

Index

A

academic management portal 1283
 Accreditation Board for Engineering and Technology (ABET) 531, 532, 547
 acquiring bank 701, 702, 716, 717
 action plan 995, 997, 1006, 1015, 1016
 Active Server Pages (ASP) 693
 activity based costing 1644, 1650, 1658
 ad-hoc system 623, 625
 Administration-to-Administration (A2A) 258
 Administration-to-Business (A2B) 258
 Administration-to-Consumer (A2C) 258
 advanced engineering firms 2239
 Amazon 2246, 2255
 ambient intelligence (AmI) 194, 202, 205
 ambiguity 2010, 2011
 Americans with Disabilities Act (ADA) 2116, 2117, 2118, 2126, 2131
 analytic hierarchy process (AHP) 345-348, 356, 359, 370, 1796, 1797, 1803-1810, 1813-1818
 applicant tracking systems 970, 974
 application-to-application (A2A) 2245
 ARCON reference model 254, 265
 aspect oriented software 1732, 1747
 assessment design 531
 assistance system 569, 570
 Association of Southeast Asian Nations (ASEAN) 2145, 2146, 2147, 2153, 2155
 astrobiology 1203, 1209, 1214, 1215
 Australian Quarantine Inspection Service (AQIS) 1961, 1964, 1967, 1968, 1973, 1977
 authentication 2420, 2428, 2430, 2431
 Automated Teller Machine (ATM) 1057, 1058, 1060
 automotive industry 254, 256, 257, 258, 262, 263

autonomous organizations 888, 889
 availability of maintenance 1156

B

B2B development 206, 207, 222
 B2B maturity 207, 223
 B2B-collaborations 374
 balanced scorecard (BSC) 549, 550, 567, 611-618, 1281-1287
 bank performance 511, 1055, 1058, 1059, 1068
 banking and exchange firms 1071
 Beatles 2162, 2163
 Beginning-of-Life (BOL) 258
 Beginning-of-Life (BOL) phase 258
 betweenness centrality 654, 656, 659
 big five model 2101
 binary regression 1023
 blogs 2203, 2208, 2215, 2217, 2218, 2221, 2224, 2228
 bottom-up 295, 296, 297, 298, 303, 307
 breeding environment 254, 255
 brick-and-mortar 1291, 1295, 1297
 brick-and-mortar 229, 230, 236
 brick-and-mortar organization 1297
 British Standards Institute (BSI) 2106
 broadcast 2004, 2007, 2010, 2012
 bulletin boards 642
 business analytics (BA) 150-181
 business communication 1337
 business information systems 742
 Business Intelligence (BI) 1933-1938, 1942-1945, 2393, 2394, 2407
 business management 374, 398
 business model (BM) 195-205, 499-511
 business operator 1585

- business pattern 1732, 1733
 business performance 1339, 1340, 1342, 1344, 1347
 business process (BP) 194, 202, 205
 business process diagram 888, 899
 business process engineer (BPE) 2179, 2276-2278, 2288-2291, 2297, 2393
 Business Process Execution Language (BPEL) 2245
 business process management (BPM) 205
 business process modelling 888, 889, 890, 893, 901
 business process redesign 888
 business scenarios 672
 business skilling 1978, 1982, 1983, 1984
 business system 2333
 Business Systems Engineering (BSE) 2277, 2295, 2297
 business value 229-239, 243-245, 248
 business value 28, 34, 35, 36, 37, 38
 Business-2-Customer (B2C) 1176, 1179
 Business-to-Administration (B2A) 258
 Business-to-Business (B2B) 2, 206-223, 226, 258, 470, 483, 516, 527, 528, 552, 566, 782-788, 791-795, 799-807, 1172, 1176, 1339-1349, 1548, 1821, 1830, 1831, 1834-1839, 2245, 2246, 2255
 business-to-business (B2B) e-strategy 1347
 Business-to-Consumer (B2C) 258, 470, 482, 485, 512, 513, 516, 525, 661, 662, 666, 1339-1344, 1347, 1548-1550, 1557, 2245, 2249
 business-to-consumer (B2C) e-strategy 1347
 business-to-consumer insurance 912
 Business-to-Employee (B2E) 1339, 1340, 1341, 1343, 1344, 1347, 1548, 1549, 1550, 1551, 1552, 1554, 1555, 1556, 1557, 1558, 1559, 1560
 business-to-employee (B2E) e-strategy 1347
- C**
- career choice 2101
 career satisfaction 2092, 2096, 2101
 catastrophe communications network 623, 625
 causal loop diagram (CLD) 2049, 2051, 2053, 2054, 2055, 2056, 2057
 centric culture 1523
 Chief Information Officers (CIO) 296, 298, 299, 303, 308, 310
 Chief Technology Officer (CTO) 69
 Chinese business etiquette 2554
 Chinese society 2554, 2557, 2558, 2560, 2561
 Chulalongkorn University, Thailand 2512, 2513, 2517, 2521, 2522
 Citizens Advisory Board (CAB) 69
 City of Charles Sturt (CCS) 1969, 1970, 1971, 1972
 Classification and Regression Trees (CART) 2361, 2364, 2369, 2375, 2378
 click and rush 2011
 click-and-brick 229, 230, 231
 click-and-mortar banks 505, 511
 Closed User Group (CUG) 2334
 closed-loop supply chain 359, 370, 371
 closeness centrality 654, 660
 cognitive mapping 593, 596, 601, 608
 cognitive processes 1158, 1159, 1168
 Collaborative Enterprise Architecture (CEA) , 294, 295, 296, 298, 303, 308
 Collaborative Innovation Networks (COINs) 2402
 Collaborative Interest Networks (CINs) 2402
 Collaborative Knowledge Networks (CKN) 2402
 collaborative learning environments 1985
 Collaborative Learning Networks (CLNs) 2402
 collaborative networked organisation 254
 collaborative networks 254, 255, 262
 collaborative science 1215
 collaborative synergy 1350-1362, 1366-1369, 1374
 collaborative technologies 28, 29, 30, 32, 33, 34
 collaborative working environment 1311, 1337
 collaboratory 1215
 collection facilities 357, 358, 359, 364, 365, 366, 367, 368
 Combination Export Manager (CEM) 4
 command center logistics 718, 722, 723, 725, 726, 727, 728, 729, 730
 committee standards 106, 119
 Common Object Request Broker Architecture (CORBA) 2245
 communication 1879, 1880-1883, 1886-1894
 communication system operations and management 1337
 Communities of Practice (CoP) 418, 427-432, 777-780, 1206, 1215, 2116, 2119-2124, 2134
 community building 1904, 1905, 1908, 1909, 1918, 1919
 Community Innovation Survey (CIS) 1604
 comparative study 183, 184, 187, 190
 competence level 1394
 competence management 625
 competency gaps 403, 406, 407, 411, 414
 competitive advantage 28-38, 56, 58, 62-64, 2525, 2526, 2530, 2536, 2547
 competitive economy 1459
 competitive environment 1868, 1869, 1876
 competitive intelligence (CI) 1934
 Complex Adaptive Systems (CAS) 2192, 2193, 2199

Index

- complex systems 1879
complexity theory 2180, 2183, 2192, 2193
component architecture 748
computer science (CS) 1991, 1992, 1993, 1994, 1995, 1997
computer supported cooperative work (CSCW) 663, 2074, 2083, 2084
computer-mediated interaction 662, 663, 664, 665, 666, 667, 669
computers and society 1904
Computers System Policy Project (CSPP) 2145, 2147, 2153
conceptual framework 1951
conceptual model 386, 402
Confucian societies 2555, 2558
Confucianism 2555, 2556, 2557, 2560, 2562
confusion 2011, 2012
Connections Markup Language (cnXML) 673
conservation of information (COI) 67, 70, 77
consistency of maintenance 1151, 1156
consumer generated content 1571, 1572, 1575
consumer information 1570, 1571, 1572, 1573, 1574, 1575
consumer space 2, 3
Consumer-to-Administration (C2A) 258
Consumer-to-Business (C2B) 258
Consumer-to-Consumer (C2C) 257, 470
Context 1933, 1940
context awareness 194, 205
contingency theory 32, 34, 35, 36, 38, 1788, 1789, 1792, 1793, 1795
contingent work 1300, 1301, 1302, 1303, 1304, 1305
continuing education 2512, 2513, 2515, 2516
continuity plan 621, 623, 625
Control Account Plans (CAP) 1591, 1596, 1597
copyright law 2158, 2160, 2166, 2169
Cordless Telephony System (CTS) 2375
corporate culture 978
corporate governance 1752, 1763
corporate knowledge 1536
corporate R&D capabilities 1796, 1797, 1813, 1814, 1818
Corporate Social Responsibility (CSR) 2332, 2336, 2341, 2346
corporate socialization 930, 939, 940, 941, 943, 946
costumer focus 1046
credit card processor 699, 702, 703, 705, 706, 712, 713, 716, 717
crisis management 623, 626
crisis response 718, 719, 726, 727, 728
crisis response logistics 718, 719
crisis response plan 622, 626
critical infrastructure 718, 723, 726, 729
critical research 1997
Critical Success Factor (CSF) 206-208, 211-214, 222, 223, 468, 470, 481, 1109, 1110, 1113-1115, 1124, 1128, 1129, 1132, 1859-1866
cross organizational issues 750
Cross-Cultural IRM 1926, 1932
cross-cultural psychology 1707
cross-cultural study 1509
cross-cultural training 1707, 1708, 1717, 1718, 1719, 1720, 1726
cross-impact analysis 254, 265, 266, 267
cultural diversity 1510, 1520, 1521
Cultural Habit 1932
cultural ignorance 2015
cultural knowledge 1707, 1716, 1717, 1718, 1726
Cultural Simulation Modeler (CSM) 1933, 1934, 1937, 1938, 1939, 1940, 1941, 1942, 1943, 1944, 1945
culture of collaboration 1206, 1207, 1208, 1209, 1216
Current Population Survey (CPS) 2118
curricula vitae (CV) 974, 975
customer decision process 1573, 1575
Customer Relationship Management (CRM) 258, 1120, 1121, 1127, 1130, 1132, 1179, 2246, 2393, 2394, 2407
customer service life cycle 55
Customer Service Life Cycle (CSLC) 811, 814, 815, 818
customer-to-customer (C2C) 661
Customization 2259
cyber security 406
cybercafé 642, 1177
cyber-criminal 699, 707, 708, 710, 714, 715, 716
cyberfeminists 1994
cyberinfrastructure 1204, 1206, 1208, 1213, 1214, 1216
cybernetics 2183, 2192, 2200
- D**
- data cube 1866
Data Definition 1932
Data Encryption Standard (DES) 781
data envelopment analysis 1094, 1098, 1106, 1107
data mart 818
data mining 692-698, 809-819, 2239
Data Resources Management 1928, 1932
data security 1413, 1425, 1429
data tampering 778, 781

- Data Universal Numbering System (DUNS) 784, 790
 data warehouse(ing) 615-618, 812, 818-821, 957-965, 1282-1287, 1864, 1866
 database management 2206
 Data-Planning 1932
 de facto standards 106, 109
 decision making 626
 decision making support system (DMSS) 549-563
 decision sciences (DS) 150-153, 157-177, 2045, 2046, 2059
 decision support systems (DSS) 957, 964
 decision-making planning 344
 decision-making procedures 344
 declarative knowledge 2303, 2307
 degree of innovativeness 1607, 1610, 1611, 1612, 1614
 demand centers 358
 demand theory 83, 84, 85, 103
 democratic country 1044, 1045
 Department of Energy (DOE) 69
 design assessment 529, 530, 531, 533, 534, 535, 536, 537, 539, 540, 542, 543, 544, 545, 546, 547, 548
 Design of Information Infrastructure Systems for Manufacturing (DIISM) 2229
 design pattern 664, 666, 669
 design research 530, 531, 547, 548
 developing countries 206, 207, 208, 209, 210, 211, 213, 215, 216, 217, 219, 220, 222, 223, 224, 225, 226
 development application integration (DAI) 2231, 2232
 diagnostic measure 618
 diffusion of innovation (DOI) 977, 978, 979, 980, 1136, 1137
 Digital and Knowledge Divide 2381, 2382, 2383, 2396
 Digital City of Trikala 294, 295, 296, 297, 304, 308
 digital divide 638, 639, 642, 1904, 2102-2120, 2123-2134, 2381, 2397
 digital economy 1978, 1979, 1981, 1982, 1983, 1984, 1985, 1986
 digital gap 2103, 2107
 digital literacy 1376
 digital marketplaces 470
 digital media 2157, 2158, 2160, 2161, 2166
 digital networks 2458
 Digital Rights Management (DRM) 2159, 2169, 2171
 digital spaces 468
 digital subscriber line (DSL) 2355, 2356, 2357, 2358
 directive management 1458, 1464, 1470
 disability divide 2112, 2114, 2115, 2128
 distance education 2512, 2513, 2515, 2516, 2517, 2519, 2520, 2521, 2522, 2523
 Distributed Component Object Model (DCOM) 2245
 distributed leadership 1688, 1690, 1691
 distributed programming 748
 distribution channel strategy 511
 Document Type Definition (DTD) 782, 783, 784, 785, 786, 791, 792, 795, 800
 domain knowledge 1445, 1446, 1447, 1448, 1449, 1450, 1453
 domain semantics 379, 385, 402
 dot-com boom 2204
 double hermeneutic 2044, 2053, 2054
 dynamic ad-hoc collaboration 1318, 1337
 dynamic capability 29, 30, 38
 dynamic deployment 1150, 1153, 1156
 dynamic e-business workflows 1337
 dynamic knowledge 1494, 1496, 1497, 1499, 1504, 1505
 dynamic maintenance 1149, 1150, 1151, 1152, 1154, 1155, 1156
 dynamic service integration 1337
- E**
- Earned Value Analysis (EVA) 1588, 1591, 1599
 Earned Value Management (EVM) 1588, 1591, 1592, 1600, 1601
 Eastern Standard Time (EST) 693
 E-business balanced scorecard based model (EBBSC) 550, 567
 e-business competence 1071
 e-business correlation 651
 e-business management 549
 e-Business Management Section (eBMS) 1375, 1376, 1377, 1380, 1385, 1386, 1387, 1391, 1392, 1395, 2381, 2385, 2386, 2398, 2399, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2416, 2418
 e-Business Model (e-BM) 47, 205, 499, 500, 501, 502, 504, 506, 508, 509, 511
 e-business practitioners 1964
 e-business strategy 468, 471, 2332, 2335, 2342
 e-business technology 1788, 1793, 1795
 e-collaboration 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 2230, 2236, 2240, 2261
 e-commerce business success (ECBS) 230, 231, 234, 235, 236, 238, 239, 240, 241, 242, 244, 252

Index

- e-commerce merchants 699, 700, 701, 705, 713, 715
economic competitiveness 842, 848, 850, 851, 857, 858
economic growth 1134, 1135
Economic Incentive and Institutional Regime (EIR) 2384
economic performance 1899
economic progress 1981
economic value added (EVA) 58, 1094
Economist Intelligence Unit (EIU) 2334, 2335
egotistic behaviour 1397, 1400
e-government 2103, 2110, 2111
e-health 2103
e-initiatives 2102, 2103
e-leadership 1688, 1689, 1690, 1692, 1695, 1696, 1701
eLearning , 1984, 1985, 1986
electronic authorisation 1968
Electronic banking (e-banking) 1055, 1057, 1059, 1067
electronic business (e-business) 28, 56-64, 192-198, 201-205, 254-258, 267-270, 373, 379, 393, 394, 402, 513, 514, 525, 549, 562-566, 691, 1055-1068, 1178-1196, 1200, 1290-1297, 1338, 1339, 1344-1348, 1633, 1634, 1643, 1961-1964, 1967, 1973, 1979, 2019-2022, 2028-2030, 2102, 2103, 2106-2110, 2135-2161, 2173, 2202-2204, 2209, 2212-2218, 2223, 2226-2228, 2244-2246, 2250-2255
Electronic Business using eXtensible Markup Language (ebXML) 673
electronic collaboration 1202, 1204, 1205, 1207, 1214, 1216
electronic collaboration 669
electronic commerce (e-commerce) 56, 691-695, 699-701, 704, 705, 711-716, 1338, 1339, 1345-1348, 2019-2030, 2137, 2138, 2141-2147, 2151, 2154-2260, 2273
Electronic Commerce and Telework Trends (ECATT) 1585
Electronic Data Interchange (EDI) 645, 650, 783, 799, 805, 1179, 1180, 1184, 1189, 1197, 1199
Electronic Document and Records Management Systems (EDRMS) 1968, 1969, 1970, 1971, 1972, 1973, 1976
Electronic human resource management (e-HRM) 635, 642, 1633, 1634, 1635, 1636, 1637, 1638, 1639, 1640, 1641, 1642, 1643
Electronic Human Resource Management Systems (EHRMS) 1634, 1637, 1639, 1643
electronic insurance 911, 912, 913, 914, 915, 916, 917, 921, 922, 923, 924, 925, 926, 927, 928
electronic market place (e-marketplace) 470
electronic mentoring (e-mentoring) 627, 628, 629, 630, 631, 632, 633, 634
electronic service 911, 912, 913, 914, 916, 917, 921, 924, 925
electronic strategy (e-strategy) 1338, 1339, 1340, 1341, 1342, 1343, 1344, 1348, 1349
electronically collaborate (e-collaborate) 2299, 2300
electrostatic attraction (EA) 2179, 2180, 2186, 2188, 2190, 2192, 2193
e-library 1394
e-logistics 643, 644, 645, 647, 648, 649, 650
e-mail bankruptcy 2010
e-management portal 1283, 1284, 1287
e-marketing 2019, 2021
emergency management 718, 723
emergency response organizational model 620, 626
emergent business pattern 1732, 1733
emergent strategy 1732, 1736, 1738, 1747
emotional labor 735, 737, 740
employee assistance programs (EAPs) 2070
employee engagement 1094, 1099
employers for work-life balance (EfWLB) 733
end to end (E2E) 644, 647
End-of-Life (EOL) 258
End-of-Life (EOL) phase 258
Enterprise 2.0 , 2202, 2203, 2209, 2214, 2217, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228
Enterprise Application Integration (EAI) 1123, 1124, 1127, 1128, 1132, 2231, 2239, 2394
Enterprise Architecture (EA) 294-300, 303-312, 315-317, 320, 324, 325, 328, 329, 332, 335-340
Enterprise Requirements Planning (ERP) 647, 949, 2276, 2285, 2291, 2393, 2394, 2396, 2407
Enterprise Requirements Planning systems 647
environmental shock 2525, 2527, 2530-2532, 2536-2546
e-partnership 1291, 1292, 1294, 1295, 1297
e-procurement 2261
e-readiness 2135, 2137, 2143-2155
e-recruitment 635, 636, 637, 639, 642
eSourcing Capability Model (eSCM) 1615-1632
e-supply chain 1297
EU policies 995
evolutionary diffusion theory (EDT) 1961, 1963, 1964, 1965, 1966, 1968, 1972, 1973
exception handling 1732, 1736, 1737, 1738, 1743, 1746, 1747

executive information systems (EIS) 1858, 1859, 1860, 1861, 1862, 1863, 1864, 1865, 1866
 executive judgment 1789, 1792, 1793, 1795
 explicit knowledge 1157, 1158, 1162, 1166, 1167, 1168, 1249, 1256, 1258, 1259, 1260
 explicit organizational knowledge 1476
 extended product 254, 257
 eXtensible Markup Language (XML) 671-673, 681, 686, 690, 782-808
 external environment 1795
 external recruitment 968, 969, 970, 971, 972, 974
 extract transform and load (ETL) processing 1284, 1287
 extraction, transportation, transformation, and loading (ETL) 957, 958, 965, 1284, 1287

F

Facebook 2247, 2248, 2252
 face-to-face interactions 629, 631
 face-to-face mentoring 629
 family-work interference (FWI) 733, 736, 740
 fast forward 2011, 2012
 Federal Emergency Relief Agency (FEMA) 621, 622, 625
 Federal Enterprise Architecture (FEA) 295, 298, 303, 308, 309, 315-318, 321-328, 339, 342
 feminist research 1994, 1997
 Fibre to the Home (FTTH) 2355, 2357, 2358
 financial firms 1178, 1179, 1180-1187, 1193-1196
 financial flexibility 1299, 1305
 financial focus 1046
 financial services industry (FSI) 1179, 1180, 1181, 1183, 1195
 flagship building 1957
 flaming 2011, 2012
 flexible working 736, 737, 738, 740
 Food Standards Australia New Zealand (FSANZ) 1967
 franchisee 48-55, 810-819
 franchisee learning process 819
 franchisee life cycle 48, 52, 55, 810, 811, 816, 819
 franchisee relationship management 812, 819
 franchisor 48-55, 810-819
 franchisor learning process 819
 franchisor relationship management 819
 Frequency Division Multiple Access (FDMA) 2375
 full-time home-based worker 1585
 function deployment 1023, 1024, 1039, 1041, 1042
 function points analysis 1094
 functional flexibility 1299, 1301, 1302, 1305, 1605, 1614

fuzzy cognitive mapping 593, 596, 608
 fuzzy ratings 357, 358, 364, 369
 fuzzy set theory 358, 359, 360, 364
 fuzzy TOPSIS 357, 358, 359, 366, 369, 370

G

gap analysis 1732
 genetic algorithm 692, 696
 geospatial position 67
 Ghoshal's thesis 2050
 global 1992, 1994, 1995, 1996
 Global account management (GAM) 1838-1857
 global account manager 1838, 1846, 1847, 1851, 1853, 1855, 1856
 Global Business Intelligence 1933
 Global Competitive Intelligence 1933
 Global Diffusion of the Internet (GDI) 2145, 2147
 Global Digital Divide , 2102, 2103, 2104, 2105, 2110
 global issues , 2060
 global knowledge-based organization (GKB-MNC) 2457, 2461, 2462
 Global reach 2258
 Global System for Mobile communications (GSM) 2360, 2361, 2369-2371, 2374-2378
 Global Trade Identification Number (GTIN) 784, 790, 791, 792, 795
 global virtual teams (GVTs) 1688-1703
 gloomy vision 2044-2054, 2057, 2058
 goal programming (GP) 345, 346, 349, 351, 355
 go-to-market strategy 2, 3
 Government-to-Citizen 470
 graphic design 984, 986, 987, 988, 989, 990, 991, 992, 993, 994
 graphic design skill sets 984
 graphic design SMEs 984, 986, 987, 992, 993
 graphical user interfaces (GUIs) 978
 Great Arab Free Trade Area (GAFTA) 2387
 Greenwich Mean Time (GMT) 693
 Grid computing 1396, 1397, 1405
 grid container 1150, 1156
 Grid technology 1397, 1398, 1404, 1406
 gross domestic product (GDP) 2136
 groupware systems 663, 669
 Guanxi 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562

H

haiku 1249, 1252-1266
 harmful address disclosure 2010

Index

- hastily formed networks 626
health center personnel 2512, 2513
health insurance 912
Health, Safety and Environment Management System (HSE-MS) 1440
Hexagonal Model 2333
High Definition Internet Protocol Television (HD-IPTV) 2356
higher education 529, 530, 531, 545, 547, 548
higher education institutions (HEI) 611, 612, 1286, 1287
Hilbert Space (HS) 68
Holland's Vocational Theory 2087, 2101
home-based entrepreneur 1585
home-based worker 1581, 1585
homogenous workforce 1508
horizontal dynamics 107
House of Quality (HOQ) 1024, 1025, 1026, 1027, 1030, 1031, 1032, 1033, 1034, 1035, 1036, 1037
HR intranet 2073, 2074, 2078, 2079, 2080, 2081, 2082, 2085
HRM practices 1603, 1604, 1606, 1607, 1608, 1610, 1611, 1612, 1614
human capital 1376, 1377, 1380, 1386-1392, 1615-1620, 1625, 1628-1632, 1796-1799, 1803, 1804, 1807, 1808, 1812-1815, 1818
human resource (HR) 611-616, 976-982, 1896-1901
human resource information systems (HRIS) 619-626, 967-975, 1637, 1642, 1643
human resource management (HRM) 620, 626, 635, 641, 642, 948-955, 967-975, 1603-1614, 1633-1643, 1896, 1903, 2060-2067, 2070
Human Resource Management System (HRMS) 1637, 1639, 1643
Human Resources Line of Business (HR LOB) 311, 312, 315-343
Human Rights and Equal Opportunity Commission (HREOC) 1980
human-computer interaction (HCI) 1951
Hyper Text Transfer Protocol (HTTP) 692, 694
hypercompetitive environments 288
- I**
- implicit knowledge 1249
impression management 1707-1731
impression management strategies 1707-1727
independent contractor 1585
individual knowledge 420, 421
industrialized world 2434
- information communication technology (ICT) 150, 173-175, 295-299, 304-306, 310, 404-406, 414, 510, 511, 1171-1179, 1195, 1578, 1581, 1585, 1643, 1662-1664, 1669, 1765-1771, 1780-1785, 1949, 1958, 1979, 1984-1986, 1990, 2037, 2102-2116, 2119, 2121, 2125-2127, 2130, 2133-2138, 2142-2154, 2332, 2380-2389, 2393-2397
information component 41, 45
information component of products 41, 45
Information density 2259
Information Management (IM) 595, 609, 610
Information Management (IM) Strategy 595
information processing 865, 881
Information Resources 1924, 1926, 1927, 1929, 1932
Information Resources Accountability 1929, 1932
information sharing 1570, 1571, 1573, 1574, 1575
information system (IS) 150-153, 156-165, 168-177, 271-273, 279, 284, 285, 593-610, 967-974, 1445-1450, 1453-1456, 1643, 1858-1867, 1961-1964, 1973, 1996-1998
Information Systems (IS) Strategy 594, 595
information systems careers 2101
information technology (IT) 150, 152, 156-159, 162, 167, 170, 171, 180, 229-240, 243-252, 271-283, 286-293, 313, 318, 328, 330, 339-342, 593-601, 606-610, 620-622, 625, 1438-1443, 1633-1643, 1732-1734, 1748, 1820, 1821, 1825-1830, 1834, 1835, 1996, 1997, 2063-2065, 2276, 2280, 2285-2293, 2297
Information Technology (IT) Strategy 594, 595
Information Technology Association of America (ITAA) 1440
Information Value Chain (IVC) 1121, 1132
informational transaction costs 107
information-knowledge 419
innovational capital 1799, 1818
innovative output 1603, 1604, 1605, 1606, 1607, 1608, 1610, 1611, 1612, 1614
innovative productivity 1610, 1611, 1614
Innovative Technology Uptake (ITU) 1962, 1963, 1964, 1966
input-process-result (IPR) 1796, 1797, 1801, 1802, 1806, 1813
input-process-result model 1818
instant messaging services 2113
intangible capital 183
intellectual capital (IC) 183-191, 1046, 1047, 1051-1054, 1376, 1796-1803, 1813-1819, 2433-2437, 2440-2451, 2457-2468

- intellectual capital management (ICM) 2400
 intellectual capital statements 183, 190
 intellectual goods 2161, 2168, 2169, 2170, 2172, 2173, 2176
 intellectual property (IP) 1293, 1295, 1297
 intellectual property rights 2037
 intelligent collaboration 2239
 Intelligent Manufacturing Systems 2229, 2240
 intelligent system 103, 104
 intensive care units (ICUs) 1879, 1880, 1881, 1882, 1883, 1884, 1885, 1886, 1887, 1888, 1894
 Interaction-by-Doing 569, 570, 573, 574, 575, 578, 583, 589
 Interaction-by-Movement 573
 interactive learning 272
 Interactivity 2258, 2264
 intercultural knowledge 1536, 1540, 1541, 1542, 1543, 1544
 intercultural knowledge transfer 1536, 1540, 1541, 1542, 1543, 1544
 intercultural workforce 2060, 2061
 internal audit 888, 889, 890, 892, 897, 898, 899, 900, 901, 902, 903
 internal control 888, 889, 890, 892, 900, 902
 internal recruitment 968, 969, 970, 971, 972, 974
 International Business Division (IBD) 2338
 International Data Corporation (IDC) 1179
 International Master in e-Business Management (IMeBM) 1375, 1376, 1383, 1384, 1385, 1390
 International Organization of Standardization (ISO) 106, 107, 117, 118, 119
 international public relations 1707, 1708, 1720, 1723, 1726
 internationalization strategies 1231
 Internet banking 1057, 1060
 internet business solutions (IBS) 1218, 1226, 1227
 Internet café 638, 642
 internet markets 470
 Internet Protocol (IP) 1170, 1177, 2028, 2352-2358
 Internet revolution 627
 internet security 1071, 1074, 1075, 1077, 1078
 Internet Service Providers (ISPs) 673, 674
 inter-organizational activities 888
 interorganizational network 1899
 inter-organizational supply chain 888, 892, 893
 inter-organizational systems availability (IOrSA) 230, 231, 232, 236, 237, 238, 239, 240, 241, 242, 243, 244, 245, 252
 inter-organizational view 434, 435
 interpretive research 1997
 intra-business networks 1548
 In-Vehicle Monitoring Systems (IVMS) 1439, 1441, 1442
 Iran 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2452, 2453
 IS development 594
 iSchools 2064, 2071
 issuing bank 699, 701, 703, 709, 713, 714, 717
 IT alignment to organizational strategies (ITOrS) 230, 231, 232, 236, 237, 238, 239, 241, 242, 243, 244, 252
 IT business value 231, 232, 234, 235, 236
 IT resources 2104
 IT Transfer 1927, 1932
 iterative development 1267, 1270
 iTunes 2206
- J**
- Java 2245, 2246, 2255
 Java Server Pages (JSP) 693
 Jordanian banking sector 1055, 1058
- K**
- kaizen 1158, 1164, 1168
 Key Performance Indicators (KPI) 2361, 2362, 2364, 2365, 2368, 2373, 2374, 2378
 KM processes 2035
 knowledge acquisition 135-137, 140-144, 1447
 knowledge aspects 1732
 Knowledge Assessment Methodology (KAM) 2384
 knowledge creation 929-940, 943-946, 1250, 1253, 1260-1266, 1522
 Knowledge Discovery in Databases (KDD) 2362-2370, 2375-2378
 knowledge domain 1386, 1394
 knowledge economy 1765, 1766
 Knowledge Economy Index (KEI) 2384
 knowledge exchange 1250, 1258, 1262, 1265
 knowledge generation 863, 866, 874, 877-880, 1475, 1478, 1490
 knowledge governance 418-427
 knowledge intensive business 1765, 1770, 1782, 1785-1787
 knowledge intensive business services (KIBS) 1765-1787
 knowledge iterative supply network (KISN) 2457, 2464, 2465

Index

knowledge management (KM) 183-187, 190, 286-293, 418-422, 425, 430-433, 446, 467, 674, 718, 719, 727-731, 820-833, 836, 865, 874, 880, 929-947, 962, 965, 1447, 1449, 1454-1457, 1475-1480, 1490-1496, 1504, 1507, 2034-2043, 2390-2394, 2458, 2464, 2467, 2468
knowledge management platform (KM platform) 820-832
knowledge management strategy 1732, 1733, 1738, 1739, 1744-1747
knowledge management system (KMS) 626, 2400, 2458, 2464
knowledge network(ing) 1476, 1490, 1494, 1496, 1504, 1505
knowledge production activity 2038
knowledge sharing 1350-1362, 1365-1369, 1929, 1932, 2239
knowledge society 820
knowledge transfer 820, 823, 825, 830-832, 929, 930, 935, 939-943, 947, 1536, 1539-1544
Knowledge Value Chain (KVC) 1115, 1121, 1122, 1128, 1132
knowledge work 1095, 1096, 1097, 1098, 1107
knowledge work productivity 1096, 1097, 1098
knowledge worker 1094, 1095, 1098, 1104, 1106, 1107
knowledge worker productivity 1094, 1095, 1098, 1104, 1106, 1107
knowledge worker productivity assessment 1094, 1104
knowledge-based economy 43, 46
knowledge-based system 1732
knowledge-based theory 1447
knowledge-based view (KBV) 28, 29, 434-437, 442, 821, 824, 832

L

labor flexibility 1305, 1607, 1614
ladder of investment 2356, 2357
leadership assessment 1675, 1681, 1682, 1685, 1686
leadership model 1458
leadership pipeline 1869, 1876
leadership training 1675, 1681
lean manufacturing 41, 43, 46
lean production 1158, 1168
learning at the workplace programs , 2512, 2513, 2517
learning community 124, 125, 132, 133, 134
learning curve 1096

learning experience 1375, 1379, 1385, 1386, 1388, 1394
learning MNC (LMNC) 2457, 2462, 2463
learning objective 1395,
learning process 48, 49, 55
legacy system 742, 743, 744, 745, 747, 748
lifecycle costing 1644, 1645, 1646
lifelong learning 406
linchpin positions 1877
linguistic data 357, 358, 369
living lab 1750, 1752, 1758, 1760, 1763
local area networks (LANs) 978
location independence 1958
locational flexibility 1299, 1300, 1303, 1305
log data 691, 692, 693, 694, 698
logistic binary regression 1023

M

machine learning 692, 694
management information system (MIS) 286, 291, 293, 611-618, 958, 1281-1288
management portal 618
management practice 2044
management process 1281, 1282, 1283, 1284, 1286, 1287, 1288
management sciences (MS) 2045, 2046, 2059,
management strategies 1707-1727
management theory 435, 2044, 2049, 2177, 2180-2186, 2190-2196
managerial succession 1868, 1877
manufacturer's export agent (MEA) 4
manufacturing execution systems (MES) 2239
market demands 1662
market development 984
market entry strategy 2
market portfolios 1231, 1234, 1238, 1240-1245
masquerade 2011, 2013
m-commerce 2244, 2249, 2256
media richness 1688, 1691, 1702
media richness theory 1563, 1565, 1566, 1567, 1568, 1569
Medium Enterprises (MEs) 644, 647
memory knowledge 2303, 2304, 2305, 2306
mentee 628, 629, 630, 631, 634
merchant account 700, 702, 703, 704, 705, 717
merger and acquisition (M&A) 69
meta-competency efficacy 1978
metaverse 122, 123, 124, 134
middle management 2085
Middle-of-Life (MOL) 258

Middle East, business investment in 2434
misidentification 2011, 2013
Mobile banking 1057
mobile employees 1958
Mobile Sports Companion (MSC) 1267-1269, 1273-1278
mobile technology 406, 734-740
mobile training 1267, 1277
mobile work 1948, 1958
mobile workers 1562, 1563, 1565, 1566, 1567, 1569
mobile working 733, 735, 737, 738, 740
moonlighter 1585
Motivation Application Measurement Support (MAMS) 2135, 2137, 2148-2152
multi-agent systems (MAS) 86, 88, 96, 104, 2473, 2475, 2481, 2483
multi-criteria decision-making (MCDM) 344-355
multicultural innovation 1023
multicultural organization 1509, 1511-1520
multicultural society 1510
Multidisciplinary Design and Optimization (MDO) 2394
Multidisciplinary Integrated Modelling (MIM) 2394
multi-entity supply chain 1179
multilevel relationships 1838, 1851, 1852
multimedia knowledge objects 1395
Multimedia Learning Modules (MLM) 2391
multinational communities 1523
multinational corporations (MNC) 929-945, 1839, 2433, 2434, 2439-2442, 2447-2451, 2457-2463, 2467, 2468, 2554
multi-tier architecture 744, 748
municipal waste 2474

N

national policies 995
National Science Foundation (NSF) 530, 547
NetCorps Jordan Project 1994, 1997
Network Constraint 1902
network organizations 1750-1755, 1759, 1762, 1763
Network Tie 1902
new product development (NPD) 1023-1042, 2298-2321
Next Generation Networks (NGN) 2353, 2355, 2357, 2358
non-governmental organizations (NGOs) 2039, 2042
nonverbal communication 1707, 1708, 1712
Nordic Mobile Telephone (NMT) 2370
n-tier architecture 748
numerical flexibility 1299-1305, 1605, 1614

O

object-oriented programming 748
occasional homeworker 1585
occupational identity 735, 740
Office of Management and Budget (OMB) 312-318, 325-330, 335, 340-342
Office of Personnel Management (OPM) 311, 312, 315, 321-326, 329-335, 341-343
Omission 2011, 2013
Online Analytical Processing: (OLAP) 959, 960, 965, 966
online banking 503, 511
online brokering 500
online community 1904
online CV management 975
online exchanges 470
online recruitment 636, 639, 641
online relationships 1904
online syndicate 1297
online systems efficiency (OnSE) 230-233, 236-245, 252
online systems quality and effectiveness (OnSQE) 230, 231, 234-244, 252
ontology engineering 375, 379, 389, 395, 396, 401
ontology matching 375, 379, 384, 385, 390, 393, 402
Open Source movement 2038
operations research /management science (ORMS) 2045, 2046
opportunism 2525, 2526, 2527, 2528, 2530, 2539, 2541, 2544, 2545, 2546
Organization of Economic Co-operation and Development (OECD) 296, 309
organizational barriers 1134, 1135
organizational capital 1796, 1799, 1800, 1807-1810, 1815, 1819
organizational change 1044, 1045, 1049, 1051, 1948, 1958
organizational culture 1508-1512, 1515, 1522, 1707, 1711-1717, 1726, 1727
organizational identity 1948, 1949, 1952, 1955, 1958
organizational knowledge 864-866, 869, 870, 874, 880, 883, 1249-1254, 1258-1262, 1265, 1476, 1481, 1490
organizational leadership 1675, 1678, 1682, 1686
organizational leadership assessment 1675, 1682, 1686
organizational learning (OL) 32, 33, 38, 821-824, 832, 837, 863-866, 869, 870, 878, 881, 884, 966, 1044, 1048-1053, 1249-1252, 1259-1262, 1265

Index

- organizational life 1509
organizational memory 820, 822, 830
organizational metacognition 1494-1497, 1502-1505
organizational technology 1445-1450, 1453, 1454
organizational technology learning 1445-1450, 1453, 1454
organizational theory 1509-1513, 1517-1521
Original Equipment Manufacturers (OEM) 256, 257, 260-263
outsourcing 1615-1617, 1622, 1624, 1628, 1630-1632, 2494, 2503
- P**
- pair matching 630, 634
participating/directive management 1458
Partner Interface Processes (PIP) 783-806
part-time home-based worker 1585
password life cycles 2420
password policy 2420-2429
password policy life cycles 2420
passwords, simple 2420, 2425
patient safety 1879, 1880, 1883, 1885, 1888, 1889, 1890
pattern discovery 692, 694, 698
pattern language 662, 663, 664, 665, 667, 669
pedagogy 131, 134
peer mentoring 634
People Capability Maturity Model (People-CMM) 1615-1630, 1632
Performance Management (PM) 1606, 1614-1628, 1644, 1648, 1658
performance measurement 1588, 1589, 1591, 1600, 1601
performance-based earned value (PBEV) 1600
Personal Digital Assistant (PDA) 1564, 1567, 1569
personal identification number (PIN) 2420, 2422, 2429, 2431
personal style inventory (PSI) 2090, 2101
personality traits broad and narrow 2101
person-environment fit 2101
personnel performance management 1632
personnel productivity assessment 1094, 1095, 1106
pervasive computing 192-194, 198-201, 205
phone banking 1057
piggybacking 2
planning strategy 344
Point of Interest (POI) 257
policy analysis 750-753, 757, 758, 768, 769, 774, 775
policy framework 750, 774
policy management 750-753, 761, 762, 768-775
political theory 2180
politico-administrative regimes 843
positivist research 1998
power flaunting 2013
predicted emergent business pattern 1732, 1733
pricing 2025
Probability Density Function (PDF) 2374
Problem Based Learning (PBL) 1378-1381, 1395
procedural knowledge 2303
process capital 1799, 1800, 1804, 1807-1811, 1814, 1819
process focus 1046
product development 1023, 1039, 1040, 1041, 1042
Product Lifecycle Data Management (PDM) 2394
product life-cycles 106
productivity assessment 1094, 1095, 1098-1100, 1104-1107
product-service bundle 1267, 1269, 1273
product-service packages 1267, 1268
profitability 56, 57, 58, 60, 61, 62, 63
project management 2391, 2392, 1644, 1645, 1649, 1655-1658
protégé 628, 632, 634
Public Land Mobile Network (PLMN) 2370, 2373, 2375
pure player banks 511
- Q**
- quality function 1023, 1039, 1041
quality function deployment (QFD) 1023-1041
quality management system 1440
quality of care 1879-1883, 1888
quality of manageability (QoM) 1156
Quality of Service (QoS) 487, 489, 495, 496, 2360-2362, 2368-2375, 2378
- R**
- Radio Frequency Identification (RFID) 645, 647, 650
reciprocal determinism 2044, 2057
recommender system 1576
recovery facilities 357, 358, 359
recruiting portals 642
recruitment and selection 1607, 1614
recurrent interactions 2085
relational capital 1799, 1801, 1808, 1811-1814, 1819
relational character 1957
relational e-strategy 1339-1344, 1348
relationship management 49, 50, 51, 55
relative advantage 978, 983

Remote Method Invocation (RMI) 2245
 replacement planning 1871, 1874, 1877
 request based virtual organizations (RBVO) 2473,
 2475, 2479-2485, 2488, 2489, 2492
 research and development (R&D) 106, 111, 117
 resource-based view (RBV) 28, 29, 37, 38, 57, 58,
 821, 824, 832, 833, 836
 return on assets (ROA) 58, 59, 60, 61
 return on equity (ROE) 58
 return on investment (ROI) 122, 134
 reverse logistics 644, 650
 risk assessment 888, 889, 892, 893, 897-902
 risk management 888-891, 901-903, 2493, 2494,
 2507-2511
 Rivest, Shamir, and Adelmaen (RSA) 781
 RosettaNet 782-808
 RosettaNet Implementation Framework (RNIF) 783-
 785, 794-801

S

Savannah River Site (SRS) 69
 search engine optimization (SEO) 468-482
 SECI process 2308, 2316
 secure data management 1337
 Secure Sockets Layer (SSL) 704, 706, 717
 Security Assertion Markup Language (SAML) 2246
 security management 750, 751
 Self-Organizing Map (SOM) 2361, 2364, 2365,
 2369, 2375, 2378, 2379
 Semantic Competence Pull 403, 406, 407, 410-415
 semantic integration 373, 375, 383, 384
 semantic interoperability 378, 379, 384, 393, 396,
 402
 semantic model referencing 373, 375, 379, 389, 390,
 394, 402
 sensor networks 750, 771, 772
 servant leadership 1675-1687
 service computing 83-85, 95, 104
 service dependency 1149-1156
 service gateway 699, 717
 service intelligence 83, 84, 85, 98
 Service Level Agreements (SLA) 1616, 1619, 1621,
 1624, 1627
 service oriented architecture (SOA) 782, 786, 787,
 793, 801, 802, 2473, 2475, 2480-2484, 2489-
 2492
 service science 83, 84, 85, 98, 104
 shared service centers (SSCs) 312, 315, 316, 322,
 326, 328, 330, 331, 332, 333, 334, 335, 336,
 337, 338, 340

shareware 2158, 2171
 Simple Object Access Protocol (SOAP) 2245, 2256
 situated activities 2085
 skill enhancement 2513
 skill gap analysis 1395
 skimming 708, 715, 717
 Slow Associated Control CHannel (SACCH) 2375
 Small and Medium Enterprises (SME) 468-473,
 481-486, 644, 984-987, 991-994, 1109-1116,
 1124-1130, 1133, 1170-1177, 1217-1228,
 1475-1492, 1868, 1979, 1989, 1990, 2135-
 2156, 2231-2233, 2473-2492
 Small Office-Home Office (SOHO) 644, 1585
 social capital (SC) 1376, 1386-1392, 1896-1910,
 1915-1919
 social capital theory (SCT) 1896-1901
 social cohesion 1906, 1909
 social connections 1897
 social inclusion 1905, 1906, 1909, 1912, 1921
 social knowledge 420
 social media 1570-1576
 social network 651-660, 1906, 2117, 2118
 Social Network Analysis (SNA) 2392, 2400, 2401,
 2418
 Social Network Scorecard (SNS) 2398, 2399, 2403,
 2409, 2417
 social network theory 651, 652, 659
 social networking sites 660
 social perception 1707
 social science 2179, 2184
 social support 1906
 social systems 2180, 2181
 social tagging 1570, 1571, 1572, 1576
 socialist state 1044, 1045
 social-psychological harmonic oscillator (SPHO) 67,
 69, 70
 societal level 1044
 societal transience 1044, 1045, 1051
 Society for Human Resource Management (SHRM)
 2061, 2062, 2071
 Society of Competitive Intelligence Professionals
 (SCIP) 1935
 socio-economic indicators, macro-level 2433, 2449
 sociometry 658, 660
 socio-technical design 660
 socio-technical pattern 669
 socio-technical system 664, 669
 software as a service (SaaS) 488, 2205, 2224, 2225,
 2228, 2246
 software development 1588-1591, 1596, 1601, 1602
 software engineering 742, 1644, 1645, 1660

Index

- Software Engineering Institute (SEI) 1617, 1630, 1632
Software Engineering Process Management (SEPM) 1589
software program 1643
spatial frequency 67
spatial knowledge 135-145, 149
spatial knowledge acquisition (SKA) 135-144
Stand-alone Dedicated Control CHannel (SDCCH) 2374, 2375
Standard Deviation (SD) 2340, 2349
standards change 105-117, 120
storage area network (SAN) 2389
strategic alliance 434, 435-437, 440-443, 661
strategic business-to-business relationships 1838
strategic choice 1790, 1793, 1795
strategic decision-making 1795
strategic development 844, 862
strategic e-business management 549
strategic experimentation 287-293
strategic information system planning (SISP) 271-274, 593-600, 603, 606-609
strategic management 287-293, 419, 612, 615-821, 824, 834-836
strategic network 46
strategic partnerships 1838
strategic planning 254-256, 260-267, 286-289, 344, 347, 353, 354, 358, 370, 529, 530, 533, 537-539, 542-544, 547, 691, 742, 1283, 1284, 1288
strategic scaffolding 842, 843
strategy development 842
strategy map 613, 618
structural capital 1046, 1376, 1386, 1388, 1390, 1798, 1799, 1819
Structural Holes 1903
structuration theory 1415
structuralist perspective on technology 2085
subject matter experts (SME) 2285, 2286, 2287
Sub-Saharan Africa (SSA) 1170-1177
superior performance 56, 62
Supplier Relationship Management (SRM) 2393, 2394
supply chain 888-893, 898-909, 2493, 2494, 2497-2502, 2507-2511
supply chain collaboration 1179
supply chain integration (SCI) 1820-1827, 1834, 1835
Supply Chain Management (SCM) 258, 271, 278, 283, 1127, 1130-1133, 1820-1836, 2393, 2394, 2407, 2511
supply chain risk management 2493, 2511
supply chain risk mitigation 2493, 2510
supply chains, action learning in 2493
supply network integration 1821
supply-chain planning 344-349, 353, 355
supply-chain planning strategy 344
supply-chain resources 344
supply-chain system 344
surface acting 735, 740
symbology 1564, 1569
systems thinking 2058, 2059
- T**
- tacit knowledge 864, 865, 870, 1161, 1168, 1249, 1250, 1253, 1258-1262, 1265, 1476, 1478, 1481, 1482, 1488, 2298-2312, 2315-2320, 2324, 2325, 2329, 2330, 2457-2472
talent management 2060, 2061, 2062, 2065, 2066, 2068, 2071
team expertise 1588, 1590, 1600
tech wreck 643
Technique for Order Preference by Similarity to Ideal Solution (TOPSIS) 357, 358, 359, 362, 366, 367, 369, 370
technological innovation adoption 1055, 1063
technological knowledge 1604, 1607, 1609
Technology Acceptance Model (TAM) 720, 1136, 1137, 1146, 1147, 1148, 1217-1222, 1225, 1226, 1227
technology as a technical artifact 2085
technology as a technology-in-practice 2085
technology integration 288, 291, 293
technology learning 1445, 1446, 1447, 1448, 1449, 1450, 1453, 1454, 1456
Technology-Organization-Environment (TOE) 57, 1055, 1058, 1061-1064, 1178-1182, 1195, 1196
Technology-Organization-Environment (TOE) framework 1055, 1178, 1181, 1182, 1195
tecoso model 650
Telecommunications Management Network (TMN) 2370, 2371, 2379
telecommuting 1562, 1569, 1577, 1585
tele-ICU 1879-1889, 1894, 1895
telemedicine 1879, 1880, 1883, 1884, 1888, 1890, 1894, 1895
telework 777-781, 1299-1305
teleworker 777-781
teleworking 40, 46, 733-735, 740, 1584, 1585
temporary network 39, 40, 43, 46
Thailand, rural 2512-2517, 2520-2524

Theory of Reasoned Action (TRA) 1136
 Third Party Logistic Providers (3PL) 644, 648
 Time Division Multiple Access (TDMA) 2375, 2377
 To Complete Performance Index (TCPI) 1592
 top-down 294, 295, 297, 298
 top-down procedure 294, 295
 Total Quality Management (TQM) 2178, 2179, 2194, 2196
 tourism destination 447, 448, 454, 458, 459, 465
 tourism experience 447, 449
 traditional mentoring (t-mentoring) 628, 629, 632, 634
 transformational leadership 1350-1371, 1374
 trap doors 781
 trialability 978, 983
 trial-and-error learning 289, 293
 triangulation technique 934, 947
 trust, perception of 2554

U

ubiquitous computing 193, 194, 202, 203, 205
 Ubiquity 2258
 Unified Modeling Language (UML) 784
 Uniform Resource Locator (URL) 692, 693, 697
 Universal Description, Discovery, and Integration (UDDI) 2245, 2256
 Universal Mobile Telecommunications System (UMTS) 2361, 2370, 2377, 2379
 Universal standards 2258
 urban development 844, 845, 846, 848, 849, 851, 852, 857, 858
 urban planning 842, 849, 852, 855, 860
 user names 2420
 user-centered design (UCD) 669, 2085

V

value management 1588, 1591, 1600, 1601, 1602
 value networking 1522, 1523, 1524, 1532
 variable cost 46
 variable cost virtual corporation 46
 variable geometry structure 46
 variation analysis 1644, 1647
 Verein Deutscher Ingenieure (VDI) 1268, 1280
 vertical dynamics 108, 111
 vertical integration 2257, 2268
 virtual communities 651, 654, 658
 virtual company 1664
 virtual corporation 39-46, 255, 436, 443
 virtual corporation as temporary network 46
 virtual corporation that manufactures virtual products 46

virtual engineering 2236, 2240
 virtual enterprise 255, 259, 888-890, 893, 899-902, 905
 virtual enterprise network 888-890, 893, 899-901, 905
 Virtual Environment (VE) 135-145, 148, 149
 virtual factories 255
 virtual firms 1664
 virtual interaction 1088
 virtual knowledge 447
 virtual laboratory 1751, 1757, 1764
 virtual marketplace 470
 virtual multinational communities 1523
 Virtual Organisation (VO) 254-256, 260-264, 267, 434-436, 440-445, 660, 888, 1216, 1290-1297, 1337, 1397, 1404, 1406, 1494-1496, 1501-1506, 1562, 1563, 1567-1569, 1662-1673, 1688, 1689, 1700, 1703, 1750, 1751, 1752, 1762, 1764
 virtual private network (VPN) 2114
 virtual process chains 2239
 virtual product 46
 virtual store 470
 virtual team 1023, 1202, 1205, 1214-1216, 1396-1412, 1663, 1688-1691, 1701-1704, 1879, 1883-1892
 virtual value chain 1121, 1127, 1131, 1132
 virtual work 1413-1416, 1419, 1420, 1423, 1429-1431, 1436
 virtual work behaviors 1415
 virtual work policies 1415, 1420, 1430
 virtual world 121-134
 virtue approach 2023
 VO Breeding Environment (VBE) 254-256, 260-267
 vocational choice-information systems 2101
 vocational interests 2101
 voice over Internet protocol (VoIP) 2113, 2353, 2354, 2355, 2356

W

waste disposal 2473, 2487, 2488
 waste management 2473-2475, 2478
 waste management requirements 2473, 2475
 waste products 2473, 2474
 Web 2.0 661-663, 668, 2202-2209, 2213-2228, 2244-2248, 2253-2256
 web access log 692, 694, 697
 web agent log 697
 web bots 693
 web design 468, 472, 473, 476
 web error log 697

Index

web forensic framework 692
Web learning 1375, 1385, 2391, 2392
web log 691-698
web log acquisition 692, 697
web log analysis 692-697
web log data 691, 693, 694, 698
web log pattern discovery 698
web log preprocessing and cleansing 698
web logging 693
Web mining 691, 1395
Web ontology language 782, 786, 788, 792
web presence 691, 692, 695, 696, 698
web referrer log 698
web server 692, 693, 694, 697, 698
web server log data 698
web service architecture 84, 85, 86, 88, 91, 99, 104
web service demand chain 90, 103
web service discovery 95, 97, 98, 104
Web Service Lifecycle (WSLC) 83, 84, 85, 86, 88, 92, 93, 94, 95, 96, 98, 104
web services 83-104, 487-498, 672, 675-686, 689, 690
web services definition language 748
Web Services Description Language (WSDL) 2245, 2256
web site optimization 692
web usability 468, 469, 473

web usage data 692
web usage mining 692, 698
web-based systems 549
web-based technology 1348, 1867, 2029
Western society 2554, 2555, 2557, 2558, 2559, 2560, 2561, 2562
wikis 2203, 2208, 2217, 2218, 2221, 2224, 2228
wireless market 1231
wireless market portfolios 1231
wireless networks 406
work behaviors 1415
Work Breakdown Structure (WBS) 1591
work policies 1415, 1420, 1430
work/life balance 732, 733, 736, 737, 738, 740, 2060, 2061, 2069, 2070
Work-family interference (WFI) 733, 734, 735, 736, 738, 740
work-family policies 1415, 1434
work-life policies 1305
workplace safety 1438, 1439, 1440, 1441, 1442, 1443
World Trade Organisation (WTO) 2138
World Wide Web (www) 1087, 1089, 1092
World Wide Web Consortium (W3C) 106, 117

X

XML Schema Definition (XSD) 783, 786, 800