

Index

Symbols

4G 331, 791, 795, 800

A

academic orientation 1231-1233, 1235-1239, 1241, 1243

academic profile 1232, 1242-1243

acceptance model 73, 603-604, 609, 611-613, 683-685, 687, 689-691, 699, 707, 744, 748, 760, 764-766, 771, 801-802, 808-809, 844

accessibility 107, 137, 139, 351, 509, 570-577, 626, 680, 725, 769, 779, 815, 1071-1073, 1102, 1259

accessibility specifications 570, 573, 577

acquiring bank 457, 472-473

acquisitions 192, 542, 550, 1292

actionable knowledge 490-494, 496, 498-500, 502-503

actionable understanding 491-492, 494, 496, 499-500, 502-503

active control 640, 646

adoption 3-5, 11, 14-18, 22-30, 32-35, 95-113, 115-123, 154, 156, 164, 171, 173, 175, 196, 201, 205, 285, 299, 305-315, 336, 387, 402-403, 441, 443, 476, 549, 579-581, 585, 587, 589, 591-592, 596, 599-600, 603-606, 608-611, 613-614, 650, 673, 677, 683-691, 693-695, 697, 743, 750, 752, 756, 760-761, 763-764, 766, 768-772, 775-777, 787, 789-793, 795-799, 801-811, 836-839, 843-845, 855, 858, 899, 902, 976, 1059, 1064, 1094, 1097, 1114-1116, 1118, 1133, 1135,

1142-1143, 1199, 1209, 1213, 1245,

1268-1272, 1274, 1284-1288, 1292-1294

adoption intention 604-605, 608, 614, 804, 808, 811

advergaming 438, 443-444

affect transfer model 670, 674

affinity positioning 630, 635

agent e-marketplace 251

agent management 248-249, 251, 264, 853

Age of Access 489, 501, 1096

aggregate scenarios 524, 529

Amazon 13, 17, 23, 37, 40, 47, 58-59, 61, 63, 69-70, 125, 188, 192, 336, 365, 517, 519, 676, 678, 680, 999, 1003, 1149, 1158, 1167, 1178-1181, 1184, 1193, 1214, 1222, 1227, 1229

ambient e-service 408-417

Americans with Disabilities Act (ADA) 1099, 1105

ant colony algorithm 1040

Ant Colony Optimization algorithm (ACO) 1031, 1038

application provision 392, 395, 398

application service provider (ASP) 1141, 1145

application system 605, 616, 953, 955

application-to-application (A2A) 1147

aquaculture 1126, 1136

architectural decision 957

architectural interactions 956

artificial intelligence 236, 238, 359, 361, 367-368, 443, 735, 864, 868, 871, 880, 903, 940, 1018, 1125, 1227-1230, 1242, 1294

Assistive Technology (AT) 1098-1100, 1103-1105

- atmospherics 629, 633-635, 637, 642, 646-648,
 652-656, 661, 665-666
 attitude towards behavior 691
 attitudinal influence 802, 811
 augmentative alternative communication
 (AAC) 1102, 1105
 authenticity 261, 374, 1076, 1078, 1080, 1083,
 1085
 automated collaborative filtering 359-360, 368
 automatic identification and data capture
 (AIDC) 1285
 avatar 75, 77-81, 92, 709-710, 713-715, 717,
 735-736, 1162-1164, 1166
- B**
- bank transfer 515, 520
 base stations 858
 Basic Telecommunications Agreement (BTA)
 1090
 belief-desire-intention (BDI) 823
 bespoke development 393, 398
 biotechnology 154, 1125, 1127, 1136
 blog advertising 1276, 1281-1282
 blogger 23, 1176
 blog marketing 1018, 1275-1282
 blogs 24-25, 28-29, 31, 34, 90, 149, 318, 483,
 486, 493, 676-679, 1013, 1150, 1157,
 1166-1169, 1171-1172, 1174-1175, 1183,
 1185-1187, 1189-1192, 1205, 1214,
 1261-1262, 1275-1279, 1281-1282
 body area network (BAN) 825, 834
 bounce rate 481, 483-484, 486
 Bretton-Woods system 178-179, 186
 brick-and-mortar 36-37, 43, 56, 426, 543, 648,
 703, 1185
 broadband gap 1057-1060, 1063-1065
 building blocks 1024, 1087, 1096
 business activity monitoring (BAM) 957
 business community 543, 943, 948, 950, 970-
 972, 1089, 1288
 business entity 142, 769, 909, 916
 Business intelligence (BI) 979, 982
 business intelligence systems 1125
 business model 113, 142, 153, 220, 238, 242,
 266, 297, 329-330, 347, 350, 370, 373,
 379, 381-382, 385, 388-390, 394-395,
 398, 408, 420, 505, 544, 789, 791-792,
 834, 851, 955, 958, 1120, 1173
 business model renewal 388-390, 394-395, 398
 business mutagenesis 489
 business performance 95-96, 99, 102, 104,
 108, 120-121, 154, 284-286, 288-290,
 294, 314, 379, 562, 932, 943, 980
 Business Process Execution Language (BPEL)
 1148
 business process management (BPM) 883
 business process modeling 918, 932, 1285,
 1295
 business-to-business (B2B) 135, 429, 541, 550,
 919, 977
 business-to-consumer (B2C) 135
 business-to-employee (B2E) 294, 578, 588-
 589, 600
 business value 101, 108, 110, 114, 144, 149-
 150, 152-154, 172, 336, 338-339, 342,
 344-345, 432, 929, 931, 1012-1013,
 1019, 1194
 buying center 155-165
- C**
- candidate Grid nodes (CGNs) 1030
 capital markets 178-179, 184, 186, 479, 578,
 590
 case-based reasoning (CBR) 871, 874, 881
 centralization 35, 101, 105, 298, 304, 1214
 certificate authority (CA) 1091
 certificate service providers (CSP) 1091
 Children's Online Privacy Protection (COPPA)
 1154
 Children's Online Protection Act (COPA) 1154
 choiceboard 428-432, 434
 class diagram 831-832, 835, 885-886
 class order 1128, 1130, 1136
 click fraud 1260, 1262, 1264
 client-relationship management systems 1125
 client-server 847, 852-853, 993
 closed captioning 1101, 1106
 cluster analysis 1061-1063, 1067
 CNET Networks 37
 co-created value 171-172, 174-175
 cognitive ability 668, 838, 840-843, 845
 cognitive agents 823

Index

- collaborative design 942-951
- collaborative engineering 943, 949-950
- collaborative filtering 359-360, 365, 368, 413, 1224-1230, 1232-1233, 1235, 1237, 1241-1242
- collaborative innovation 370-373, 379
- collaborative platform 23
- collaborative recommender systems 1230, 1233
- collaborative reputation 274, 276, 281-282
- collective creativity 1194, 1196, 1199, 1201
- collective intelligence 25, 1012, 1018-1019, 1183-1184, 1188, 1195, 1211, 1213-1215, 1219
- common short code (CSC) 758
- communication access real time translation (CART) 1101, 1106
- competence model 943-947, 950-951
- competence profile 947-948, 950-951
- competitive advantage 70, 103, 112, 121, 144-149, 151, 153-154, 167, 217, 241, 285, 298, 302, 310-311, 320, 337-338, 340-344, 371, 389, 396, 398-399, 436-437, 547, 568-569, 572, 578, 774, 922, 953, 958, 975, 977, 1080, 1112, 1173, 1188, 1217, 1219
- competitive environment 95, 116, 118, 309, 436, 543, 560, 568, 1097, 1173, 1256
- complex event processing (CEP) 953
- complex interaction 158, 1069, 1075
- complexity 66-67, 156, 158-160, 164, 200, 298, 301, 304-306, 392, 401, 415, 433, 448, 489-491, 493-494, 499, 502, 521, 523, 580, 588, 600, 650, 670, 684, 686-687, 731, 792, 837, 865, 883, 897, 902, 915, 987, 1032, 1036, 1070, 1108, 1134, 1186, 1207, 1214, 1233, 1258, 1273
- composite indicator 1067
- composite Web service 876, 902, 906-907
- computer aided design (CAD) 99
- computer-generated 83, 92, 731, 1166
- computer-mediated interaction 1002-1010
- configurator 428, 430-432, 434
- conjoint analysis 430, 434
- consensual hallucination 83, 92
- conservative users 1244-1245, 1247, 1250-1251, 1253
- consumer generated content 487, 677-678, 681
- consumer-generated media (CGM) 1150
- consumer information 661, 664, 676-681, 784
- consumer-to-consumer (C2C) 759, 767
- consumer trust 70-73, 443, 511, 701, 703, 706-709, 716, 748-749, 765, 777
- content-based approach 1223-1225
- content-based recommender systems 1230
- content customization 971-972, 974
- content delivery network (CDN) 964
- content management 977-978, 980, 982
- content relevancy 616-618, 620, 626-627
- context awareness 821, 823
- contingency style leadership 453
- contingency theory 148, 150-152, 154, 448
- contract metamodel 888, 891
- contract template 891
- control-related leadership 446, 449-450, 453
- corporate identity 995-996, 1001
- c-print 1101, 1106
- crawler 1190, 1257, 1264
- credit card processor 455, 458-459, 461-462, 468-469, 472-473
- critical mass 28, 33, 543, 678-679, 1090, 1094, 1097, 1141, 1281
- cryptographic system 473
- cultural competences 942, 945, 948, 950
- cultural relativism 719, 724
- curiosity-motivated search 656
- customer decision process 678, 681
- customer-facing 509, 512
- customer lifetime value (CLV) 1015
- customer relation management 977
- customer relationship management (CRM) 380, 443, 504-505, 512, 885, 919, 1011, 1149
- customer service life cycle 320, 324
- customer targeting 440, 552-554, 557-558
- customer to customer (C2C) 977
- customer touch points 505, 508-509, 512
- customer value 398, 441, 531, 746, 764, 766, 769, 778, 1013, 1015, 1017, 1184
- cyber-criminal 470, 472
- cybermediaries 383, 387

D

data grid 1041-1044, 1046-1047, 1049, 1053-1055
 data management layers 953
 data mining 51, 323, 423, 505, 511, 528, 552, 554, 849, 980, 1018, 1021-1024, 1026, 1028-1029, 1125, 1198, 1228, 1230
 data mining and warehousing 1125
 decentralized 274-275, 281, 298, 304, 404, 679, 846, 869, 930, 1174, 1193, 1202, 1209
 decision modelling 525
 decision support systems (DSS) 1231
 demographic recommender systems 1230
 description logics 992-993
 design pattern 1005, 1007, 1010
 design system 998-1001
 diffusion 3, 8, 10, 20, 28-29, 95-99, 101-105, 115-116, 120-122, 305-306, 313-314, 325, 332, 340, 386, 403, 478, 518, 580-581, 587, 590-592, 599, 691, 693, 771, 792, 801-802, 804, 807, 809-810, 833, 836, 1053, 1057-1058, 1062-1066, 1075, 1088-1090, 1093-1094, 1096-1097, 1116-1117, 1119, 1122-1124, 1136, 1209-1210, 1266, 1270-1271, 1282, 1284
 digital communication 95, 1073
 digital content 748, 1072-1073, 1184, 1186, 1192
 digital divide 197, 909, 1058, 1060, 1065-1071, 1074-1075, 1088, 1092, 1267, 1271, 1273
 digital forensics 247, 252, 260-262, 264
 digital skills 120, 123, 1058, 1067
 digital subscriber line (DSL) 1120, 1123
 digitization 171, 374, 1077, 1085, 1190
 direct online payment 516, 520
 discussion thread 1281-1282
 disintermediation 13, 17, 21, 188, 191, 195, 197, 1107-1111, 1113, 1116
 distributed contributions 1167-1169, 1175
 distribution channel 130, 155, 406, 637, 1107, 1109, 1116, 1204
 diversified online visitations 971, 974
 document management system (DMS) 1085

dominance 16-17, 78, 195, 418, 422-423, 489, 637, 641-642, 646, 737-738, 740, 742, 757, 1256, 1258
 dominant strategy 1249, 1253
 dotcoms 37-38, 40, 44
 dual mediation model 670, 675
 dual v-commerce 1162, 1164, 1166
 Dutch auction 243, 362, 421, 426, 1049, 1055
 dynamic capability 145, 154
 dynamic content 352, 1175, 1215
 dynamic documents 965, 968
 dynamic nature 1167-1168

E

e-atmospherics 385, 387
 e-auctions 359, 362, 368, 549-550
 eBay 13, 37, 39-40, 188, 193, 274, 281, 336, 351, 362, 418-421, 424-426, 678, 1163, 1176-1177
 E-Business enterprise 304, 953
 E-Business information system 984
 E-Business research 205, 304, 323, 416-417, 716, 748, 764, 926, 929-930, 932, 952, 1130, 1132, 1134
 E-Business services 125, 130, 986, 991, 1122
 e-business systems 575, 579-580, 585, 587, 589-590, 597, 599, 863, 1125-1132, 1136-1137
 ebXML 903, 907, 913
 e-capabilities 169-171, 175
 e-collaboration 144-154, 452-453, 723, 741, 943, 950, 1213
 e-commerce readiness 1090, 1097
 economic activity 7, 10, 561, 1068, 1070, 1074, 1160, 1169, 1188, 1192
 economic environment 204, 1211, 1284
 economic literature 63, 115-116, 426, 1121, 1123, 1245
 economic model 199, 1041-1042, 1044, 1054-1055, 1252
 economics 2, 7-9, 12, 18-21, 41-44, 51, 53, 62-63, 66-67, 90, 103, 121-122, 163, 188, 195-197, 201, 205, 216, 266, 314, 316, 343-344, 416, 433, 467, 479, 514, 557, 702, 707, 711, 741, 809, 857-858, 929, 981, 1017, 1065-1066, 1115, 1123, 1133-1134, 1208, 1253, 1293-1294

Index

- economies of scale 17, 116, 179, 190-194, 197, 221, 223, 298
- economies of scope 188, 190-191, 194, 197, 223
- e-contract 883-891
- eco-space power 1128, 1136
- ecosystems 1093
- e-coupons 39, 205, 809
- e-democracy 1267, 1270-1271, 1273-1274
- e-economy 1068-1069, 1071, 1074-1075
- e-entrepreneurship 123, 173, 1208-1210, 1267, 1271
- e-government 356-357, 405, 603-604, 607-612, 615-617, 622-624, 626, 749, 890, 983, 991-993, 1061, 1074, 1094, 1133, 1266-1274
- e-inclusion 1068-1075
- e-leadership 445-447, 450-452, 454
- e-learning 115-123, 532, 539, 863, 943, 1098-1099, 1103-1104, 1106
- electronic bill payment 200, 206
- electronic collaboration 91-92, 1010
- electronic data interchange (EDI) 14, 518
- electronic funds transfer systems 178, 180, 185-186
- electronic human resource management (E-HRM) 530-531
- electronic human resource management systems (EHRMS) 531
- Electronic Journal of E-Government (EJEG) 1267
- Electronic Law of One Price (eLOP) 55-58, 64
- electronic marketplace (EM) 207
- electronic networks 10, 871, 1013, 1016
- electronic payment 10, 186, 199-201, 204-206, 246-247, 514, 520, 544, 550, 810, 848, 852, 977, 1093
- electronic preservation 1077-1082, 1085
- electronic product code (EPC) 1286, 1295
- electronic records 1076-1077, 1079, 1081, 1083-1085
- electronic service quality (eSQ) 135, 142
- electronic supply chain management (e-SCM) 96, 99
- eLOP 55-62, 64
- e-marketplace frameworks 273, 282
- e-money 2, 4-5, 9-10
- emotional marketing 382, 387
- empowerment 260, 301, 447, 450, 454, 1018, 1111-1116, 1195-1196
- empowerment leadership 454
- enduring involvement 659, 663, 665
- engineering design 944, 948, 950
- English auction 243, 362, 1055
- enterprise 2.0 23-35, 900, 1174, 1194, 1198, 1200-1201, 1211, 1219
- enterprise application integration (EAI) 220, 954
- enterprise architectures 952
- enterprise-employee relationships 975
- Enterprise Information Systems (EIS) 1285
- enterprise realignment 388-390, 394-395, 398
- enterprise resource planning (ERP) 919
- enterprise service 894, 898, 901, 920, 930, 953, 956, 960
- enterprise-service bus 962
- enterprise social software 1219
- enterprise system 932, 1141
- e-payment 4, 10, 241-242, 247, 254-255, 258, 262, 264, 514-520, 542
- EPC network 1284, 1286, 1288, 1292-1293, 1295
- e-procurement 16, 155-157, 159-163, 165, 213-214, 240-241, 350, 359, 363, 365-369, 543-546, 548-551, 1096, 1204, 1210, 1268, 1272
- e-recruiting 15, 1135, 1138-1145
- e-recruiting consortium 1140, 1142, 1144-1145
- E-RecS-QUAL 127, 129-130, 134
- e-retailers 37, 45
- e-service 125-133, 136-137, 140-142, 205, 408-417, 587, 600, 694, 750, 786, 878-880, 885, 889-891, 1011-1013, 1015-1020, 1274
- e-service ontology 1013, 1015, 1019-1020
- e-service taxonomy 1013, 1015, 1019-1020
- e-shop 1204, 1207, 1210
- e-skills 122-123, 1067, 1072
- e-society 1114, 1116
- E-S-QUAL 127, 129-130, 132-134, 136-137, 141
- e-strategy 284-291, 294

- e-tailers 17, 22, 43, 45, 47-50, 58, 61-62, 456, 463, 660, 690, 708
 - eTailQ 127-130, 133-134
 - Euclidean navigation 733
 - event-driven approach 956-957
 - event-driven architecture (EDA) 953
 - event-driven service-oriented architecture (ED-SOA) 952, 954
 - evolutionary behavioral science 724
 - evolutionary organizational context 1211
 - evolutionary psychology 720, 724, 732-733, 735, 739-741
 - e-voting 1268-1271, 1274
 - experience design 1001
 - exploratory behavior 638, 641, 656-657, 661, 664-665, 667-668, 671, 673
 - Extensible Mark-up Language (XML) 978
 - external environmental context 307, 310, 315
- F**
- Facebook 23, 25, 34, 228, 366, 722, 787, 1138, 1149-1151, 1155, 1168-1170, 1172, 1174, 1186, 1190, 1193, 1214
 - facilitating conditions 686-688, 691
 - factor analysis 110, 127-129, 132, 593, 602, 805, 840, 845, 1060, 1063, 1065, 1067
 - Federal Communications Commission (FCC) 855, 858
 - Federal Enterprise Architecture (FEA) 985
 - fiber to the home (FTTH) 1123
 - financial intermediaries 188, 192, 194, 196, 198, 206
 - first person shooter (FPS) 741
 - folksonomy 678, 682, 1186, 1188, 1192, 1214
 - foreign direct investment (FDI) 1087
 - foreign exchange 62, 178-182, 186, 1087
 - formalization 105, 157-159, 298, 304, 946
 - framework 71, 78, 89, 103, 125-128, 140, 143-153, 163, 194-195, 207, 209-212, 214-216, 224, 227, 233, 236-237, 247-249, 255, 260-263, 274, 276, 279, 281, 292-293, 299-300, 312, 320-322, 324, 347, 388-390, 393-398, 408-417, 442-444, 447, 450, 494, 511-512, 521-528, 533, 550, 558, 565, 587, 600, 612, 624, 631, 644, 653, 663, 673, 681, 685-686, 698, 703, 717, 720, 725-726, 729, 747, 749, 768, 776-777, 780, 782-783, 786-787, 792, 796, 798-799, 824, 834, 849, 867, 889-890, 896, 898, 912, 915-917, 922, 927, 950, 958, 984, 986, 990-993, 1000, 1011-1015, 1018-1020, 1032-1034, 1036, 1038-1039, 1058-1059, 1065, 1085, 1089-1091, 1094, 1099-1100, 1106, 1115, 1121, 1127, 1132-1133, 1135, 1137, 1149, 1159, 1167, 1171, 1177-1179, 1181, 1190, 1194-1196, 1201, 1219, 1227, 1229, 1235, 1242, 1266, 1268, 1272, 1277, 1281-1282, 1292
 - franchisee 317-318, 320-322, 324
 - franchisee life cycle 317, 321, 324
 - franchising 316-324
 - franchisor 317-318, 320-322, 324
 - full profile 430, 434
 - functional magnetic resonance imaging (fMRI) 728, 733
 - fuzzy logic 266, 269, 271-272
 - fuzzy rule base 272
- G**
- GDP 1-4, 6, 8, 10, 12, 1090
 - general competences 943, 945, 950
 - generalized assignment problem 1032, 1039-1040
 - global computing 1030
 - global digital economy 1086-1087
 - globalization 166-167, 175-176, 181, 185, 228, 296-297, 300, 302, 321, 323, 371, 399, 437, 488-490, 496, 499, 501, 530, 539, 547, 560, 569, 921, 957, 1057, 1071, 1086, 1094
 - globalization 2.0 489
 - globalization 3.0 488-489, 496
 - global market 82, 166, 186, 399, 958, 1068, 1088
 - global online performance 166-171, 175
 - global players 166, 1088
 - global socio-political 1131
 - goal-seek analysis 522, 525-527, 529
 - goods dominant logics 176
 - Google 37, 351, 469, 472, 475, 479, 482-486, 549, 553, 556, 873, 881, 965, 970-972,

Index

1003, 1017, 1019, 1148-1152, 1154,
1156, 1167, 1176, 1215, 1256-1262,
1264
government regulation 69, 310, 315, 858
government-to-business (G2B) 612, 626
government to citizen (G2C) 612, 626
government-to-employee (G2E) 604, 612, 616,
626
government-to-government (G2G) 612, 616,
626
Grid 208, 211, 214, 416, 452, 490, 501, 560,
564-566, 866-869, 878, 921, 931, 961,
995, 999, 1001, 1030-1039, 1041-1044,
1046-1047, 1049, 1053-1055, 1218
Grid computing 867-869, 1030-1032, 1038-
1039, 1054-1055, 1218
Grid node 1030-1031, 1033-1038
Grid Node Agent (GNA) 1033
Grid Resource Provider Agent (GRPA) 1033
Grid Resource Provisioning System (GRPS)
1036
Grid technology 1030
Gross National Product (GNP) 1129
groupthink 475, 480
groupware 1003, 1005-1006, 1008-1010
groupware systems 1003, 1010

H

handicap principle 737, 740, 742
Hayek hypothesis 475, 480
high-level 77, 492, 736, 827, 830, 832, 886,
985, 1004, 1149
historical user request patterns 963-965, 967-
968
holistic marketing 382, 386-387, 436-437,
443-444
horizontal differentiation 298, 1245, 1253-
1254
human capital 2, 116, 120, 1087, 1127-1128,
1136
human capital power 1128, 1136
human resource management 122-123, 452,
530-531, 535, 537-540, 566-568, 587,
598-599, 946, 1138, 1143, 1187
human understandable: the mark-up (HTML)
984

human universal 724
humanware 1097
Hunter-gatherer theory 730, 732-733
hybrid recommender systems 1228, 1230
Hypertext Mark-up Language (HTML) 978

I

IBM 24-25, 28, 83, 259, 261, 263, 404, 849,
889, 900, 919-920, 927, 930, 949, 955,
959-961, 1008, 1148-1150, 1157, 1188,
1263
ICT area 1080
ICT enabled services 1073
ICT industry 1072, 1087-1088, 1096
ICT-related job opportunities 1090
ICT strategy 1088
ICT support 1080
idea generation 521, 523, 527, 529, 1197
identity-related data 1274
inclusive design 570, 572, 576-577, 1070,
1072
individualized education plan (IEP) 1099, 1106
individual rationality constraint 1249, 1254
Individuals with Disabilities Education Act
(IDEA) 1099, 1104, 1106
industrial marketing 112, 156, 163-165, 215,
217, 292, 312, 387, 396-397, 519, 599,
652-653, 1114, 1133
industry position 391-393, 395, 398
influentials 1275, 1282
informal education systems 1072
information accuracy 136, 616-618, 620, 626-
627
Information Age 389, 530, 785, 1088
information and communication technologies
(ICT) 115, 121, 142, 168, 399, 540, 835,
1058, 1068, 1075-1076, 1086
information and communication technology
(ICT) evolution 1086
information architecture 220, 481, 487, 998-
999, 1001
information efficiency hypothesis 475, 480
information hierarchy 998-1001
information market 196, 272
information privacy 780, 785, 788, 1217
information quality 129, 134, 136, 612, 615-
618, 620-626, 705, 715, 769, 774, 776

- information sharing 149, 213, 300-301, 399, 408, 410, 676, 679-681, 1150, 1159
- information society 102, 247, 576, 785, 844, 1064, 1066, 1068-1070, 1072-1075, 1087, 1090, 1094, 1116, 1203
- information systems (IS) 66, 336, 603, 613, 616, 1194
- Information Technology Industry Development Agency (ITIDA) 1091
- information technology (IT) 95, 160, 338, 468, 488, 506, 603, 709, 1194, 1266
- information timeliness 616-618, 620-621, 626-627
- informativeness 647, 651-652, 654, 658, 668, 770
- Infra-Red (IR) 1285
- integrity 67, 199, 222, 255, 262, 353, 377, 465, 468, 617, 623, 625, 702, 708, 710, 750, 770, 814, 850, 852, 885, 922, 1076, 1078, 1080, 1085, 1130, 1217, 1274, 1287
- intellectual assets (IA) 370, 379
- intelligence density 529
- intelligent agent 243-244, 247, 251, 264, 272, 281-282, 367, 376, 821, 881
- intelligent software agent 230-231, 238
- intelligent system 881
- interactivity 348, 381, 437, 637-646, 651-652, 658, 662-664, 669, 672, 674, 678, 681, 728, 770, 777, 977, 1150, 1167, 1185, 1192
- inter-channel 47
- intermediary 17, 188-192, 194-200, 204, 206, 208, 212-213, 240, 245, 341, 359, 369, 793, 848-849, 853, 873, 1108-1110, 1114, 1116
- international capabilities 168, 170, 176
- international e-business systems 1125-1126, 1128-1129, 1131, 1136
- Internet advertisement 558
- Internet advertisement design 558
- Internet advertisement elements 558
- Internet caching 970, 972, 974
- Internet marketing 79, 173, 481-482, 484-487, 552-554, 557-559, 652, 1115, 1151
- Internet marketing objective 558-559
- Internet marketing procedure 553, 559
- Internet marketing process 552, 559
- Internet marketing strategy 485, 558
- Internet protocol (IP) 483, 963, 969, 1117, 1120, 1123
- Internet protocol television (IPTV) 1123
- Internet service 227-229, 231-234, 236, 238, 348, 386, 964, 1089, 1253
- Internet tools 155, 157-158, 160, 162, 165
- interorganisational system 306, 315
- inter-organizational process control 919, 922, 932
- inter-organizational system 217-218
- intersectorial 1136
- intra-channel 47
- intranet portal 603-604, 616-618, 620, 622, 626
- intra-organizational process control 921, 932
- iPhone 329, 754, 758, 1152-1153, 1169
- IRCache network 964, 966, 971
- issuing bank 455, 457-458, 465, 469-470, 473
- IT experience 709, 711, 715, 943
- IT infrastructure 535, 550, 610, 616, 622, 1077
- IT investment evaluation (ITIE) 106, 110
- IT knowledge 943
- J**
- job board 196, 1140-1142, 1144-1145
- job scheduling 1030, 1033, 1039
- K**
- k-commerce 370-372, 374-379
- KM 2.0 1211-1219
- knowledge-based approach 365, 929, 1225, 1270, 1273
- knowledge-based method 1225-1226, 1230
- knowledge-based recommender systems 367, 1225, 1227-1228, 1230
- knowledge discovery 146, 975, 1023, 1029, 1228, 1230
- knowledge interchange format (KIF) 989
- knowledge management (KM) 28, 103, 146, 151-153, 237, 292, 302-303, 314, 320, 323, 378, 488, 491, 532-533, 537, 539, 921, 926, 930, 975, 980-982, 1087, 1095, 1125-1126, 1132, 1135, 1169-1171, 1174,

Index

1188, 1209, 1211-1212, 1219, 1268,
1270, 1272
knowledge management systems 151, 533,
926, 981, 1219
knowledge representation (KR) 993
knowledge technologies (KMS) 1217

L

ladder of investment 1121-1123
Law of One Price (LOP) 55
l-commerce 779-785, 788
leadership 91, 296-297, 299-304, 309, 383,
391, 394-395, 398, 445-454, 506, 528,
539, 541, 544-545, 547, 549, 561, 563,
565-569, 609, 611, 622-623, 1064, 1096,
1126, 1128, 1133, 1196, 1200
leadership pipeline 561, 566-567, 569
lead user 477, 480
least recently used (LRU) 964, 968
lightweight programming models (LPMs) 1185
linchpin positions 569
load balancing 1030-1033, 1039-1040, 1053-
1054
local advertising 724
locatability 779, 782, 788
location-based limitations 1204
location-based service (LBS) 788, 800
location information 414, 780, 782-783, 785,
788, 791, 800, 818, 830
logo 996-998, 1001
long tail 23-25, 33, 35, 900, 969-974, 1183,
1185, 1188-1189, 1192, 1201
low-level 77, 642, 1004

M

macroeconomic 1-2, 7, 10, 12, 16, 18, 22, 117-
118
macroeconomy 1-2, 6-7
mail-in rebates 39
malicious agent 850, 853
malicious host 850, 853
managerial succession 560, 569
marginal trader 480
market globalization 166
marketing budget allocation 552, 558-559
marketing strategy 173, 291, 307, 382, 384,

430, 442, 485, 504, 507, 509, 513, 558,
724, 1115, 1281
market-making mechanism 251
market mechanism 207, 209, 217, 240, 476
market segmentation 433, 441, 481, 855, 858
mash-ups 24, 28, 893, 895, 897
mass customization 13, 292, 428, 433-434,
442, 633, 1009, 1016
massively multiplayer online role-playing game
(MMORPG) 742
massive multiplayer online games (MMOG)
1187, 1192
material requirements planning (MRP) 99
Max-Min Ant System (MMAS) 1032
m-commerce 6, 765, 771, 776-778, 796, 799,
814, 821-823, 847, 849, 851-853, 1022,
1147, 1152-1153, 1156, 1159, 1162, 1166
merchandising 309, 628-629, 631-635
merchant account 455-456, 458-461, 473
message-based communication platform 962
metamodel 884-888, 891
microeconomic 1-2, 9-10, 12-13, 18, 197, 543
microeconomic changes 1
middleware 263, 406, 791, 800, 813-814,
821, 902, 912-914, 917, 920, 929, 955,
961-962, 1009, 1023, 1039, 1285-1286,
1288-1289, 1291-1292
millennials 1211, 1214-1215, 1219
ministry of communications and information
technology (MCIT) 1087
m-loyalty 769, 774-776, 778
mobile advertising 409, 754-758, 775, 808,
813
mobile agent 240, 244-247, 249-252, 256-257,
262-264, 359, 364, 367, 369, 846-853,
1036
mobile agent system 247, 250, 256, 264, 846,
849, 851-853
mobile application development platform 800
mobile commerce 6, 198, 237, 250, 282, 371,
409, 414-417, 690, 699, 756, 758-760,
762-767, 775-777, 781, 784-786, 789,
796-800, 814, 821-823, 1028, 1088,
1093, 1147, 1152, 1159, 1162, 1166
mobile coupons 755, 758
mobile e-commerce 250, 812-816, 820-823,
1021, 1023, 1028, 1158

- mobile intelligent agent technology 282
 mobile marketing 509, 752-757, 768, 775-778, 1152
 mobile network operators (MNOs) 326
 mobile operators (MOs) 1244, 1253
 mobile phone form factor 795, 800
 mobile platform 800
 mobile virtual community (MVC) 824, 834
 model-based method 1225
 module 70, 366, 413-414, 536, 607, 819, 896-897, 907, 955, 1033, 1036, 1105, 1152, 1232, 1235-1236, 1238-1242, 1291
 motivational influence 802, 804, 807, 811
 m-satisfaction 769, 774-775, 778
 multiagent systems 874, 881
 multicast 259, 817, 823
 multi-channel retailers (MCR) 37
 multi-master strategy 1047, 1055
 multi-tier architecture 347, 355, 357-358
 multi-user environments (MUVE) 1187, 1192
 mutual information 1025, 1029
 MySpace 23, 228, 366, 722, 1138, 1149-1151, 1155-1156, 1158, 1186, 1193
- N**
- nano-technology 1125
 Nash equilibrium 1249, 1253-1254
 navigational characteristics 647
 need for cognition (NFC) 666, 669, 675
 network-centric operations 490, 498, 501-502
 network orchestration 400, 406
 Network Provider Agent (NPA) 1033
 neurocognitive psychology 725, 733
 New Economy 8, 20, 36, 41, 53, 121, 205, 530, 672, 1066, 1096
 Next-Generation Internet 227, 229-232, 238
 next generation network (NGN) 1123
 non-face-to-face 65
- O**
- object-oriented approach 954
 occupational competences 942, 946, 948, 951
 Office of Rehabilitation and Special Services (OSEP) 1102
 offshore banking 178, 183-184, 186
 online collaboration 1217
 online community 131-132, 477, 511, 1094, 1181, 1275-1276, 1283
 online consumer trust 701, 706, 708
 online gaming 69, 79-80, 82-83, 517, 1151
 online globalization 176
 online marketing 383, 482, 970-972, 974, 1275
 online review 1178-1179, 1182
 ontology 233-234, 238, 244, 820-821, 823, 863, 866-869, 894, 912-916, 922, 934-943, 946, 948-951, 984-988, 991-993, 1013, 1015, 1019-1020, 1218
 ontology matching 934-936, 939-941, 943, 948-951
 open innovation 378, 397, 1174, 1194, 1196, 1199-1201, 1294
 operational inputs 217
 optimum stimulation level (OSL) 666, 670, 675
 organic search 1257-1260, 1264
 organizational learning 147-149, 151, 154, 322, 371, 528, 565, 750, 1126, 1136, 1197, 1218-1219
 origin Web server 964, 968
 outsourcing 13, 15, 19, 146, 172, 189, 399, 405, 535, 548-549, 562, 1077-1078, 1080-1083, 1085-1086
 over-the-counter (OTC) 661
- P**
- paid search 1256-1257, 1259-1260, 1262-1264
 paradigm shift 301, 488-489, 500, 512, 621, 1187
 pattern language 1003-1006, 1008, 1010
 payment system 199-202, 204-206, 384, 517, 810, 848, 852
 pay per click (PPC) 482, 487, 1260
 peer-to-peer (P2P) 409
 penetration divide 1057-1058, 1065
 perceived behavioral control 613, 691, 744, 760, 804, 809, 837-842, 845
 perceived compatibility 307, 692
 perceived control 661, 688, 691, 802, 804, 811, 840, 842-843
 perceived convenience 762, 767
 perceived ease of use 70, 586, 591-592, 597, 604, 610-614, 685-686, 688-689, 692, 744, 748, 760-761, 767, 807

Index

perceived health 838-839, 845
perceived innovation characteristics 804, 811
perceived price fairness 746, 750
perceived product quality 746, 750
perceived risk 156, 158-159, 165, 689, 693-701, 703, 706, 760
perceived security 691, 699, 760, 762, 767
perceived service quality 134, 750
perceived trust 715, 767
perceived usefulness 70, 584, 586, 591, 597, 601, 604, 610-611, 613-614, 685-689, 692, 744, 748, 760-763, 767, 770, 775, 804, 807
perceived value 285, 383, 512, 743, 745-746, 750, 769, 777, 1011-1013, 1015-1017, 1019-1020
performance risk 696, 699
peripheral cues 658, 665, 668, 704
permission and prohibition constraints 834
permission marketing 776, 778
personal domain specific innovativeness 811
personalization 137, 139, 206, 235-236, 347, 354, 357-358, 437, 553, 558, 571, 769, 778-788, 813, 824, 873, 977, 986, 991, 1013-1014, 1016-1017, 1102, 1207, 1221-1222, 1226-1229
philosophy 56, 66, 436, 439, 488, 565, 744, 897, 996
physical restrictions 839-841, 843, 845
pipelining scenarios 524, 529
planning agent (PA) 937, 941
point-wise mutual information 1025, 1029
polities 1126, 1128-1131, 1137
polity 71, 1074, 1129, 1136
portal 34, 200, 208, 241-242, 245, 320, 376, 501, 549-550, 553, 579-588, 590-597, 599-601, 603-604, 615-618, 620, 622, 626, 641, 764, 792, 795, 849, 898, 972, 1197-1198, 1206, 1289
postal payment 515, 520
presentation format 616-618, 620-621, 626-627
preservation process 1077, 1085
pricing function 268, 271-272
privacy risk 694-695, 700, 708, 782, 787
proactive LBS 779, 788

proactive marketing orientation 437, 444
process control 919-922, 932
product attitude 656, 665
product involvement 477, 656, 658, 660-661, 665, 704
product risk 696, 700
products concept testing 480
proxy 39, 48, 117, 362, 418-420, 422-423, 426, 466, 470, 848, 964-968, 971, 973, 1055, 1063
proxy bidding 362, 418, 422-423, 426
proxy caches 964, 967-968, 973
psychological risk 700
psychology 66, 79, 81, 89, 91-92, 217, 452, 510, 567-568, 643-645, 653-654, 662-664, 667, 671-674, 688-689, 691, 708, 711, 716, 720, 722-725, 732-733, 735-736, 739-741, 744, 747, 757, 764, 777, 785-786, 809, 845, 1134, 1191, 1242
public key 245, 258, 260, 352, 377, 465, 473
public private partnership 1097
pull-down menu 727, 733
purchase decision process 165
purchase intent 430, 434
purchasing phases 155, 158, 165

Q

Quality of Electronic Services (QoES) 136
quality-seeking users 1247, 1249-1250, 1252-1253
quasi-static portion 965
quick response code 758
quorum 529, 1042, 1050, 1055

R

radio frequency identification (RFID) 258, 1284, 1295
reactive LBS 779, 788
real time gross settlement system 186
real time location systems (RTLS) 1288
reasoner 872, 874, 877, 987, 989-990, 993
recommender systems 365, 367-368, 678, 681, 874, 878, 903-904, 906-907, 1024, 1208, 1221-1231, 1233, 1242
record lifecycle 1077-1078, 1085
relational capital 1126-1127, 1137

- relational e-strategy 284-290, 294
- relational hypothesis 675
- relationship marketing 68, 387, 436, 439, 442-443, 505, 510-513, 749
- reliability evaluation 282
- replacement planning 563, 566, 569
- research and development (R&D) 116
- resource-based view (RBV) 390
- responsive marketing orientation 437, 444
- reverse auction 217, 243, 351, 419, 426, 848, 853
- rich media 710, 1167-1168, 1175, 1189, 1256-1257, 1261
- RSS feeds 24

- S**

- safety measures 252, 254-258, 260-262, 264
- sales force automation (SSA) 590
- satisfaction 15, 25, 29-30, 33, 75-78, 99-100, 107, 111, 113, 125, 134, 141-142, 161, 169, 172, 292, 351, 359, 382, 433, 438, 440, 443, 450, 507, 511-512, 514, 535, 543, 562, 591, 598-601, 612, 615-618, 620-627, 629, 633, 641, 645-646, 650, 686, 694, 722, 743-750, 761, 764-766, 770, 774-777, 856, 858, 877, 1019, 1181-1182, 1184, 1233, 1236
- savanna principle 736, 740-742
- scalable computing 1030
- scenario analysis 521-522, 825, 833-834
- scenario-driven decision support systems generator (SDSSG) 526-527
- scenario evaluation 525, 527
- scenario management 521-523, 525-527
- scenario management process 521-523, 525
- scenario organization 524
- scenario planning 521-525, 527-529
- search engine optimization (SEO) 482, 487
- search engine spider 481-482, 487
- second price auction 426, 1260
- secret key 473
- secure socket layer (SSL) 352-353
- security risk 356, 472, 708
- selectivity hypothesis 667, 675
- self-efficacy 688, 690, 698, 766
- seller deadline 265, 268, 272
- semantic annotation 894, 898, 901
- semantic mismatch 936, 941
- Semantic Web 228, 233, 236-238, 862-863, 865-870, 872, 879, 889-890, 892, 897, 901, 912, 914-916, 934-935, 940-941, 960, 978-980, 982-987, 990-993, 1206, 1208-1209, 1218, 1257, 1260-1261, 1264
- Semantic Web service 862-863, 866-867, 870, 890, 901, 985, 990, 993
- sensitivity analysis 521-522, 525, 529, 1289
- sensor network 410, 417
- service discovery 231, 233, 237-238, 812, 814-823, 861-863, 865-867, 869-870, 872-873, 875-878, 880-881, 892, 953, 1023
- service dominant logics 176
- service economy 25, 166, 1011
- service exchange 166, 172
- service gateway 455, 473
- service-orientation 888, 896, 953-956, 958
- service-oriented architecture (SOA) 400, 894, 896, 959, 1020, 1148
- service-oriented computing (SOC) 883
- service-oriented management (SOM) 1011
- service-oriented technologies 954
- service providing agent (SPA) 941
- service task allocation 1030-1031, 1036-1037, 1040
- SERVPERF 126, 132-134
- SERVQUAL 126, 128-129, 132-134, 137, 143
- sexual selection 731, 733, 736-737, 741-742
- shared social environment 1276, 1283
- shopbots 36-37, 42, 48
- short code 754, 758
- signaling theory 702-703, 742
- simple object access protocol (SOAP) 1148
- simple scenarios 524, 529
- single master strategy 1055
- site attitude 642, 649, 656, 658, 660-661, 665, 668, 670, 674
- site involvement 640, 656, 661, 665, 668
- SITEQUAL 127-130, 133-134, 142
- site quality 113, 128-129, 132, 134, 141, 648, 654, 765
- situational involvement 659, 665
- situational leadership 447-448, 450, 453-454
- skimming 464, 471, 473

Index

- small and medium-sized enterprises (SMEs) 106, 1088
 - sniping 419, 422, 426
 - social actualization 1125
 - social bookmarking 34, 677, 895, 1150, 1176, 1184, 1186, 1188
 - social capital 67, 1190, 1205, 1213, 1219
 - social group 700, 1025-1026, 1029
 - social impact 82-83, 612, 624, 1272
 - socialization 372, 493, 496, 562, 719, 724, 794, 1212-1213, 1215, 1219
 - social media 676-682, 706, 1113, 1150-1152, 1154, 1156, 1158-1159, 1188, 1276, 1282
 - Social Media Marketing (SMM) 1151
 - social motives 77
 - social network 28, 491, 824, 826, 834, 903, 905-906, 979, 1012-1015, 1017-1019, 1025, 1029, 1113, 1171, 1173, 1183, 1185-1186, 1188, 1190-1192, 1205, 1218, 1268
 - social networking 25, 194, 198, 228, 366, 509, 775, 963, 968-969, 974, 1149-1152, 1155-1156, 1167-1169, 1171, 1174-1176, 1186, 1189, 1194, 1197, 1201, 1211, 1258-1259, 1261
 - social networking elements 1167-1168, 1175
 - social networking sites (SNS) 1169, 1175
 - social networks 23-24, 29, 31, 228, 236, 366, 680, 722, 775, 902-906, 1020-1021, 1025, 1138, 1151, 1158, 1167-1168, 1171, 1184-1185, 1189-1190, 1205, 1213, 1215, 1271, 1273
 - social network sites 1171, 1173, 1183, 1185-1186, 1188, 1190, 1192
 - social presence cues 709-710, 717
 - social risk 696, 700
 - social software 23-27, 31, 681, 1183-1185, 1188, 1190, 1193, 1200, 1202, 1219-1220
 - social tagging 676-678, 682, 979
 - social web 23, 35, 228
 - socioeconomic development 1086-1087
 - socio-economic sectors 1136
 - sociology 66, 102, 274, 1218
 - socio-political dynamics 1125-1127, 1131
 - socio-technical pattern 1010
 - socio-technical system 1005, 1010
 - software agents 48, 228, 230-231, 237, 243, 245, 250-251, 253, 263, 272, 286, 293, 362, 365, 368, 823, 979
 - software program 540
 - static documents 965, 968
 - store 4, 13, 38, 40, 44, 59, 72, 142, 258, 351, 366, 377, 441, 540, 628-633, 644-645, 648-649, 653, 655, 662, 677, 685, 701-706, 756, 763, 765, 781-782, 813, 850, 964, 968, 988, 990, 1003, 1008, 1024, 1027-1029, 1085, 1143, 1153, 1161, 1168-1170, 1261, 1264
 - strategic game 1253
 - structural mismatch 936, 939, 941
 - structuration theory 1196, 1201
 - structured ontological term 941
 - sub-community 825-827, 829-832, 835
 - subjective norm (SN) 604-605, 613
 - successor 561, 565, 569
 - supplier network 151, 242, 542, 547, 551
 - supply chain 6-8, 96, 99, 103, 147, 152, 161, 172, 174-175, 197, 204, 213, 215-217, 219-220, 222-223, 225, 237, 240, 242, 245, 291-292, 306-308, 312, 336, 339, 342-343, 345-346, 359, 361, 367, 399-406, 419, 432, 444, 503, 543, 545-546, 548-551, 789, 791-792, 796, 893, 919, 921, 961, 1108, 1110, 1115-1116, 1125, 1220, 1284-1287, 1289, 1292-1294
 - supply chain coordinators (SCC) 399
 - supply chain management (SCM) 147, 339, 361, 406, 545, 551, 919
 - supply chain orchestrators (SCO) 399, 403
 - surprising questions 941
 - synchronicity 151, 640, 646
- ## T
- Tabula Rasa 724
 - tagging 676-678, 682, 979, 981-982, 1150, 1167, 1186, 1188-1189, 1192, 1214, 1287, 1292
 - teams of leaders (ToL) 501, 503
 - technological opportunism 305, 308-309, 313, 315
 - technology acceptance model (TAM) 603-604, 611-613, 685, 744, 760, 801

technology anxiety 837-838, 840, 842-843, 845
 technology risk 696, 700
 telecommunication liberalization 1097
 telecommunications sector 854, 858-859, 1117-1118
 telecommuting 15
 telemedicine 89, 152, 501, 824-826, 831, 833-835, 1134-1136
 text-mining 1276, 1283
 TFP 3, 10, 22
 theater of operations 503
 theory of planned behavior (TPB) 605, 611, 613, 684, 744, 760, 801
 theory of reasoned action (TRA) 604, 611, 613, 744
 third party Internet seals 701-705, 708
 time of access 969-972, 974, 1022
 time risk 700
 topological analysis 426
 topological navigation 733
 traditional personnel management 530
 transactional capital 1126, 1137
 transactional leadership 445-446, 449-450, 454
 Transactions on the Web (TWEB) 1227
 transformational leadership 300, 302, 304, 454, 1126
 transgenic forces 1125-1132, 1137
 trust management 258, 281-282, 746
 two-way communication 436, 438, 640, 646
 typology 73, 208, 212, 216, 274-275, 452-453, 672, 708, 717, 748, 764, 810, 1160, 1162

U

ultimate causation 742
 unified modeling language (UML) 831, 921
 unique bid auctions 419-421, 426
 Unique Resource Indicators (URIs) 978
 universal description, discovery, and integration (UDDI) 1148
 universal design 1098-1099, 1104-1106
 universal design for learning (UDL) 1098-1099, 1106
 universal service 854-859
 unsought products 629-630, 635
 upgrading 329, 354, 1072, 1244-1253

usage factors 582, 588, 600
 use case 826-828, 835
 User Agent (UA) 1033
 user-centered design 572, 1010
 user-centric 249, 1028, 1071, 1073
 user-generated content (UGC) 1150
 user location 247, 812, 819, 969-971, 974
 user testing 573, 575, 577

V

value chain 28, 188-189, 195, 197, 205, 208, 210, 212, 215, 245, 285, 327, 329-332, 339, 346, 370-373, 377-378, 382, 385, 391, 393, 395, 398, 400, 404-406, 542, 765, 795-798, 921, 1108, 1214
 value creation 105, 163, 188, 191-192, 194-195, 197, 212, 302-303, 331, 342-343, 345, 351, 378, 750, 775-776, 1199, 1217
 v-commerce 1160-1164, 1166
 vendor risk 696, 700
 vertical differentiation 299, 1245, 1253
 viral marketing 384-385, 387
 virtual commerce 1160-1166
 virtual currency 90, 1162-1164, 1166, 1187
 virtual economy 82-84, 87-90
 virtual environments 83, 88-89, 91-92, 172, 683, 1164-1165, 1189
 virtual reality 89, 91-92, 639, 646, 790, 1160-1166, 1214, 1218
 virtual stock market (VSM) 480
 virtual team 91, 379, 445-447, 449-450, 452, 454
 virtual worlds 83-84, 88-91, 723, 736, 741, 1151, 1160-1166, 1172, 1183-1185, 1187-1189, 1191-1192, 1218
 visual identity 995, 998, 1001
 visual merchandising 628-629, 635
 voice over Internet protocol (VoIP) 1119, 1123

W

waist-to-hip ratio 723-724
 wayfinding 648-649, 655, 732
 Web 1.0 228, 481-482, 484, 487, 1150, 1184, 1193, 1202-1206, 1208, 1210
 Web 2.0 24-25, 27-31, 33-35, 90, 122, 228, 481-482, 484, 487, 493, 500, 681, 892,

Index

- 897, 900-901, 963, 968-969, 974, 1002, 1004, 1009, 1113, 1147, 1149-1151, 1156-1159, 1167-1169, 1171-1177, 1182-1189, 1192-1200, 1202-1203, 1205-1206, 1208-1213, 1215, 1218-1220, 1270
- Web 3.0 228, 236, 1203, 1205-1208, 1210, 1270
- Web accessibility 570-571, 573-577, 1071, 1073
- Web accessibility policy 573, 575, 577
- Web atmospherics 637, 642, 647-648, 652, 655-656, 666
- web-based channel 1112
- Web-based technologies 220, 284-285, 290, 293-294, 299-300
- web browser 242, 349, 461-462, 550, 1003, 1104, 1149
- Web caching 963, 965, 967-968, 973
- web-enabled integrated applications 1139
- Weblogs 677-678, 682, 1169, 1175-1176, 1184-1185, 1188, 1190-1192, 1276
- Webmospherics 629, 635
- Web Ontology Working Group 984
- WebQual 113, 127, 129-130, 132, 134, 137, 141
- Web service 400-401, 403-407, 816-817, 821, 823, 861-867, 869-870, 872-874, 876-881, 886, 889-891, 894, 896-898, 901-907, 913, 927, 961, 985, 990, 992-994, 1053, 1148-1149, 1157, 1159
- Web service architecture 881
- Web service composition 863-867, 869-870, 874, 876, 878, 880
- Web service discovery 816-817, 821, 861-863, 865-867, 870, 872-873, 876-877, 881
- Web service invocation 862, 864, 870
- Web service lifecycle (WSLC) 872, 881
- Web service orchestration 400-401, 403-404, 407
- Web services 24, 26, 30, 197, 220, 238, 387, 400-407, 414, 543, 549, 812, 815-817, 819-821, 835, 861-883, 886-891, 894-907, 913-916, 921-922, 927, 929-930, 932, 941, 953-955, 958-959, 979, 984, 986, 990-992, 1147-1149, 1156-1159, 1209, 1272
- Web services description language (WSDL) 903, 1148
- website adoption barriers (WSAB) 106, 110
- website adoption readiness (WSAR) 106, 110
- website analytics 481-482, 484-485, 487
- website authentication 354, 356, 358
- website maintenance 354, 358
- website personalization 354, 358
- website privacy 353, 358, 702
- website rank 974
- website security 68, 352, 358
- Website visitations 970, 974
- Weltanschauung 1125-1126, 1131-1132, 1137
- wiki 371, 679, 681, 881, 907, 970, 979, 1152, 1169-1170, 1174, 1187, 1189-1190, 1192, 1201, 1215
- WiMAX 329, 331, 396, 1011
- workflow 620, 863-866, 869, 889, 898, 900, 918-923, 926-932, 977, 980, 984, 1008, 1285, 1288
- World of Warcraft (WOW) 1151
- World Summit on the Information Society (WSIS) 1090
- World Trade Organization (WTO) 1090
- World Wide Web 65, 105, 114, 157, 195, 228, 237, 244, 259, 628, 643, 652, 662, 691, 699, 763-764, 821, 851, 853, 870, 878, 880, 967, 973-974, 976, 984, 993, 1009, 1069, 1155, 1159, 1191, 1193, 1203, 1207, 1209, 1221, 1263, 1282
- World Wide Web Consortium (W3C) 259, 984
- WS-contract 884, 886-888, 891
- ## Y
- Yahoo 37, 188, 461, 465, 476, 480, 553, 556, 631, 964-965, 971-972, 1003, 1018, 1027, 1148, 1222, 1257-1260
- YouTube 23, 25, 679, 1149-1151, 1154, 1158, 1168-1169, 1174, 1176-1177, 1205