business strategy, architecture and design 315
IS2002.3, information systems theory and practice 315
IS 2002.4, information technology hardware and system software 316
IS 2002.5, programming, data, file and object structures 316
IS 2002.6, networks and telecommunication 316
IS 2002.7, analysis and logical design 316
IS 2002.8, physical design and implementation with DBMS 316
IS 2002.9, physical design and implementation in emerging environments 316
IS 2002 course-by-course analysis for offshoring content 314
IS curriculum, changing the options 313
IT/IS offshore outsourcing, industry analysis 52
Index

IT employment data, full-time equivalent (FTE) 195
IT outsourcing, growing importance 205
IT skills, career development programs 199
IT skills and capabilities 183
IT skills and capabilities, organizational value 197

K
knowledge query manipulation language (KQML) 283, 297
knowledge reuse, framework 348
knowledge transfer 295

L
legal industry, trends 38
lifestream 283, 296

M
machine intelligence quotient 328
medical outsourcing, American perspective 159
medical outsourcing, Indian perspective 160
medical outsourcing, malpractice issue 161
medical outsourcing, technological innovations 162
medical surgery, preference towards India 158
medical surgery outsourcing 157–166
medical telesurgery evolution 157–166
metamodel of multi-pary business collaboration modeling language (MBCML) 259
modeling behaviors of the parties 264
multi-party business collaboration, concepts for modeling 256
multi-party business collaboration modeling, benefits 252
multi-party business collaboration modeling, issues 255
multi-party collaboration commitment metamodel 259
multi-party collaboration modeling language 261
multi-party collaboration structure metamodel 259
multimedia, multilingual network operating software (MISNOS) 324
MultiMind 282, 296

O
object-oriented programming systems (OOPS) 336
object management group (OMG) 344
offshore outsourcing, challenges of IT development in India and China 209–211
offshore outsourcing, financial risks 56
offshore outsourcing, in China 207
offshore outsourcing, in India 206
offshore outsourcing, operational risk 54
offshore outsourcing, security risks 55
offshore outsourcing, strategic risk 54
offshore outsourcing, success factor analysis 56
offshoring 1–24, 306
offshoring, building the foundation 7
offshoring, in India 145
offshoring, keys to success 309
offshoring, motivation for 145, 308
offshoring, political perspective 3
offshoring, technological perspective 5
offshoring, the role of prisons 216–226
offshoring entertainment and media to India 142–156
outsourced development center (ODC) 176
outsourcing 306
outsourcing, and multi-party business collaborations modeling 251–270
outsourcing, as a business strategy 167–179
outsourcing, in the healthcare industry 115
outsourcing, medical surgery 157
outsourcing, under international trading rules 27
outsourcing acceptance model 89–114
outsourcing era, leveraging knowledge reuse 343–363
outsourcing failure 324
outsourcing of goods, applicability 31
outsourcing of legal activities, case examples 36
outsourcing of legal tasks, across national borders 36
outsourcing research, paradigmatic and methodological review 71–88
outsourcing research, results 76–84
outsourcing research methodology, journal representations 74
outsourcing research methodology, methodological representations 75
outsourcing research methodology, paradigmatic representations 74
outsourcing support, developing nations initiatives 325
outsourcing vendor(s) selection 172
outsourcing versus insourcing, in U.S. 35

P
pair programming 278
prison operations at Televerde, first person case study 219
problem of change 346
process awareness 298
programming language considerations 335

R
recorded music offshoring 149
remote diagnosis 122
repository of meaning 352
research paradigms in IS research 73
role of prisons in offshoring, human rights perspective opposition 221
role of prisons in offshoring, legislative history 216
role of prisons in offshoring, security issues opposition 222
rough set theory 331

S
schedule casting 295
scrum 298
services outsourcing, implications of GATS 33
software practices, existing limitations 332
software problem reports (SPR) 17
speech acts theory 283
speech act theory 297
strategic partnerships, analytical model 8

T
team meetings, nature of 19
technology acceptance model (TAM) 89
technology acceptance model (TAM), applicability 98
technology acceptance model (TAM), data analysis 98
technology acceptance model (TAM), effects of the antecedents 98
technology acceptance model (TAM), methodology 94
technology acceptance model (TAM), theoretical basis 90
Telcordia Technologies 168
Telcordia Technologies, management of outsourced work 176
trade in services 32
truck number 278

U
U.S. prison labor, benefits 222
unified medical language system (UMLS) 129–130

V
vocal annotations, in progarm source code 283