## Index

### Symbols

- 2nd-pre-image resistance 188
- 3-Worlds (3W) model 386

### A

- accountability 323–357
- accountability, online 339–357
- action research 95
- active server pages (ASP) 404
- activity hierarchy 9
- adaptive chosen-plaintext attack 181
- advanced encryption standard 183
- analytic hierarchy process (AHP) 192
- application programming interface (API) 394
- ARIS-toolset 15
- artificial intelligence (AI) 48
- aspect-oriented programming (AOP) 410
- Australian Computer Society (ACS) 302
- Australian Institute of Project Management 310
- authentication 179
- automated teller machine (ATM) 178

### B

- benefit-cost analysis, ratio 140–159
- big bully 43
- block cipher 183
- blog 324–357
- Bremen University semantic translator for enhanced retrieval (BUSTER) 133
- business-to-business (B2B) communication 405
- business process design 160
- business process execution language (BPEL) 163
- business process management 489
- business process management initiative (BPMI) 163
- business process modeling 1
- business process reengineering 460

### C

- capability maturity model (CMM) 95
- CART 195
- centralized management 410
- CEO-CIO reporting relationship 465
- chaos 66
- chat room 349–357
- chief executive officer (CEO) 330–357, 457
- chief information officer (CIO) 325–357, 457
- chosen-ciphertext attack 181
- chosen-plaintext attack 181
- chronological separation 4
- ciphertext 180
- Claremont University Consortium 274
- Clementine data mining 196
- cognitive interaction 112
- collaboration tools 485
- collaborative practice research (CPR) 98
- collaborative project 111
- collision resistance 188
- common gateway interface (CGI) 42
- common warehouse data model (CWM) 388
- communication patterns 337–357
- compact disk (CD) 156–159
- complexity, exploration of 65
- composite system 407
- computer-aided design (CAD) 154–159
- computer-based management of reference models 17
- computer-mediated communication (CMC) 324–357
- computer-supported management 1
- computer disasters 343–357
- computer tools 137–159
- conceptual layer 6
- confidentiality-secrecy-privacy 179
Index

costual separation 4
crrent 413, 418
cryptanalyt 181
crypto algorithm 182
crypto hraphy 178
cryptosystem 178
curve smoothing and forecasting 145–159

D

database politics 345–357
data integrity 179
data mining engine (DME) 394
data mining software 193
decision analysis 137–159
decryption algorithm 180
deterrent 47
digital signature 178, 179
digitization 45
distance matrix 118
distributed denial-of-service (DDOS) 429
document management 230
document management, and sharing markup language 238
document management, metadata for 236
document management, requirements 233
document management systems (DMSs) 230

E

e-governance 40
economic liberalization 49
editing, tools for 486
electronic (e-) commerce system 335–357
electronic (e-) mail 337–357
electronic communications 178
electronic data interchange 460
electronic data interchange (EDI) 43
emergency information systems (EIS) 275
enabling software 45
encryption 179
encryption algorithm 180
end-user computing 211
end-user development, and risks 212
end-user Web development 211
enigma code 178
Enterprise Miner 196
enterprise model management (EMM) 17
enterprise resource planning (ERP) 253–273
environmental data 126
environmental management information systems (EMIS) 127
expertise mapping (EM) 485
explicit knowledge, management of 484

F

face-to-face communication 337–357
fear of technology 54
feedback controllers 415
Fege-Fiat-Shamir (FFS) 189
FileUtilities 188
financial forecasting 146–159
flow chart 154–159
Food and Agriculture Organization (FAO) 126
force majeure 429
forecast streamlining and enhancement project (FSEP) 133
freedom 49
Freedom of Information Act (FOIA) (1966) 345–357
Fujitsu 196

G

Gantt chart 153–159
general systems theory 66
geographic/geographical information system (GIS) 137–159, 335–357
geographical information systems (GIS) 127
German Research Center for Artificial Intelligence (DFKI) 18
GhostMiner 196
globalization 49
governance 41
government 41
graphics 137–159
groupware 31

H

human-computer interface 484
human development 49
human life 64
human mindset 54
hypertext markup language (HTML) 138–159, 404

I

IBM Intelligent Miner 197
identification protocol 189
implementation deficit 3
information management 323–357
information society 24
information system (IS) 160
information system architecture  10
information systems, and complexity 63–75
information technology (IT)  160
Insightful Miner  197
Institute for Information Systems (IWi) 18
interaction layer  7
Internet Explorer  42
interrupted time-series analysis 148–159
IS success model  80
IT-support  5
IT Adoption 461
IT failures  458
IT governance  458
IT infrastructure  459
IT Infrastructure Library (ITIL)  293
IT service management, benefits of university-based 303
IT service management standards, and education 293–306

J
Java data mining (JDM) 388
Java server pages (JSP) 404

K
knowledge access, tools for 486
knowledge capture, and emergency preparedness 286
knowledge discovery (KD) 485
knowledge embodiment 363
knowledge extraction, tools for 486
knowledge fusion 358–374
knowledge fusion, grounded theory development of 361
knowledge life cycle model 192
knowledge management (KM) 358
knowledge management, consultants’ role in 368
knowledge management success, a model of 76–93
knowledge management system 110
knowledge management system (KMS) 76
knowledge management system, and organizational culture 441–456
knowledge management systems, and emergency preparedness 274–292
knowledge management tools, and technology trends 480–493
knowledge management tools, characteristics of 482
knowledge management tools, overview of 486
knowledge mobilization 359, 362
knowledge quality 82
knowledge regimes 364
knowledge sharing 127

L
linear feedback shift registers (LFSR) 182
linear programming 147–159
Listserv 349–357
local area network (LAN) 185

M
machine-readable 160
macro-model 8
management framework 408
management information systems 457
management of models 16
maturity assessment 101
metamodel 161, 168
Mine-SQL (MSQL) 385
mining object repository (MOR) 394
modeling and analysis tool 13
modeling layer 7
multi-agents-based diagnostic data acquisition and management in complex systems (MAGIC) 133

N
NASA 442
net benefits 141–159
Netscape 42
networking 483
New Zealand distributed information system (NZ-DIS) 133
non-response bias 257
North American Free Trade Agreement (NAFTA) 434

O
objective 3
online accountability 338–357
ontology 164
Oracle Data Miner 198
organizational culture 443–456
organizational separation 4
organization chart 154–159
Organization for the Advancement of Structured Information Standards (OASIS) 129, 406
Index

P
pattern base management system (PBMS) 378
pattern management 377
pattern management framework 376
perceived behavioral control, and organizational culture 446
perceived usefulness, and organizational culture 445
perspective -model state diagram (PMSD) 116
perspective modeling 114–115
physical layer 7
plaintext 180
political appointee 323–357
politics 323–357
politics, of Web sites 347–357
PolyAnalyst 198
post-policy intervention counter variable (PPICV) 149–159
pre-image resistance 188
presentation software 137–159
Privacy Preferences Project (P3P) 419
private key 183
privatization 323–357
procedure models 4
profession, building blocks of 308–322
professional standards, global reciprocity 307–322
project management, and professional standards 307
project management, global standards 316
Project Management Institute 310
Project Management Research Council 311
project management software 137–159
project mode 52
prototype 13
pseudorandom number 182
pubDecrypt 184
pubEncrypt 184
public key 183
public sector management 137–159
Q
quality, knowledge 82
quality, service 84
quality, system 81
quality of service (QoS) 404
R
reference model-management (RMM) 4
reference model development 5
reference modeling 2
Reference Modeling Project 9
reference model integration 5, 7
Reference Model Management 9
reference model management 1, 3, 8
reference model management system 6
reference model management system (RMMS) 6
reference model usage 5
reflective and adaptable Web service (RAWS) 411
regression analysis 148–159
repository 11
repository-data 13
research diversity 2
resource description language (RDF) 167
resource provisioning 409
respondent firms 258
Rilevamento dati Ambientali con Interfaccia DECT (RAID) 133
risk management 95
RMMS 15
RMMS-system architecture 10
S
scanner 178
security 405, 409, 412
self-configuring 413
self-healing 413
self-optimizing 413
self-protecting 413
semantic gap 160
semantic mapping, tools for 486
Semantic Web 160
Semantic Web language 167
senior management 458
service-level agreement (SLA) 405
service-oriented architecture (SOA) 412
service-oriented computing (SOC) 405
service-oriented middleware (SoM) 411
service quality 84
signature 186
social context 21
social interaction 483
social justice 49
social links 34
software crisis, the 94
software process improvement (SPI) 94
spoofing 349–357
spreadsheet 137–159, 139–159
SQL Server 2005 199
stakeholder 110
static 42
statistics 137–159, 143–159
stream cipher 182
subject Area 3
subjective norms, and organizational culture 447
symmetric key ciphers 181
system quality 81
T

technology acceptance 444
technology acceptance model 444
teledemocracy 347–357
thought leadership 369
TikiWiki 282
tool layer 6
Transformation of Reference Models for Standard Business Software (TREBES) 17
transparency 47
trusted third party (TTP) 186
U

U.S. Federal Information Processing Standard 183
unified modeling language (UML) 163
universal standards and frameworks 45
user satisfaction 85
V

virtual enterprise, framework architecture 130
virtual resource 129
W

Web-based information system 110
Web-service management frameworks 407
Web authoring software 137–159
Web development tools 218
Web server 51
Web service management network (WSMN) 411
Web service offering infrastructure (WSOI) 412
Web service offering language (WSOL) 412
Web services 404, 405
Web services management 404
Web site politics 347–357
wiki 280
WiMAX 51
wireless 51
word processing 137–159
World Trade Organization (WTO) 434
World Wide Consortium (W3C) 167
World Wide Web 404
World Wide Web (WWW) 338–357
World Wide Web Consortium (W3C) 406
X

XM Lmetadata interchange (XMI) 391
Z

zero knowledge protocol (ZK) 189
Zhongguancun Science Park 59