

# Index

## Symbols

$\sigma$ -constraint 2194  
 $\psi$ -criterion 2193  
 $\psi$ -map 2191  
 $\omega$ -mapping 2191

## A

abstract process graph 2166  
 academic community 1169  
 academic technology (AT) 1111  
 access 497, 1382  
 access control 1825  
 access to large markets 493  
 accountability 506  
 activity tracking 1178  
 actual organization (AO) 940, 942  
 actual performance data 746  
 ad hoc on-demand distance vector routing (AODV) 943  
 adaptation advice repository (AAR) 2183  
 adaptive enterprise service computing 81  
 added value 1829, 1837  
 ad-hoc collaboration processes 365  
 administrative computing services (ACS) 1111, 1112, 1120, 1121  
 advanced planning systems (APSs) 693, 858  
 advertised recruitment 503  
 agency theory 160, 970, 987, 1672, 1694, 1759, 1760, 1761, 1775, 1777, 1778,  
 agility 853  
 alignment 2385  
 alliance networks 732  
 allocation of roles and responsibilities 508  
 American Production and Inventory

Control Society (APICS) 861  
 analytic hierarchy process (AHP) 271, 708, 709  
 analyze purchasing markets 739  
 annual salary for developer 514  
 annual salary for entry level developer 514  
 annual salary for project manager 514  
 ANOVA test 2010, 2012  
 application management 1876  
 application portfolio matrix (APM) 1140, 1147  
 application service providers (ASPs) 11, 135, 164, 206, 232, 921, 927, 929, 933, 934, 936, 1098, 1199, 1705, 2389, 2390  
 application utilities 138  
 applications development (AD) 535  
 ARIS 740  
 Arizona Correctional Industries (ACI) 1191  
 ASP Industry Consortium (ASPIC) 2390  
 ASP model 2400  
 ASP sourcing decision process 1098  
 ASP, Local/Regional 928  
 aspect-oriented programming (AOP) 2183  
 ASPE-MSC 1434  
 assessing outsourcing decisions 2340  
 asset/liability management (ALM) 1801, 1802  
 Association of Southeast Asian Nations (ASEAN) 444  
 asymmetric information 1830, 1832, 1837  
 atomic rules 639  
 auctions 78  
 Australian Federal Government Outsourcing Initiative 2240

automatic call distributor (ACD) 432  
 automation 656, 1859  
 automation “lights out” processing 1861  
 autonomy 2188

## B

back office 140  
 back sourcing 138  
 balanced scorecard 1817  
 Baldrige, Malcolm 1812  
 Baltic states 496  
 Bangalore 516, 1596  
 banner system 1112, 1120  
 base station (BS) 942  
 behavioral uncertainty 1478  
 Beijing 516  
 benchmarking 499, 870, 1814, 1826  
 bench-strength 493  
 benefit analysis 870  
 benefit-based relationships 139  
 benefits realization 1332  
 best practices 853, 854, 856, 858, 859, 869, 870, 871, 873, 1170  
 biggest info tech companies 516  
 bill of material 746  
 bill-of-material-explosion 749  
 bioinformatics 1210  
 biopharmaceuticals 1209  
 black box 600  
 blog 1377  
 bobby test 1377  
 boilerplate 1813  
 bonding 1586  
 BPO cultural misunderstandings 1652  
 BPO risks 1650, 1651  
 BPO risks, interception of 1650  
 BPO, selective 192  
 brand management 1382

- branding 1377
- Brazil 496
- broadband Internet in the developing world 2265–2277
- broadband potential, factors 2267
- build to stock (BTS) 858
- build-to-order (BTO) 853
- Bureau of Economic Analysis (BEA) 1038
- business benefit contracting 139
- business case justification (BCJ) 239, 1678
- business climate effects 174
- business continuity 1077, 2148
- business ecosystems 367
- business environment 319
- business model 923
- business opportunities 78
- business process 2305, 2307, 2316
- business process and data models 740, 746
- business process execution language (BPEL) 85
- business process execution language for Web services (BPEL) 2167, 2170
- business process for planning conversion of material strategies 742
- business process for the introduction of a material group code 741
- business process modeling language (BPML) 85
- business process modeling notation (BPMN) 85
- business process outsourcing (BPO) 877, 1199, 1200, 1202, 1203, 1204, 1369, 1648, 1705, 1809, 1923, 2317, 2254, 2318, 2320, 2321, 2322, 2323, 2328, 2329, 2330, 2331
- business process outsourcing (BPO), India 1975–1996
- business process reengineering (BPR) 211–228, 371
- business process reengineering tenets 215
- business process risks 508
- business processes 82, 284, 2181
- business strategies 477
- business structure 2188
- business to employee (B2E) 856
- business transformation 1389
- business webs 732
- business-process distribution 859
- business-process life cycle 2166, 2167
- business-process management (BPM) 82, 84
- business-process model 2166, 2180
- business-to-business (B2B) 477, 699, 855
- business-to-consumer (B2C) 855
- buyer 489
- buyer power (BP) 1487, 1489
- buy-in 915
- C**
- call centers 910–917
- CANON 516
- capability development strategy 142
- capability maturity model (CMM) 356, 525, 612, 1812, 2297, 2298
- capacity building 1170
- CCID 954, 955, 956, 959, 962, 963
- centers of excellence (COE) 1031
- Central American Free Trade Agreement (CAFTA) 429
- certain monetary equivalent (CME) 272
- Chandigarh 516, 1596
- change control 1811
- change management 500, 1827
- changing workforce 5
- characteristic-based trust 1585
- Check 21 1791, 1801, 1802
- Chennai 516
- chief information officer (CIO) 1111
- China 496, 516, 947, 948, 950, 951, 952, 953, 954, 959, 961, 962, 963, 964, 965
- China Next Generation Internet (CNGI) 433
- CIGNA Corporation 373
- CISCO SYSTEMS 516
- classification of purchasing goods 738
- classify purchasing goods 740
- client 127, 489
- client company 997, 999, 1001
- client organization 2045
- client perspective 1760, 1762
- client readiness 1770
- client trust 1770
- client/supplier interdependency 1101
- client-entity 489
- ClientLogic 914, 915
- client-supplier relationships 2348
- close a contract 746
- CMMI2sm 1538–1556
- CMMI-DEV 1449
- CMMI-SVC 1449, 1454
- CNO, grasping-opportunity driven 370
- collaboration 365, 493, 855, 860
- collaboration structure model 568
- collaboration technologies, evolving 844
- collaborative commerce 1012
- collaborative development environment (CDE) 1399
- collaborative network (CN) 364, 370
- collaborative networked organizations (CNOs) 365, 370
- collaborative planning, forecasting, and replenish (CPFR) 687, 723, 1476
- collaborative relationships 263
- collaborative technologies 895
- collaborative technologies in global virtual teams adoption of 893
- collaborative technology adoption, instrumental view 895
- collaborative technology adoption, social view 896
- collaborative tools 507
- collaborative tools, a case study 1405
- collaborative tools, characterization and classification 1399–1408
- collaborative tools, classification frameworks 1401
- collaborative tools, groupware typologies 1401
- collaborative transportation management (CTM) 721
- co-location 1860
- commercial focus 1515
- commercialisation 1859
- commodity supplier 437
- common intermediate language (CIL) 2183
- common language runtime (CLR) 2183
- communication 494
- communication plan 500
- communication technologies 493
- communications management 1845
- communities of practice (CoP) 1968
- comparative analysis 980, 986, 987, 988, 990, 991
- competence theory (CT) 388
- competency-critical success factor 9
- competitive intensity 1267, 1276, 1277, 1278, 1279
- complex monitoring object 746
- complex sourcing 141
- compliance management principles 1073
- component-process model (CPM) 82, 83
- composite persona (CP) 839

## Index

- compound annual growth rate (CAGR) 1702
  - computational language 1402
  - computer adaptive testing 903
  - computer aided design (CAD) 1022
  - computer assisted testing (CAT) 903, 904, 908
  - computer literacy 1595
  - computer lobby 2233
  - Computer Sciences Corporation (CSC) 1037
  - computer telephone integration (CTI) 432
  - computer-mediated communication 2410
  - computer-supported cooperative work (CSCW) 1400
  - computing technologies 81
  - conceptual modelling 2189
  - concluded contract 749
  - concrete sourcing strategy 738
  - condensed-RSA digital signature scheme 2063
  - confidentiality arrangements 1102
  - consider core competencies 478
  - consolidation 1859
  - consultant 127
  - consumer backlash 2049
  - consumers 2046
  - context analysis diagram (CAD) 2413
  - continuity of operations (COOP) 1827
  - continuous coordination 1403
  - contract 1369
  - contract 484, 485
  - contract agreements 1809
  - contract hiring 501
  - contract inception 798
  - contract manufacturing organizations (CMOs) 12
  - contract negotiations 746, 1919
  - contract offer requested 748
  - contract offer stated 748
  - contract research organizations (CROs) 12
  - contracting-out 153
  - contracts 476
  - contract-to-permanent hiring 501
  - contractual terms 483
  - contractual wording 484
  - control 500
  - control configuration 1820
  - control functions 1820
  - control procedures 1811
  - control software 432
  - controlling of purchasing 740
  - convergence 1057, 1058
  - cookies 1377
  - cooperative sourcing 141
  - coordination 494
  - coordination language 1402
  - coordination theory 1401, 1672
  - copyright 879
  - core competencies 159, 160, 259, 484, 1201, 1524, 1525, 1526, 1530, 1829, 2319
  - corporate culture 8
  - corporate social responsibility 1593
  - correctness criteria 2191
  - co-sourcing 141, 1369, 1705
  - cost 870
  - cost competitiveness 268
  - cost cutting labor strategies 1884
  - cost economics 1338
  - cost management 1817, 1848
  - cost of IT personnel 497
  - cost of living 497
  - cost savings 493, 1808
  - cost structure 857
  - costs vs. benefits 479
  - course objectives system 1116, 1121
  - course-based tools and technologies 1179
  - CPFR 687
  - CPro 846
  - creative contracting 144, 198
  - critical success factors (CSFs) 1, 8, 478, 484, 1034, 1524, 1525, 1528, 1531
  - CRM processes 868
  - cross-border alliances 2382
  - cross-cultural training 1628
  - cross-organizational collaboration 857
  - CSM-process 863
  - CTM business model 723
  - CTM implementation issues 725
  - cultural affinity 1286, 1287, 1290, 1291
  - cultural differences 494
  - cultural match 1348
  - cultural sensitivity 2108
  - custom development of software 505
  - customers 127, 489
  - customer demand management 459, 465
  - customer generated data 746
  - customer relationship management (CRM) 4, 855, 858, 862, 933, 936, 1300, 1302, 1312, 1320, 2087
  - customer satisfaction 78
  - customer-service management 862
  - cyber crime index (CCI) 822
  - cyber terrorism 2020–2028
  - cyberspace 1882, 1883, 1895
  - cycle time 639
- ## D
- data auctioning 2048
  - data confidentiality 2052, 2056, 2060, 2076
  - data confidentiality-user privacy (DC-UP) 2059
  - data confidentiality-user privacy-data privacy (DC-UP-DP) 2059
  - data conversion 1764, 1765, 1770
  - data flow diagrams (DFDs) 2413
  - data hijacking 2048
  - data laundering 2047
  - data privacy 2052, 2057, 2061, 2077
  - data reconciliation 2192
  - database (DB) 2055
  - database outsourcing models, two kinds 2053
  - database selection 503
  - dead weight loss 799, 800
  - decision models 269
  - decision phase 488
  - dedicated development centre 616
  - define operational framework 736
  - define purchasing strategy 736
  - degraded performance 1827
  - degree of control 101
  - degree of interaction 495
  - DELL 516
  - Deloitte & Touche 2313
  - demand consolidation 739
  - demand for IT professionals 514
  - dependability (SP) 1490
  - deployment and execution phase 2166
  - deprofessionalization 1902
  - design and engineering factors 78
  - design patterns 594–609
  - digital divide 1377, 1883
  - digital government 1916, 1923
  - digital literacy 188
  - digitalization of media 2280
  - direct/permanent hiring 501
  - disaggregation 1859
  - disaster-recovery plan 1814
  - discriminant validity 1490
  - disperse manufacturing network 368
  - distance 505
  - distance support staff 1184
  - distributed consulting 144
  - distributed IT projects 1723–1738
  - distributed software development (DSD) 1724, 1725, 1726, 1727, 1735
  - distribution cycle time 730
  - diversity training 1634
  - divest completely 129
  - DKM 629

- documentation 495
- DOEACC 1599
- domain knowledge 494
- domain of strategic supply network development 735
- domestic economic recovery 231
- domestic sourcing 131, 490
- door-to-door delivery 722, 730
- dual sourcing 150
- dyadic outsourcing arrangement 145
- dynamic adaptation 2164, 2181
- dynamic networks 732
- dynamic reconfiguration of enterprises 387–397
- dynamic scheduling 657, 660
- dynamic source routing protocol (DSR) 943
- dynamic updating 2183
- dynamic virtual organization 366
- E**
- EBSE approach for outsourcing contracts 2298
- e-business 853, 855, 863
- e-business application levels 866, 867, 868
- e-business models 1389
- e-business revolution 229
- e-business software 870
- e-business strategy 869
- e-business technologies 853, 854, 858
- e-business technologies, leveraging to achieve business agility 853
- e-commerce 920, 927, 1456, 1457, 1458, 1459, 1460, 1461, 1462, 1463, 1466, 1467, 1468, 1469, 1470, 1471
- e-commerce activities 896
- economic imperatives 1076
- economic webs 732
- economical IT 1998
- economies of scale 95, 494, 1337, 1833
- ECT 1795
- ED 1704
- Education for Students Overseas (ESOS) Act 1170
- efficiency 1382
- e-insurance 1456
- electronic business (e-business) 1379
- electronic commerce 920
- electronic data interchange (EDI) 697, 699, 783, 819, 1265, 1266, 1269, 1272, 1280, 1282, 1474, 2054
- electronic data systems (EDSs) 428, 475, 1704, 1810
- electronic government (e-government) 1360, 1369
- electronic marketplaces 1021
- electronic patient records (EPRs) 1252, 1254, 1255, 1257
- electronic portfolio 1179
- electronic prescription 1257
- electronic procurement 698
- elementary monitoring object 746
- emerging legal challenges 1073
- emotional challenges 499
- emotions 499
- employee outsourcing 1898
- employee turnover 1979–1983
- encryption 1813, 1827
- English is a second language (ESL) 1174
- enterprise alignment 1419, 1421, 1424, 1425, 1426
- enterprise application integrations (EAI) 85
- enterprise applications 929
- enterprise ASP 928
- enterprise computing 2302, 2303, 2306
- enterprise management 387
- enterprise network structure 732
- enterprise resource planning (ERP) 97, 684, 688, 697, 856, 929, 936, 1307, 1560, 1565, 1566, 1740, 2369
- enterprise service computing 71, 84
- enterprise service computing infrastructure, aligning business processes with 2164
- Entity Relationship Diagrams (ERDs) 2413
- entrepreneurs 1596
- environmental uncertainty (EU) 1486
- e-procurement 698, 1008
- equity holding deals 152
- e-retailer pricing 78
- ERNET 1599
- ERNET 1599
- ersonal digital assistants (PDAS) 1822
- e-services 78
- e-sourcing 2348
- e-sourcing, business value 2349
- establishing trust 2099
- Estonia 496
- European Union (EU) 103, 429, 515
- evaluate outcomes 491
- evaluate quality of supply network 736
- evaluate strategic supply networks 745
- evaluating outcomes 508
- evaluation 736
- evaluation criteria 748
- evaluation methods 748
- evidence based software engineering (EBSE) 2298, 2299
- evidential reasoning (ER) based approach 272
- evolving business models 2287
- e-work concepts, analysis 378
- e-work elements 381
- exact view 2191
- execution challenges 499
- exit node 2181
- expatriate friendliness 497
- expatriates 502
- expert systems (ES) 1565, 1566
- exploratory factor analysis (EFA) 1487, 1488
- export conditions 2268, 2272
- extended enterprise (EE) 366, 2365
- extended enterprises (EEs) 392, 1648
- extensible markup language (XML) 85, 371, 856, 2054
- external service providers 127, 489
- externalization 1199, 1200, 1201, 1202
- extranet Web sites 1820
- F**
- face-to-face (F2F) 1602
- face-to-face (F2F) interaction 1604
- face-to-face (F2F) meetings 432, 1587
- facilities infrastructure 500
- facilities management outsourcing 145
- facilities sharing 146
- faculty activities system 1114, 1121
- Family Hospital Corporation (FHC) 2031
- Farshore 101
- fastest time to market 493
- FDA 304
- Federated States of Micronesia (FSM) 1175
- film industry data and statistics 2283
- finance activities outsourcing, drivers 1859
- financial data 746
- financial distress 1337
- financial process outsourcing (FPO) 1979
- financial/economic risks 509
- first generation outsourcing oriented corporate models (FG-OOCM) 816
- first national bank (FNB) 611
- fix and keep in-house 127
- Flash Paper 1377

## Index

flexibility 857  
flexible GSD projects, requirements  
    analysis in 2406  
flexible sourcing 151  
focal company 1475  
Ford Motor Company 373  
foreign direct investment (FDI) 1299,  
    2220, 2254  
foreign procedures encouragement  
    1505  
Fotogenika 1284–1297  
fragmented industry structure 1249  
framework 426  
freight consolidation 730  
FUJITSU 516  
future outsourcing rank (FOR) 271  
fuzzy group decision-making (FGDM)  
    2113  
fuzzy logic (FL) 820  
fuzzy logic inferences per second  
    (FLIPS) 821

## G

gaming industry 1740  
General Electric 515  
general outsourcing 147  
genetic algorithm 660  
geographical borders 127  
geographical distance 132  
giga floating point operations per  
    second (GFLOPS) 821  
global activities 3  
global banking systems 2232  
global business process sourcing  
    (global BPS) 408, 409, 411,  
    416, 418, 422  
Global Command Center (GCC) 1045  
global competition 5  
global delivery 147  
global delivery model 145, 147, 505  
global development software opera-  
    tions 1728, 1729  
global economy 5, 229  
global ecosystem 75  
global employment market 2232  
global environmental issues 447  
global industry value chain 3  
global integrity 2192  
global IT outsourcing 231  
global IT Workforce 488  
global logistics system models 270  
global outsourcing index (GOI) 271  
global positioning system (GPS) 856  
global project management office  
    1728  
global reengineering, benefits 222

global reengineering, lessons learned  
    219  
global resource race, India and China  
    2255  
global SCM 679  
global software development (GSD)  
    837 1534–1556, 2405  
global sourcing 132, 1923  
global sourcing, current levels 1207  
global supply chain (GSC) 721  
global supply chain forum 686  
global supply chain model (GSCM)  
    269  
global supply networks 267  
global trade 1593  
global transparency 2192  
global understandability 2192  
global virtual team 895  
global-insourcing 490  
globalization 5, 267, 399–407, 426,  
    429, 680, 856, 1815, 1882  
globalization, with mobile business  
    398–407  
globalized economy 2084  
globally distributed teams 1657  
globally distributed teams, sharing  
    1656–1663  
global-outsourcing 490  
global-sourcing 490  
goal programming (GP) 708, 709  
goal-oriented network 365, 370  
goals 477, 869  
goals and strategies 477  
good business environment 354  
good software engineering practices  
    (GSEP) 1429  
Google 515  
governance 1369, 1593  
governance methods and models 2339  
governance structure 1250, 1256  
gray market informatics 2022,  
    2045–2051  
grid computing 930, 936, 2364  
grid services 2363  
grid technologies 628, 2364  
GSD, flexibility in 2407  
Guangzhou 516  
Guanxi 443  
Gurgaon 516

## H

HABIO framework 1148  
handcrafting traditions 1249  
hardware-based approaches 2072  
Harvard Business Review (HBR) 872  
health care organizational environment  
    1252

health care supply chain 1257  
healthcare data, analysis 1224  
healthcare industry, outsourcing  
    1223–1246  
healthcare records, management 1226  
heterogeneous computing services 86  
Hewlett-Packard 516, 2312, 2313  
hidden action 1830, 1832  
hidden costs 1340  
hidden information 1831  
hierarchical organization structures  
    1249  
hierarchy of finance activities 1857  
high-tech production cycles 1882  
Hindustan Computers Limited (HCL)  
    429  
HIPAA 2025  
histogram 1679, 1680, 1681, 1686,  
    1687, 1688  
historical perspective 474  
horizontal supply chains 857  
hosting SLA 1814  
hourly rate for developer 514  
How to insource from offshore 491  
HR consultancy firms 498  
Human Capital Theory 1216  
human resources (HR) management  
    494, 1847, 1871, 1877, 1879  
human resources information system  
    (HRIS) 1872, 1878, 1879  
hybrid organizational structures 732  
hybrid tree-based approaches 2073  
Hyderabad 516

## I

IBM 516  
IBM WBI Modeler, business-process  
    model in 2170  
ICT industry, international 2084  
ICT investment 2304, 2307  
ICT network 2082, 2087  
ICT products 2303, 2308, 2313  
ICT sector 2089  
ICT services 2306, 2308, 2310, 2312,  
    2313  
identification process 745  
implementation phase 488, 2166  
incentive theory 1837  
income distribution effects 173  
India 496, 1593  
India, why? 1216  
Indian government 616, 1218  
individual and team successes 508  
individualism 100  
indivisible rules 639  
induction training 503



- industrial district 367
- industrial partnerships 1597
- industry cluster 367
- industry structure 2268, 2271
- information accuracy 499
- information age to the conceptual age, transformation 2293–2301
- information and communications technology (ICT) 364, 427
- information communication technologies 1740, 1757
- information delay 856
- information distortions 1481
- information economy 1968
- information monopoly 520
- information security 1819, 1825
- information sharing 2103
- information systems (IS) 127
- information systems (IS) outsourcing 21
- information systems and technology (IST) 2100
- information systems processes 477
- information systems, evolution of 475
- information technology (IT) 158, 311, 426, 534, 696, 1360, 1392, 1448, 1741, 1754
- information technology outsourcing (ITO) 30, 230, 1140–1167, 2253
- Infosys 496
- infrastructure 497
- infrastructure development 324
- infrastructure weaknesses 1825
- innovation diffusion theory 972, 990
- insources work 490
- insourcing 102, 127, 490, 1335, 1706, 1874, 1875, 1876, 1878, 1879
- insourcing, domestic 490
- insourcing, total 129, 153
- integrated development environments (IDEs) 845
- integrated forwarding 1137
- integrated logistical center (ILC) 757
- integrated outsourcing 260
- integrated product development (IPD) 694
- integrated SC planning 864
- integrated scheduling 657
- Integrated Systems Solution Corporation (ISSC) 1704
- integrated value chain 458, 459, 465, 466, 467
- integration 2191
- integration capability maturity model (CMMi) 1812
- integration proposal 1724, 1726, 1727, 1735, 1737
- integrity 2192
- INTEL 516
- intellectual property (IP) 231, 255, 2285
- intellectual property rights (IPR) 494, 1144, 1218
- intelligent manufacturing system 656
- interagency public key infrastructure 1923
- interconnection 1049, 1053, 1059
- intercultural coaching 1627
- intercultural collaboration 1617–1647
- intercultural teamwork 1822
- interdependence 1483
- internal controlling instrument 2082
- internal negotiations 1766, 1771, 1772, 1774
- internal service providers 489
- internalization 1202
- international business (IB) 1924, 1925
- International Data Corporation (IDC) 167, 168, 438
- International Monetary Fund (IMF) 444
- International Organization for Standardization 1812
- international outsourcing 876, 2021, 2020–2028, 2045
- international subcontracting, concept 1925
- international subcontracting, strategic management 1924–1934
- International Telecommunication Union Telecommunication Standardization Sector (ITU-T) 1050
- International Trade Agreement (ITO) 11
- Internet 493
- Internet bandwidth 514
- Internet protocol (IP) 433
- Internet technology framework 816
- inter-organizational relationships (IOR) 410
- Interorganizational Relationship Theory (IOR) 2350
- interpretive structural modeling (ISM) 1957, 1961
- interviews 503
- intranet Web sites 1820
- introduction of conflict management 740
- inventory analysis agent (IAA) 665
- inventory carrying costs 730
- IOR, control mechanisms in 408, 409, 410, 414, 415, 416, 418, 424, 425
- IPD 694
- IPv6 1057, 1058
- irreducibility 2168, 2180
- irreducible facts 639
- IS department, future of 478
- IS departments, internal 127
- IS outsourcing decision processes 169
- IS research, research paradigms 21
- ISO 9000 1812
- IT 696
- IT benefits realization methodologies 1326, 1332
- IT consulting 78
- IT development offshoring 2214
- IT development offshoring, issues within levels 2215
- IT governance 1248
- IT infrastructure 1880
- IT Infrastructure Library (ITIL) 1447, 1448
- IT Insourcing 164
- IT investment evaluation methodologies 1325, 1332
- IT managers 629
- IT offshore outsourcing, project management issues 1839–1856
- IT outsourcing (ITO) 11, 165, 284, 1332, 1649, 1670, 1671, 1673, 1674, 1677, 1678, 1679, 1680, 1681, 1682, 1683, 1685, 1686, 1687, 1688, 1689, 1690, 1691, 1692, 1693, 1694, 1695, 1696, 1700, 1782–1789, 1841, 1916, 1923, 2157, 2347
- IT outsourcing practices 1324
- IT outsourcing risks 2338
- IT outsourcing, growing importance 2254
- IT outsourcing, motivation 1329
- IT process integration 1390
- IT processes 477
- IT resources 1872, 1873, 1875, 1876, 1877, 1878, 1879
- IT strategy 1390, 1872, 1878
- IT, and organization development 1419, 1420, 1421, 1422, 1423, 1424, 1426, 1427
- IT/IS offshore outsourcing, industry analysis 51
- IT-based business processes 477
- IT-driven manufacturing business 72
- IT-driven system deployment 87
- IT-enabled service (ITeS) 356

## Index

IT-enabled service industry 1073  
ITIL 1447, 1448, 1449, 1450, 1451,  
1452, 1453, 1454, 1455  
IT-supportive systems 83

## J

Java virtual machine (JVM) 1042  
joint solutions procurement 1370  
joint ventures (JV) 152, 200, 409, 411,  
419, 421, 422, 424, 1876  
Journey to New Lands 488  
just-in-time (JIT) 680, 1481, 2183

## K

KDDI 516  
key business processes 859  
key performance indicators (KPIs)  
2166  
KM strategy 1664  
KM strategy, challenges of 1664–1669  
KM success factor model 1959  
KM success factors 1954–1965, 1959  
KM, organizational performance 1956  
knowledge creation 1745, 1755, 1957  
knowledge management (KM) 629,  
1394, 1664, 1665, 1666, 1667,  
1668, 1955, 1956, 1957, 1958,  
1959, 1960, 1961, 1962, 1963,  
1964, 1756  
knowledge management (KM) tools  
913–916  
knowledge management (KM) tools  
decision tree 914–915  
knowledge management (KM) tools  
online help tool 914  
knowledge process outsourcing (KPO)  
1979  
knowledge processes 1798  
knowledge sharing (KS) 1745  
knowledge sharing, social aspects  
1659  
knowledge systems 1798  
knowledge transfer 495, 500, 1656–  
1663, 1958  
knowledge transfer, and defect control  
846  
knowledge transfer, collaborative  
technologies 1658  
knowledge worker 912, 917  
knowledge workers 1420, 1424  
knowledge-based economies 430  
knowledge-based trust 1585  
knowledge-based work 876  
Kodak effect 1064, 1069  
Kolkata 516

## L

labor-intensive services 75  
lackeys 99  
language 505  
language differences 98  
larger scale development 616  
lateral communication 841  
Latvia 496  
legacy system 2188  
legal consultants 498  
legal remedies (NC6) 1488  
Lewin's "unfreeze-change-refreeze"  
507  
LG ELECTRONICS 516  
life cycles 857, 1027  
life-long learning 1169  
Lifestream 847  
lights out processing 1861  
line of business (LOB) 1031, 1040  
Lithuania 496  
living forces 367  
local area network (LAN) 697, 698  
local government 1372  
local integrity 2192  
location-specific risks 1759, 1777,  
1778  
Logitech 1815  
long-term productivity 464, 466, 470  
LotusNotes 1820

## M

Malcolm Baldrige National Quality  
Award 1812  
manage change 499  
managed capacity 1064, 1066  
managed offshore facilities 147  
management communication 500  
management information base (MIB)  
1051  
management information system (MIS)  
1558, 1560, 1561, 1562, 1565,  
1567, 1568, 1569, 1570, 1571,  
1572, 1573, 1575, 1577, 1578,  
1579, 1580, 1581, 1582, 2413  
managerial outsourcing competence  
(MOC) 1790, 1792, 1793,  
1794, 1795, 1799, 1800, 1802,  
1803  
managing change 488  
manufacturability analysis agent  
(MAA) 665  
manufacturing flexibility (MF) 1490  
manufacturing goals achieved (MG)  
1487  
mapping 2194  
market conditions 731

marketing management 862  
marketing theories 160  
masculinity 100  
masculinity-femininity 2106  
mass customization 865  
material resource planning (MRP) 858  
materials company 2382  
mathematical formulation based ap-  
proaches 269  
mathematical modeling 272  
measurement of employee perfor-  
mance 508  
measurement of work quality and  
financial performance 508  
media 500  
media images 443  
mediator 663  
medical outsourcing, American per-  
spective 1506  
medical outsourcing, Indian perspec-  
tive 1507  
medical outsourcing, malpractice issue  
1508  
medical outsourcing, technological  
innovations 1509  
medical tourism 102  
Merkle Hash Trees (MHT) 2135  
MESOPYME 1438  
message exchange 1049  
meta-tool 599  
metrics 681, 694, 871  
MICROSOFT 516  
military-science-industrial complex  
2235  
mindset change 1515  
Misinterpreted body language 98  
MIT 1599  
MiTAK-SYNNEX Group 11  
mixed integer programming (MIP)  
model 270  
MMS model (multiple data owner-  
multiple clients-service pro-  
vider) 2059  
mobile business, and globalization  
398–407  
mobile commerce 433  
mobile data networking 433  
mobile Internet 1054  
mode 1706  
model transformation 2168  
modeling complex business processes  
85  
modeling of strategic supply networks  
735  
modeling phase 2166  
modular design 493  
modular organization design 1795

- modular sourcing 151
- monitoring dashboard 1704
- monitoring phase 2166
- MOTOROLA 516
- MS model (multiple data owner-service provider) 2059
- multi-agent system (MAS) 654–678
- multi-criteria decision making (MCDM) 275
- multicriteria decision making (MCDM) 708
- multicultural team 1621
- multi-jurisdictional 1073
- multimedia, multilingual network operating software (MISNOS) 817
- MultiMind 847
- multinational company (MNC) 1127, 1258
- multinational enterprises (MNEs) 1924
- multi-national organization 238
- multi-objective optimization 275
- multi-party business collaboration models (MBCMs) 566
- multi-party computation (MPC) 2070
- multiple data sale 2048
- multiple-supplier sourcing 150
- multi-sourcing 149, 150
- multisourcing 1705
- multi-sourcing continuum 127, 142
- multi-supplier outsourcing 150
- multi-vendor outsourcing 149
- Mumbai 516
- MU-MDI projects 2007
- N**
- Nanjing 516
- narrowcast 2046
- Nash solution 799
- National Institute of Standards in Technology (NIST) 1812
- national issue 1593
- naturity of associated processes 495
- nearshoring 131, 132, 133, 1860, 1861
- nearsourcing 912–913
- neo-liberalism 2235
- nested B+-Tree (NBT) 2074
- nested Merkle B+-tree 2074
- net generation 1171, 1185
- net-sourcing 138, 1705
- network economy 692
- network infrastructure 1813
- network management 1048, 1049, 1051, 1054, 1055, 1058, 1059, 1060, 1062, 1063, 1064, 1065, 1068, 1069
- network resource 1049
- network structures 732
- New Delhi 516
- new innovative processes 865
- node identifier (NID) 2137
- node-based XML document, transformation 2073
- node-splitting techniques 2169
- Noida 516
- non-core business processes 408
- nonfunctional adaptation 2180, 2181
- non-government organizations (NGOs) 1593, 1596
- normative contracts (NC) 1487
- North American Free Trade Agreement (NAFTA) 9, 10, 291, 307
- NPEGEL 1600
- NTT DOCOMO 516
- O**
- obsolescence 6
- ODBS 2055
- ODBS model, security issues in and outsourced XML databases 2056
- ODBS model, security-related research questions in the 2056
- ODBS models, overview of existing solutions to 2060
- OECD 682
- OEM 680, 689
- offered contract 749
- offshore country 489
- offshore development center (ODC) 245, 246, 1684, 1685
- offshore engineering and management (OEM) 2293, 2294, 2295, 2297
- offshore implementation team 497
- offshore insourcing 133
- offshore insourcing, big players of 514
- offshore insourcing, emerging destinations of 515
- offshore IT outsourcing 1841
- offshore IT professionals, availability of 495
- offshore outsourcing (offshoring) 2, 30, 91, 131, 133, 165, 283, 284, 340, 452, 489, 453, 490, 464, 466, 467, 471, 472, 473, 490, 815, 877, 1409, 1410, 1411, 1412, 1413, 1414, 1415, 1416, 1417, 2021, 2099, 2212
- offshore outsourcing, challenges of IT development in India and China 2257
- offshore outsourcing, in India 2255
- offshore software outsourcing 2099
- offshore, where to 491
- offshoring 2317, 2321, 2322, 2323
- offshore-insourcing 488, 490
- offshoring business performance 114
- offshoring in the pharmaceutical industry 1206–1222
- offshoring intensity, business-related determinants 110–125
- offshoring risks and concerns 1215
- offshoring, business costs of 114
- offshoring, business size and 113
- offshoring, concerns about 494
- offshoring, distribution 2285
- offshoring, financial risks 56
- offshoring, in India 2281
- offshoring, motivations for 2280
- offshoring, operational risk 54
- offshoring, personal 102
- offshoring, security problems of 2320, 2328
- offshoring, security risks 55
- offshoring, strategic risk 54
- offshoring, success factor analysis 56
- offshoring, what to insource from 491
- offshoring, why to insource from 491
- oil and gas industry 1743
- on-demand business 2180
- on-demand business environment 74
- on-demand computing 930
- on-demand service 138
- one-sided education 1249
- online (video) meetings 1822
- online retailing 866
- online shopping 2103
- onshore insourcing 133, 490
- onshore outsourcing (onshoring) 131, 133, 490
- onshore sourcing 131
- onshore-offshore rapport 508
- onshores work 490
- Open Grid Services Architecture (OGSA) 2366
- open source software (OSS) 876
- open system 1048
- operational framework 739
- operational procedures (NC8) 1488
- operations research 80
- operations support systems 1004, 1005
- optimal supply chain 657
- optimization phase 2166
- option to reverse 129
- order fulfillment 861
- order management agent (OrderMA) 664



## Index

- order-to-delivery cycle time 858
  - organization chart 501
  - organization development (OD) 1419, 1420, 1421, 1422, 1423, 1424, 1425, 1426, 1427
  - organization to organization 2108
  - organizational borders 127
  - organizational competitiveness 269
  - organizational learning 1754
  - organizational strategy 1381
  - original equipment manufacturing (OEM) 680, 689, 1473
  - out tasking 602
  - outsource partners 1811
  - outsource, what to 1
  - outsource, when to 8
  - outsourced database service (ODBS) model 2053, 2130
  - outsourced development center (ODC) 1004
  - outsourced governance, implications 2335–2346
  - outsourced projects 484
  - outsourced tree-indexed/XML data, query assurances for 2068
  - outsourced XML data trees, oblivious basic operations on 2067
  - outsourced XML database service (OXMLDBS) model 2052, 2055, 2066
  - outsourced XML databases, security issues in 2054
  - outsourcer, selecting an 1812
  - outsources work 490
  - outsourcing 91, 128, 158, 490, 602, 654, 730, 853, 857, 860, 864, 911–912, 917–919, 930, 934, 936, 1370, 1409, 1410, 1412, 1413, 1417, 1418, 1456, 1457, 1898, 1899, 1900, 1901, 1902, 1904, 1905, 1906, 1907, 1908, 1909, 1910, 1911, 1912, 1913, 1914, 1915, 2021, 2231, 2236, 2318, 2385
  - outsourcing and virtual teams 1954
  - outsourcing arithmetic 350–363
  - outsourcing as a natural evolutionary step 475
  - outsourcing business functions 168
  - outsourcing company 666
  - outsourcing contracts 474, 479, 483, 484
  - outsourcing contracts model (pay-later) 796
  - outsourcing database model, hosting-based 2053
  - outsourcing database model, housing-based 2053
  - outsourcing decisions 29
  - outsourcing expectations 2241
  - outsourcing finance and accounting (F&A) functions 12
  - outsourcing implementation 40
  - outsourcing IT work 434
  - outsourcing logistics from virtual logistics 754–762
  - outsourcing management agent (OMA) 664
  - outsourcing MIS 1814
  - outsourcing of customer care functions 12
  - outsourcing of finance activities 1858
  - outsourcing of human resource (HR) functions 12
  - outsourcing of information technology functions 11
  - outsourcing of pharmaceutical functions 12
  - outsourcing overview 1840
  - outsourcing partners, selection of 1811, 1821
  - outsourcing reasons 352
  - outsourcing research 161
  - outsourcing software development 1815
  - outsourcing teleradiology at FHC, case study 2031
  - outsourcing trade-offs 2341
  - outsourcing vendor(s) selection 1000
  - outsourcing, advantages of 34
  - outsourcing, best-of-breed 476
  - outsourcing, body shop 140
  - outsourcing, business process (BPO) 21, 140, 159, 164, 188, 189, 271, 284
  - outsourcing, business process (BPO) 409, 412, 419, 422, 428, 432, 438
  - outsourcing, determinants and drivers 342
  - outsourcing, domestic 490
  - outsourcing, extent and implications 343
  - outsourcing, information systems 475
  - outsourcing, IT 534, 535, 536, 537, 541, 547, 548, 550, 552, 553
  - outsourcing, large-scale 161
  - outsourcing, management of 38
  - outsourcing, managing 481
  - outsourcing, nearshore 2, 131, 133
  - outsourcing, research in 19–28
  - outsourcing, risks of 8, 35
  - outsourcing, strategic 258, 708
  - outsourcing, tactical 153
  - outsourcing, total 129, 153
  - outsourcing, traditional 153
  - outsourcing, transformational 154, 1202
  - outsourcing, transitional 142, 154
  - outsourcing, types of 353
  - out-tasking 102, 153
  - ownership 101, 1706
  - OXMLDBS models 2054, 2069
  - OXMLDBS models, state-of-the-art approaches to security issues in 2065
- ## P
- P2P architecture 627
  - P2P computing 628
  - Palau Community College (PCC) 1183
  - partnership 152
  - pay difference 2231
  - pay-later 797, 798
  - payments 1106
  - pay-now 796, 798
  - peer-to-peer (P2P) 579, 619
  - Peregrine 1809
  - performance criteria and metrics 1808
  - performance levels 1813, 1814
  - performance metrics 1807
  - performance specifications 1807
  - permanent hiring 501
  - personal data 2020–2028, 2045
  - personal digital assistants (PDAs) 1822
  - Pfizer Global Pharmaceuticals (PGP) 1040
  - pharmaceutical industry offshoring 1206–1222
  - physical distribution 730
  - picture archiving and communication systems (PACSs) 1252, 1257
  - pilot project 616
  - piracy 876
  - PIR-like protocols 2134
  - plan conversion of material strategies 742
  - plan strategic demand 736
  - political climate and support 497
  - political-economic philosophy 2235
  - Porter's 5 Forces 1146
  - power distance 100, 2104
  - power politics theory 973, 991
  - practice incident response 2041
  - price satisfaction 78
  - principal-agent 1830, 1831, 1836, 1837
  - PRISMS 1437

- prison operations at Televerde, first person case study 1192  
 privacy 1921  
 privacy concerns 2056  
 private information retrieval (PIR) 2134  
 privatization 282, 285  
 process analysis 870  
 process graph 2166, 2168  
 process innovation 857  
 process planning agent (PPA) 665  
 process reengineering 94  
 process-based approach 1918, 1923  
 processes 500  
 processes, national differences in 1249  
 procurement 860, 1370  
 procurement function 1008  
 procurement management 1844  
 procurement systems 1011  
 procurement vs. purchasing 1010  
 product design 860  
 product launch flexibility 691  
 product range 746  
 product-definition management (PDM) 860  
 production costs 285, 1067, 1348  
 professional services outsourcing 452, 453, 457, 458, 459, 471, 473  
 professional virtual community (PVC) 368, 370  
 program activity matrix 1178  
 project allocation 1727, 1730, 1734, 1738  
 project execution 2006  
 project management 1842  
 project management information system (PMIS) 1820  
 Project Management Institute (PMI) 873  
 project management office (PMO) 246  
 project management outsourcing 150  
 project management skills 495  
 project management tools 1822  
 proof of completeness 2057  
 proof of correctness 2057  
 proof of freshness 2058  
 proprietary software 879  
 protecting patient information 2029–2044  
 protocol 1048, 1049, 1050, 1051, 1052, 1053, 1054, 1055, 1056, 1057  
 prototype implementation of SSND 750  
 prototypes 433, 750  
 Psychological Contract Theory 2350  
 psychological contract, applying the perspective of 2351  
 psychological contracts 1703, 1709, 1711  
 public marketplaces 865  
 public policy theories 160  
 public-private partnership (P3 or PPP) 1299, 1370  
 Pune 516  
 purchasing policy 737  
 purchasing price (NC9) 1488  
 purchasing strategy 736
- Q**
- qualitative reasoning based approaches 270  
 quality function deployment (QFD) 1432  
 quality management 1848  
 quality models 1812  
 quality of life 497  
 quality of service (QoS) 939, 1048, 1050, 1056, 1059, 1153, 2180  
 quality processes 1812  
 quality standard 2082  
 quantity flexibility (QF) 693  
 query assurance 2052, 2057, 2077  
 query assurance, ensuring 2062
- R**
- radio frequency identification (RFID) 432, 856  
 Raytheon Six Sigma 681  
 really simple syndication (RSS) 1377  
 real-time delivery 138  
 recorded music offshoring 2285  
 recruitment 503  
 recruitment & induction training 503  
 reengineer, selecting a process 216  
 reengineer, visualizing the process 218  
 reference model 731, 734  
 reference models as a technique 734  
 registry server agent (RSA) 664  
 regular expression (RE) 2170  
 regular expression language (REL) 2171, 2181, 2182  
 regulatory frameworks 1073  
 regulatory policy 1267, 1268, 1276, 1278, 1279  
 rehabilitation and return strategy 142  
 related model-transformation methods 2169  
 relational contract theory (RCT) 2350  
 relational dimension 584  
 relationship management 1382  
 relationship step model, towards development of 2350
- relative advantage 1267, 1269, 1270, 1278  
 remote control and virtual management 1825  
 remote diagnosis 1230  
 repatriates 515  
 request for proposal (RFP) 482, 1101, 1370  
 requests for quotation (RFQ) 698  
 required proximity 1524, 1525  
 requirements change management 495  
 rescheduling 668  
 research labs 515  
 research process outsourcing (RPO) 1979  
 resilience 1077  
 resource dependency theory 159  
 resource-based view (RBV) 159, 1474, 1477, 1480, 1794, 1806  
 response times 1808, 1814  
 responsiveness 685  
 return-on-investment (ROI) 854, 855, 1678  
 revenue model 232  
 revenue sharing 1063  
 rhetoric 1609, 1610, 1616  
 right sourcing 151  
 risk 1831, 1832, 1833, 1835  
 risk exposure 285  
 risk factors 241, 1823  
 risk management 739, 857, 1385, 1540–1556, 1708, 1759, 1760, 1762, 1763, 1775, 1778, 1780, 1825, 1849  
 risk mitigation strategies 1073  
 role of prisons in offshoring, human rights perspective opposition 1194  
 role of prisons in offshoring, security issues opposition 1195  
 root passwords 1906
- S**
- salary arbitrage 165  
 sales and operations planning 861  
 Samsung Elec. 516  
 San Diego State University (SDSU) 1175  
 SAP 2313  
 SC visibility 863  
 scalability 493  
 scanner 188  
 scheduling agent 663, 666  
 science, engineering, and technology (SET) 1595  
 science-military-industrial complex 2232

## Index

- SCM businesses processes 858
- scope management 1843
- search tree, oblivious operations on
  - outsourced 2066
- secure and efficient storage 2058, 2064, 2078
- secure and efficient storage model 2052
- secure auditing 2052, 2058, 2064, 2077
- secure multi-party computation-based approaches 2070
- security 1807, 1813, 1815
- security architecture 1827
- security breaches 1824
- security consultants 1825
- security framework 1826
- security implications of outsourcing clinical services 2030
- security procedures 1826
- seed selection 658
- selective outsourcing 1335
- selective sourcing 129, 151
- selling management 862
- semantic data model 749
- semantic data model for purchasing goods 743
- semantic heterogeneity 2190
- semi-XMLDBS model 2065, 2066
- service availability 1059
- service level agreement (SLA) 84, 96, 98, 252, 324, 482, 1067, 1692, 1808, 1809, 1813, 1815, 1817, 1923, 2165, 2188, 2193
- service life cycles 4
- service performance management 1920
- service providers 39
- service quality 160
- service-business modeling 76
- service-delivery models 79
- service-enterprise engineering 71
- service-enterprise-engineering research 76
- service-line capabilities 497
- service-oriented architectures (SOAs) 82, 782, 930
- service-oriented business 71, 76
- service-oriented business components based on business-domain functions 81
- service-oriented business value net 75
- service-oriented component-network architectural model 82
- service-oriented enterprise 81
- service-oriented IT 81, 86
- service-oriented IT computing architecture 81
- service-oriented IT systems 85
- services design and engineering 78
- services design and engineering processes 78
- services innovations framework and modeling 79
- services modeling and innovation framework 79
- services offered and the industries targeted 517
- services offered by Infosys 517
- services operations 79, 80
- services operations and management 79
- services, additional 797
- services-enterprise engineering 74
- services-led total solution 77
- shadow economy 2232
- Shanghai 516
- shared service center 1201
- SHENYANG 1261
- Shenzhen 516
- shoring strategies 129
- short-term orientation 100
- shrinkage in product 4
- Siemens Corporate Research 1534–1556
- simple object access protocol (SOAP) 86
- simulation phase 2166
- single european electronic market (SEEM) 1023
- site specificity (SSI) 1488
- skilled professionals 515
- SLA, application 1814
- SLA, network 1813
- Slashdot 1899
- small and medium enterprises (SMEs) 679, 682, 818, 1098
- Small Business Federation (SBF) 1103
- smart sourcing 151
- Smithsonian Institute 611
- SMS model (single data owner-multiple clients-service provider) 2059
- SOAP (simple object access protocol) 856
- social capital 1392, 1394, 1396
- social capital theory 1392
- social constructionist view 894
- social effects 174
- social exchange theory 972, 990
- societal, political, and ethical factors 6
- Society for Information Management (SIM) 169
- socioeconomic issues, India 1865
- socioeconomic issues, U.S. 1867
- socio-economic status 1594
- soft financial analysis 1155
- software as a service 2302, 2303
- software configuration management (SCM) 1403
- software development 1344
- software development company (SDC) 610, 611
- software development distribution model 1730, 1733, 1735
- Software Engineering Institute (SEI) 525, 1812, 1813
- software engineering principles to OEM 2295
- software exports 514
- software process 1428
- software process assessment 1428
- software process improvement 1428
- Software Process Matrix 1432
- software quality 1428
- software tools 1825
- software-as-a-license approach 930
- software-as-a-service (SAAS) 138, 206
- software-as-a-service model 929, 930
- source code 432
- sourcing decision 1257
- sourcing management system 1022
- Specialist ASP 928
- specify the contract terms 746
- Spedition Chur AG (SCA) 1125–1139
- Speech Acts Theory 848
- spin-offs 151, 1336
- spiral effects 174
- spot checks 1809
- SPSS, definition 1332
- SRM processes 867
- SS model (single user-service provider) 2059
- staff concerns on offshoring 499
- staffing budget 501
- staffing projection 501
- stage model 1117, 1122
- standardization 94
- state machine controller (SMC) 2174
- stochastic dynamic programming formulation 270
- strategic alliance 152, 733, 2392
- strategic alliances, as a process 2393
- strategic decision making 267
- strategic demand planning 735, 736, 737, 740
- strategic imperatives 1075
- strategic management theories 160
- strategic networks 732, 1013

- strategic objectives 2385
- strategic outsourcing 708
- strategic partnership 1837
- strategic sourcing 152, 860
- strategic supply network 733
- strategic supply network development (SSND) 731, 734, 735
- strategic supply network modeling 736, 744, 746
- strategic supply network qualification 736
- strategic supply networks 749
- strategic supply networks, identification of 748
- strategic supply-chain design 861
- strategic-level managers 518
- strong professional culture of medical care person 1249
- structural dimension 582
- structured query language (SQL) 1565, 1566, 1576
- student management system 1114
- student planning system 1116
- student portal 1179
- subcontracting 2232
- subcontracting relationship range 1929
- subject matter expert (SME) 1537–1556
- subsidiary 127
- SUN Microsystems 2313
- supplementary services 1066
- supplier 127, 489
- supplier generated data 746
- supplier management agent (SMA) 663–664
- supplier manager 1542–1556
- supplier relationship management (SRM) 858, 1200, 1205
- supplier source selection 1813
- supplier's specific investments (SSI) 1487
- supply chain collaboration 722
- supply chain management (SCM) 654–678, 679, 686, 710, 722, 854, 858, 1205, 2087
- supply chain map 2156, 2159, 2162
- supply chain performance 691
- supply chains (SCs) 366, 708, 853, 1008, 1009, 1012, 1013, 1014, 1015, 1018
- supply network modeling 747
- supply network, improve quality of 736
- supply opportunity analysis technique (SOAT) 680
- supply chain design 861
- supply chain dynamics 857
- supply chain management (SCM)
- supply chain operations 853
- supply chain plan 708
- supply chain planning 708
- supply chain practices 707
- supply chain processes 707
- supply chain redesign 865
- supply push model 432
- supporting sales and operations planning (S&OP) 858
- survey research, definition 1332
- swift trust 1584
- SWOT analysis 1146, 1304
- system dynamics 1476
- system dynamics 684
- system dynamics modeling (SDM) 2165
- system integrity 2193
- systems life cycle 4
- T**
- tacit knowledge 580, 1754, 1755
- Taiwan-Direct-Shipment 730
- talent pool/skills 497
- target culture 1616
- target performance data 746
- target suppliers 746
- Tata Consultancy Services 505
- tax evasion 2232
- TCS 505
- Technical Infrastructure 500
- technique for order performance by similarity to ideal solution (TOPSIS) 2115
- technological innovations 6
- technology acceptance model (TAM) 534
- technology adoption 921
- technology capability 1267, 1269, 1278
- technology obsolescence 1065
- technology transfer 1823
- technology transfer block exemption (TTBE) 1823
- Technology/Infrastructure risks 508
- technology-organization-environment (TOE) model 1264, 1265, 1266, 1267, 1278, 1279, 1280
- Telcordia Technologies 997
- telecommunications (TLC) 312, 1815
- TELEFONICA 516
- telemarketing 1345
- teleworking 1967
- template-based model-to-code or model-to-model transformation 2169
- testing, high stakes 904, 908
- testing, low stakes 904, 908
- testing, proctored 902, 904, 905
- text expansion 1616
- The Former Soviet Union (FSu) 319
- theoretical construct 734
- theory of swift, even flow 1484
- third generation (3G) wireless technology 1058
- third party logistics (3PL) 10, 721, 730
- Tianjin 516
- time management 1846
- time zones 132
- timeframe 1706, 1707
- timeliness 1382
- time-zones 505
- tolerance 500
- total outsourcing 1335
- total quality management (TQM) 2084
- trading process network (TPN) 102
- transaction cost analysis (TCA) 1477
- transaction cost economics (TCE) 388
- transaction cost theory (TCT) 159, 230, 233, 971, 988, 1013, 1060, 1067, 1068, 1474, 1480, 1672
- transaction costs 165, 285
- transformation goal 2168
- transition 500, 2236
- transition assistance 154
- transition assistance strategy 142
- transparency 506, 1382
- transparency in communication 2099
- Transport Accident Commission (TAC) 1379
- tree-based index structures 2065
- triangular fuzzy number (TFN) 2115
- trust 505
- trust building 2103
- trusted third party-based approaches 2071
- two speed Europe 1792
- two-terminal regio 2181
- 24-hour knowledge factory 452, 454, 464, 465, 466, 467, 471, 472
- 24-Hour Knowledge Factory 836
- 24-hour knowledge factory, barriers to 464, 466, 469
- 24-hour knowledge factory, critical success factors of 465
- U**
- U.S. Patent and Trademarks Office 303
- U.S. prison labor, benefits 1195

## Index

UGC 1600  
unbundling 2189  
uncertainty avoidance 100  
unemployment effects 172  
Unfair Contract Trams Act 1977  
    (UCTA) 1823  
United Nations (UN) 444  
universal description, discovery, and  
    integration (UDDI) 86  
University of California San Francisco  
    (UCSF) 100  
untrusted server 2055, 2065, 2067  
user information satisfaction (UIS)  
    2415  
user privacy 2052, 2057, 2077, 2131,  
    2133, 2134, 2136, 2139  
user privacy, ensuring 2061  
user's remote database access-based  
    classification 2058  
utility computing 929, 933, 936  
Utilizing the Global IT Workforce 488

## V

value chain 3, 266  
value proposition 923  
value webs 732, 733  
value-added outsourcing 155  
value-added replenishment programs  
    866  
value-driven implementation method-  
    ology 871  
variable precision fuzzy rough set  
    (VPFRS) 2113, 2115  
VE integration 1021  
VE paradigm 1021  
vectorization 2076  
vendor 127, 489, 798  
vendor lock in 2343  
vendor managed inventory (VMI)  
    684, 866, 1479  
vendor perspective 1760, 1761, 1762,  
    1770  
vendor selection criteria 482  
venture capital 1409  
vertical coordination 1482  
vertical integration 266, 857

vertical market ASP 928  
vertically integrated enterprises (VIEs)  
    392  
virtual and temporary network-compa-  
    nies 733  
virtual campus 1180  
virtual classroom 1171  
virtual clusters 1021  
virtual communities 2045  
virtual community 1257  
virtual corporation and logistics, fea-  
    tures 758  
virtual distance model (VDM) 1602  
virtual enterprise (VEs) 366, 1020,  
    2365  
virtual government 366  
virtual industry cluster (VIC) 1023  
virtual integration (VI) 1484, 1487  
virtual laboratory (VL) 367  
virtual learning environments (VLEs)  
    1168, 1169  
virtual logistics centers (VLC) 758  
virtual logistics from outsourcing  
    logistics 754–762  
virtual networks 732  
virtual organization (VO) 366, 370,  
    940, 942, 1284, 1285, 1286,  
    1287, 1288, 1292, 1293  
virtual private networks (VPNs) 135,  
    206, 2366  
virtual team (VT) 366, 368, 370,  
    1621, 1967  
visas 494  
visibility 857  
visitor pattern 2169  
visual communication 1610  
VO breeding environment (VBE) 367,  
    370  
voice over IP (VoIP) 432  
volume business ASP 928  
volume flexibility 691  
Voluntary Inter-industry Commerce  
    Standards (VICS) Association  
    687, 723

## W

waiting mode 493  
weak customers 1249  
Web service description language  
    (WSDL) 86, 856  
Web services 82, 86, 934, 936  
Web services, government 784  
Web-based applications 1456  
Web-based survey 947, 948, 949, 950,  
    951, 952, 953, 957, 959, 961,  
    962, 963, 964, 965  
WebSphere Business Integration  
    (WBI) 2170  
why, when, and what to outsource 1  
wide area network (WAN) 135, 206  
Wipro 505  
wireless application protocol (WAP)  
    856  
wireless grid 937, 938, 939  
WOGITIOI 2240  
word-of-mouth 1104  
work processes 506  
work-family conflict 2234  
work-flow automation 864  
workflow management system  
    (WFMS) 2366  
Working Conditions 1595  
work-permits 494  
World Health Organization (WHO)  
    306  
World Trade Organization (WTO) 435

## X

Xceed 1298–1323  
Xiamen 516  
Xian 516  
XML documents, authentic publication  
    of 2065

## Y

Y2K 10