

Index

A

access barriers 1410
 access, inequalities in 395, 396
 access, limits to 2714
 access, of digital divide (ADD) 3505
 accessibility, to technology 1808
 accounting information systems 909
 activity based costing (ABC) 1359
 activity system 1832
 activity theory 1831
 adaptation, delayed 2877
 adaptation, immediate 2877
 advertising 1617
 advice network 897
 aerial photograph 968
 Africa 173, 1681, 2186
 Africa, Internet access 867
 Africa, least developed countries 2929
 Africa, sub-Saharan 2764
 Africa, women and IT in 1681
 African Arab Islamic Bank (AFAIB) 788, 791
 agent-based modeling 3289
 Akruti 1828
 Alcatel Telemedicine Network in Senegal 929
 Al-Fagih, Dr. Saad 403, 406
 alliance networks 2993
 alliance, horizontal 1623
 alliance, vertical 1622
 Amazon.com 2724
 American depository receipts (ADR) 3305
 Americans with Disabilities Act (ADA) of 1990 539, 3399

analogue divide 3150–3158
 analytic hierarchy process (AHP) 1206, 1223
 analytical model 915
 Anan, General Kofi 157
 Andean Community of Nations (CAN) 3243
 Apache 1008, 1111
 Apache Axis 946
 Apache case study 713–721
 application service provider (ASP) 2321, 2777
 application software 3005
 Arab world 3250
 Arab world, and democratization 1461–1462
 Arab world, women and ICTs 3806–3816
 Arab, women 3806
 area development program (ADP) 2481
 assimilation 410
 astronomy 3151
 Australia 1657, 3600
 Australia, and e-publishing 1616
 Australia, digital divide in 3374
 Australia, WBE in 1176–1198
 Australia, Western 3571
 Australian Federal Government Outsourcing Initiati 2951
 Australians, indigenous 1886
 authentication 56
 authentication, online 57
 authentication, personal computers 56
 authentication, smart card 56
 authentication, tele-procedure 57
 Authoring Tool Accessibility Guidelines (ATAC) 2279
 authoritarianism 1461
 automated processing 914

automated software failings 2280
automotive industry, and e-business 1480–1498
automotive industry, Germany 512
autonomy 1021
autonomy, domestic 2331

B
back office 1450, 1633
Baltic states 3786
bandwagon mechanism 1113
bandwidth 1411
Bandwidth Barn project 633–637
Bangladesh 103, 2035–2042
Bangladesh, and tourism 728
Bangladesh, e-development 722–731
Bangladesh, healthcare in 726
Bangladesh, Internet usage 725
Bangladesh, mobile network development 724
banking 3412
banking services 1532
banking services, and perceived risks 1532–1549
Bazaar 887
Becker Professional Review 1938
Becker Professional Review, Egypt 1945
below poverty line (BPL) 3587
benchmark model 2841
benchmarking 3789
Benin City 3820
betweenness centrality 899
billing service 994
Blackboard 227
blended learning 1353, 2206
blue collar 1426
Blue Connect 3601
Bluetooth 3598
Bobby test 2284
brain drain 3811
branding 436
Brazil 3600, 3785
Brisbane City Council (BCC) 3511
British Telecom (BT) 1295
broadband connection 982
budget management 1562, 1564
budgets 1361
bug reporter 3751
Bugzilla 644–654
build-to-order (BTO) 1258
business alliance 3424
business consulting services 3005
business continuity 3482
business continuity, challenges in global supply chains 2618–2632
business cooperation contracts (BCC) 1168
business ecosystems 2650
business information systems management 2599
business intelligence 1359, 1364, 1366, 1481
business model framework 3

Business Model Handbook (BMH), for developing countries 8
business process outsourcing (BPO) 1058, 2776, 2993, 3635
business process reengineering 2465
business reengineering 2601
business strategies 2308
business structure 1021
business to business (B2B) 53, 324, 417, 1257, 1760, 2678, 2684, 3573
business to consumer (B2C) 155, 324, 417, 1257, 2678
business transaction 3413
business to business (B2B), e-process 1867
business-to-employee (B2E) 1760
business-to-government (B2G) 2684

C
calibration error 2843
call centres 1450
Cambodian youth 3447
capabilities model 2895
capability justice 2894, 2899
capacity lost cost (CLC) 1267
Cape Town 633–637
capital asset pricing model (CAPM) 3304
capitalism 3084
care-based thinking 3106
Caribbean, and the information superhighway 2983–2991
Caribbean, businesses 2985
Caribbean, e-commerce challenges 2685–2693
cascading style sheets (CSS) 549, 2278
cash infusion 2695
CawdNet 2049
cellular service 1168
census 1886
centralization 2331
Centre for Information Technology Research, Education and 2484
Centre for the Development of Telematics (C-DOT) 1170
certified public accountant (CPA) 1939
Chameleon 1009
change agents 1434
change management 1632, 3421
channel disintermediation 2987
chat room 2453, 3194
chemistry 3151
chief executive officers (CEOs) 2697
Chile 3600
China 153, 804, 1932, 3593, 3786
China, and enterprise informatization 1400
China, digital government 2018
China, Microsoft and Linux 1369
China, multinationals in IT development 1932
China, SMEs in 1390
China, Web-based data collection in 1985–2005
CITRED 2484

Index

- City University of Hong Kong 150
civic engagement 1462
classification systems, Anglo-American 665–670
classroom, globalized 2520
classroom, traditional (face-to-face) 1309
Clearing House Interbank Payment System (CHIPS) 3523
cluster identification 3421
cluster revenue models 3421
cluster-based e-transformation 3411
clustering dynamics 630–637
COBOL 833
coding 57
cognitive complexity theory (CCT) 3181
cognitive disabilities 3398
collaboration networks 3283
collaborative commerce 3235
collaborative planning, forecasting, and replenish 1258
collaborative transportation management (CTM) 1255
collegial organizations 889
Combitech Systems AB 877
command language grammar (CLG) 3181
commerce 994
CommonGIS 1005
communication 538
communication standards 504
communication technologies 3224, 3783
communication, cross-borders 425
communication, online 1797
communication, two-way 418
communication, written 3226
community 1279
community access 993
community computing 1353
community development 2406
community GIS 1003
community of practice (CoP) 1600, 3747
community online access centres 1889
community online access centres, government service delivery 1891
community, definition of 2452, 3014
community, traditional 3014
community, transformation of 3015
community, virtual 3015
company maturity 2313
comparative advantage 2744, 2869
compatibility 930
competitive advantage 2331, 2601, 2647, 2713, 2869, 3632
competitive edge 2316
competitive forces model 2316
competitive strategies, and global management 2645–2659
competitiveness 3634
competitor 2317
complex artifacts 449
compound annual growth rate (CAGR) 2774
Computer Aid International (CAI) 2289
Computer Education Trust (CET) 2289
computer literacy 2406
computer science 3151
Computer Sciences Corporation (CSC) 1358
computer skills 3168
computer support committees (CSC) 1825
computer-aided drafting (CAD) 969
computer-aided instruction (CAI) 732
computer-assisted animation 1450
computer-training camps 3590
confidentiality 1162–1166
configuration-to-order (CTO) 1258
connection speed 982
constructivism 2523, 2526
constructivist 2525
constructivists 396, 397
consumer preferences 340
consumer to business (C2B) 2678
consumer to consumer (C2C) 53, 2678
contract hiring 3791
Conway's law 457
coordination by authority 1114
COPYLEFT 1370
COPYRIGHT 1370
CORBA™ 199
core competence 2765
corporate renewal 2649
correspondence model 1177
corruption 3430
cost-benefit analyses 1367
cost-of-equity values 3299
country of origin 2869
course instructor / teacher 735
course materials, and language 745
Covisint 1491
credit cards 2986
cross-cultural issues 3228
cross-cultural pedagogy 2521
cross-university collaboration 1132, 1140
cultural assumptions 982
cultural background 984, 3140
cultural colonization 3139
cultural diversity, challenges 2660–2676
cultural dominance 2897
cultural feasibility 1361
cultural identities 68
cultural imperialism 2891
cultural information 2889, 2896, 2899, 2903
cultural information, access to 2897
cultural novelty 2637
cultural significance 3225
cultural space 2346
cultural tradition 3140, 3141, 3142
cultural values 3222
culture 336, 401, 2309, 2599, 2715, 3127, 3129, 3140, 3141, 3142, 3204–3216
culture shock 2637

culture shock, reverse 2637
culture, barriers 431
culture, China 159
culture, corporate 3115
culture, cosmopolitan 1447
culture, in developing countries 3319–3327
culture, India 162
culture, information 3274
culture, local 3204, 3212, 3214, 3216
culture, national 526, 3732
customer experience 3115
customer information, storage of 261
customer preference 258
customer relationship 6
customer relationship management (CRM) 270, 320, 1126, 1153, 1481, 1615, 2319, 2224
customer satisfaction 1222, 1619, 2750
customer service 1153
customer service enhancement 3219
CVS6, analysis of 888
cyber café 485
cyber crime index (CCI) 2750
cyberbanking 3348
cybercafé 3365
Cyberport Institute of Hong Kong 150

D

Dallmayr, Fred 3207, 3213, 3215
Dallmayr, Jeff 3207
data analysis 398
data gathering 3511
data input 968
data integrity 1082
data manipulation and analysis 968
data mining 1355, 1359, 1364, 2651
data output and display subsystem 968
data ranking 21
data reconciliation 1025
data storage and retrieval 968
data transformation 914
data warehouse 908, 1355, 1359, 1364
data warehouse development 916
data warehousing 915, 2651
Debian-Women project 3360
decision model 1358
decision support systems (DSS) 1364, 1860
decision support tools 909
decision-making culture 911
democracy 2170, 3084, 3131, 3132, 3430
demographics 2508
denial of service (DOS) 1163
Denmark 1044, 2054–2071
Department for International Development (DFID) 2289
descriptive decision models 1364
design patterns 561
design-for-all paradigm 539

developing countries 281, 2159, 2682, 2890–2904, 3126, 3127, 3129, 3130, 3133, 3135, 3136, 3137, 3138, 3139, 3142, 3147, 3319–3327, 3632, 3820
developing countries, and data collection 1988
developing countries, and e-business 3062–3090
developing countries, and e-commerce 1499–1519
developing countries, democratic governance in 2178–2195
developing countries, e-government in 1550, 2178–2195
developing countries, technology protection in 1369
developing countries, vs. developed 2010
developing nations, and outsourcing 2746
developing world 2181
developmental software 3587
Dewey Decimal Classification (DDC) 665–670
diffusion of innovation theory (IDT) 2263
digital access index (DAI) 3258
digital citizen 108–115
digital democracy 1432
digital divide 1–11, 61–71, 102, 125, 374, 394, 395, 396, 400, 401, 405, 406, 754, 759, 1353, 1669, 1958, 2242, 2438, 2452–2462, 2507, 3067, 3127, 3129, 3134, 3136, 3142, 3145, 3167, 3250, 3258, 3571, 3585, 3806, 3817
digital divide index (DDI) 64
digital divide, a feminist perspective 2963–2982
digital divide, and cultural diversity 3013–3024
digital divide, and e-government 2202
digital divide, and epistemic value theory 3091–3104
digital divide, and gender 1440–1450, 1701
digital divide, and India 1440–1450
digital divide, and literacy 1701
digital divide, and minorities 3274–3280
digital divide, and racial segregation: 1701
digital divide, and seniors 2379–2395
digital divide, and social capital 126
digital divide, and the U.S. 130
digital divide, bridging the 2115
digital divide, effects of 2459
digital divide, first 496
digital divide, gender 3119–3125
digital divide, global 2172, 2637, 3204–3216
digital divide, human dimension of 3503–3519
digital divide, in a women's community 2144
digital divide, in Africa 173
digital divide, in Australia 3374–3390
digital divide, in California 127
digital divide, in Estonia 1423–1430
digital divide, in the country 400
digital divide, internal 3259
digital divide, international 1667
digital divide, moral status 3054
digital divide, narrowing the 1806
digital divide, philosophical approaches to 3328–3344
digital divide, rural 3380, 3386, 3387

Index

- digital divide, second 496
digital divide, senior citizens 375
digital divide, social & ethical implications 3048–3061
digital divide, socialising of 2495
digital divide, solutions to 1701
digital divide, university/community partnership 2043–2048
digital gap, in Latin America 3243–3249
digital government 125, 1463, 2008
digital government, in remote locations 139–147
digital government, international efforts 1466
digital inequality 3505
digital information 2963
digital library (DL) 662
digital malpractice 3077
digital media 111
digital nervous system 1624
Digital Promise Project (DO IT) 2385
digital revolution 3572
digitalization, of bad practices 3062–3090
digitalization, of malpractices 3077
Disability Discrimination Act 2276
Disability Rights Commission 2275
disaster recovery 1358
disease prevention 726
dissidents 400, 403, 404, 406
distance education 355, 1176
distance education, in small island nations 2159–2169
distance learning 497, 1177, 1795
distance learning, and the Internet 1796
distance learning, in Hong Kong 148–152
distributed denial of service (DDoS) 1588
distributed knowledge management (DKM) 2558
distributed software development (DSD) 2851
distributed team 2634
distribution channel 929
distribution of work 888
Dito 1005
divergence 1111
diversification 2645
diversity 3032
diversity, cultural 3013–3024
don contre-don model 887
dot-com crash 2725
dualism 2969
dynamical simulation models 698–721
- E**
e-auction 1489
e-Bario project 2117
EBSCOhost 29
e-business 2314
e-business, China 158
e-business, global alliances 3217–3230
e-business, in developing countries 153–171
e-business, India 160
- e-business, research in small businesses 180–188
e-Choupal 1508
Ecole Centrale Paris (ECP) 890
e-commerce 334
e-commerce diffusion 239
e-commerce, Asia 173
e-commerce, authenticity 56
e-commerce, cryptography 57
e-commerce, in developing countries 52, 172–179
e-commerce, in least developed countries 359–369
e-commerce, security 52–60
e-commerce, success framework 243
Economic Monetary Union (EMU) 3522
e-culture 3013
e-customer 1615
e-democracy 1301, 2199, 2203
EduCal 1011
education 995, 3731
education level 2613
education planning 1011
education, 21st century 220
education, civic 3133
education, formal 1413
education, non-formal 1416
education, online 1450
education, quality of 1011
education, Web-based 1306
educational aid 3174
educational technology 2531, 2536
e-economy, in Africa 2172
e-education 732
e-education, and flexibility 741
e-education, and students 736
e-education, and teachers 735
e-entrepreneur, and open source software 2724–2742
eEurope 1292
efficiency 540, 909
egalitarian 3095, 3097
egalitarianism 2242
e-governance, and shared governance 121
e-governance, grassroots 119
e-governance, transnationally 2185
e-government 116–124, 2196, 2199
e-government readiness 3432
e-government, developing countries 116–124
e-government, role of CIO 1980–1984
Egypt, and virtual organizations 2541
Egypt, IT and accounting 1938–1954
e-Japan Strategy 1976–1984
e-learning 148, 1184
e-learning diffusion 465–482
e-learning, and motivation 473
e-learning, definition of 467
e-learning, future trends of 151
electronic business 1481, 2312, 3319
electronic business diffusion, in developing countries 3319–3327

- electronic business, in developing countries 3062–3090
 electronic commerce 1153, 1481, 1780, 2177,
 2677, 2681, 3064, 3303, 3533, 3573
 electronic commerce adoption 1502
 electronic commerce, and developing countries 1499–
 1519
 electronic commerce, and security 1505
 electronic commerce, and taxation 1501
 electronic commerce, B2B 1603
 electronic commerce, business-to-business 3350
 electronic commerce, business-to-consumer 3346
 electronic data interchange 2683, 3414
 electronic democracy, in Africa 2170, 2177
 electronic development 2171
 electronic economy 2170, 2177
 Electronic Freedom of Information Act (EFOIA) (see
 2553
 electronic governance 370
 electronic government 1462
 electronic participation 2175
 electronic transformation 3411
 electronic voting 3028
 Emacs 459
 e-mail 3150
 e-mail survey 362
 e-mail, mobile 3602
 embedded relationships 891
 embeddedness 890
 emotional intelligence 2043
 emotions 3789
 empowerment 2392, 2523, 2533
 encrypted information 1081
 end user computing education 2609
 end user computing, managing facilities 2609
 end user involvement 2609
 end user management 2599
 end-user computing, support 3005
 e-negotiation 1489
 English 3169
 English as a foreign language (EFL) 983
 enterprise culture 2331
 enterprise informatization, in China 1400
 Enterprise JavaBeans™ 208
 enterprise resource planning 2223
 enterprise systems (ES) 1126
 enterprise systems (ES), courses 1128
 enterprise systems (ES), education 1127
 enterprise-wide information systems 910
 entity authentication 1082
 entity relationship diagrams 2798
 entrepreneurship 2, 1749, 2724
 epistemic value theory 3091–3104
 epistemology 3204–3216
 epistemology, social 3203, 3210, 3211
 e-procurement 1482, 3231
 e-publishing 1616
 e-publishing, in Australia 1616
 equality 2242, 3094
 equitable access 2474
 equity 2242, 3100, 3308
 E-Rate Program 134
 e-reader 1620
 e-readiness 239
 e-social policy 2232, 2242
 ESRI 970
 Estonia, digital divide 1423–1430
 ethernet 2294
 ethical dilemmas 3105
 ethics 3133, 3142, 3328, 3331, 3333, 3337, 3342
 ethics, and culture 3614
 ethics, code of 3619
 Ethiopia 869
 Ethiopian Telecommunications Company 869
 ethnic communities 2347
 ethnographic observation 890
 ethnography 397, 407
 e-transformation 2312
 Etrus Corp. 620
 e-universities 1177
 Euro Access Frankfurt (EAF) 3523
 Euro Banking Association (EBA) 3523
 Europe, e-democracy tools in 3685–3700
 European Central Bank (ECB) 3522
 European Union (EU) 2244, 3521
 e-voter 3025
 exact view 1024
 expatriates 3792
 extended task action grammar (ETAG) 3181
 extensible markup language (XML) 2278
 external information sources 910
 external service providers 3778
 external-internal task mapping (ETIT) 3181
 externality effects 929
 extranet 190, 198
 extranet 2319
- F**
- F/OSS simulation model 701–721
 F/OSS system, evolution of 3747
 Fair Access to Internet Report (FAIR) 870
 feasibility analysis 1360
 feminist perspective, on the digital divide 2963
 feminist technology studies 3363
 filtering 21
 financial capital 3300
 financially disadvantaged 2393
 firewalls 215
 FirstGov 33
 fixed costs 1356
 flexible learning model 1177
 flow chart 2798
 Food and Agricultural Organization of the United Nations
 2396

Index

foreign currency 2689
foreign direct investment (FDI) 777, 3300, 3633
foreign market 2313
forking 459
Fotogenika 256–269
France Telecom 3601
free markets 3133
free software 2728
free/libre open source software (FLOSS) 962, 1684, 3357
free/open source software community 3281
FreeBSD project 450
Freedom of Information Act 2553
Freenet 459
friendship 890
functionally adequate 936
fuzzy logic 2748

G

gaming 152
Gartner Group 990
Gates, Bill 173
gender 278, 335, 1639, 2507, 3810
gender blindness 3124
gender disparity 3817
gender empowerment measure (GEM) 3258
gender equality 1200
gender gap 1442, 3167
gender gap, in IT use 3169
gender inequality 3167
gender relations 3125
gender, in the Middle East 3250–3259
gender, issues in Web access 3174
General Agreement of Trade and Tariffs (GATT) 2689
General Electric (GE) 2997, 3805
general practitioner 2440
generic strategies 2646
geocentrism 2866
geographical information system (GIS) 967, 1002, 1450
geographic information system (GIS), Internet-based 1006
geographical zones 2613
geography markup language 1005
GeoMedia 971
Germany 3596
Germany, automotive industry 512
Ghana 2474
GHI 3455
Gigabit Ethernet (GigE) 2294–2307
global area structure 2340
global business applications 2600
global business, and the Internet 192
Global Classroom Project 1833
global company, and IS 828
global competitive environment 2598
global culture 3141

global democracy 3127, 3133
global digital divide 3203–3216
global e-commerce 929
global education 2125
global employee 2333
global English 978
global enterprise transition 846
global enterprise transitions (GET) 2309, 1560–1572
global environment factors 2328
Global Forum on Educational Research (GFER) 219
Global Forum on School Leadership (GFSL) 219
global information environment 918
global information management (GIM) 3345, 3548
global information society 304
global information systems (GIS) 909, 1615, 3218
global information systems management (GISM) 2599
global integrity 1025
global Internet marketing strategy 2712
global IT personnel 2661
global knowledge society 2474
global language 978
global learning 222
global management, and competitive strategies 2645–2659
global market 2171
global network 2171
global operations 2308
global organisation 12
global organisation, decisions made 17
global organisation, department data 17
global organisation, structure 13
global resources 2331
global software development 2660
global strategic management 2645
global strategic positioning 2649
global strategic visions 2311
global supply chain (GSC) 1255
global supply chain management 1705
global telecommunication network 2600
global telecommunications industry, and risk 3299–3318
global third-party logistics (3PL) 1255
Global Trade Point Network 929
global transfers 2901, 2903
global transformation 2309
global transition 2598
global transparency 1025
global understandability 1025
global vendors 2634
global village 2177
global village 3127, 3128, 3129, 3134, 3136, 3142, 3148
global village, and ICTs 1199
global virtual team 2662
globalization 382, 828, 2308, 2346, 3127, 3128, 3139, 3433
globalization, and e-commerce 1636
globalization, and Internet technology 1743

globalization, and social / educational change 2123
globalization, business factors 847
globalization, in the new economy 332
globalization, of accounting standards 1939
globalization, of business 2633
globalization, of hospitals 2072
globalization, of labor 789
globalization, of software 587
globalization, role of telecommunications 321
glocalization 2126
GNOME project 714–721
GNU General Public License 459
GNU project 450
GNU/Linux 3363
GNU/Linux kernel 450
goal programming (GP) 1206
Goldman, Alvin 3093, 3095, 3096, 3097, 3098, 3099
Google 3805
Gore, Al 2054, 2495
governance architectures 2180
governance structure 459
government 1355, 2199
government decision-making 1355
government regulations 2327, 3420
Government Resources on Internet (GRIN) 1179
Graddol, David 983
Grameen Bank 104
Grameen Phone 993
graphical user interface (GUI) 3396
grassroots 1006
grassroots organization 2490
groupware technology 191
Gulf states 3815

H

Hamburg 3596
handheld computers 3679
handler 946
health care 3412
healthcare information technology 1733
healthcare, and e-commerce 1734
healthcare, in the UK 2263–2273
healthcare, public 2263
help desk 1356, 1363
help desk support 2609
Hervey Bay 1656
high-income countries 930
hiring, contract-to-permanent 3791
hiring, direct/permanent 3791
HIV/AIDS 2406
Hong Kong 148, 1573
Hong Kong Baptist University 150
Hotmail 3071
human capacity 3448
human capital 3170, 3585
human capital theory 772

human development index (HDI) 2889
Human Development Report 2889, 2890, 2896, 2901, 2902
human intervention 3410
human resource strategies 2661
human rights 313, 3263
human-computer interaction (HCI) 3174, 3180
HURD microkernel 450
hybrid 2650
hybrid divide 3155
hypertext design model 542
hypertext markup language (HTML) 498, 2278

I

ICT shortage 2895, 2899
identity 412, 532
idiosyncratic risk (IR) 3307
immigrant 1350
immigration 782
immigration, policies 2634
income 2507
incompatibility 1111
India 153, 353, 1670, 1822
India, and IT exports 1673
India, and women 3585–3591
India, developing country 2020
Indian Railways (IR) 1511
individual incentives 887
individualism index (IDV) 384
industrial process reengineering 3412
industrialization 3732
inequality 3389
inequality responses 2894
informatics, community 300
informatics, social 299
information access 3150, 3572
information age 2176, 3128, 3130, 3132, 3134, 3145
information age 3507
information and communication technologies (ICTs) 1, 72, 139, 172, 2170, 2196, 2203, 2308, 2456, 2474, 3274
information and communication technologies (ICTs), and gender 278
information and communication technologies (ICTs), fluency 1410
information and communication technologies (ICTs), in education 2405
information and communication technologies (ICTs), in medical education 2403
information aristocracy 1432
information channels 531
information economy 2
information environment 913
information ethics 3506
information flow 914, 2332, 2612
information hiding 450

Index

- information justice, and the digital divide 2456
information leakage 3469
information privileged 3137
information quality 2601
information quality, and national security 3260–3273
information quality, definition of 3261
information requirements analysis 916
information revolution 867, 3571
information society 299, 3125
information superhighway, and Caribbean companies 2983–2991
information systems 2312
information systems, effectiveness 2601
information systems, ethical challenges of 3105
information systems, organization alignment 2601
information technology (IT) 2309, 2694, 2716, 3299
information technology (IT), access to 3102
information technology (IT), adoption 2836
information technology (IT), healthcare 1733
information technology (IT), outsourcing 1219
information technology management 2599
information technology transfer (ITT) 489
information theory 3068
information, access to 2550
informationware 3414
Infosys 3785
innovation 964
innovation diffusion theory 2409
innovation management 3466
insourcing 782, 2778, 3779
insourcing, domestic- 3780
insourcing, global- 3780
insourcing, offshore- 3777
insourcing, onshore- 3780
instant messaging 2453
institutional framework 2681
instructional design 2527
instructional media 1799
integrated service digital network 196
integration 1024
integrity 1025
integrity, local 1025
integrity, system 1026
Intel 3600
Intel Corporation 1933
intellectual capital 3106
intellectual capital, customer 2135
intellectual capital, human 2135
intellectual capital, structural 2135
intellectual property (IP) 770, 798, 819, 1369, 2727, 3765
intellectual property (IP) rights 580, 3783
intelligent flexible learning model 1177
interdependencies 452
intermingled process 2466
Internal Labor Market 3173
internal service providers 3778
international comparisons 2894
international digital divide 1667
International Labour Organization (ILO) 2288
International Pharmaceutical Abstracts (IPA) 2404
International Telecommunication Union (ITU) 995, 1683, 3301
Internet 153, 538, 754, 1604, 2030, 2309, 2350, 2713, 3091, 3092, 3097, 3102
Internet access 484, 994, 1411, 2395, 2890, 2895, 3097, 3151, 3578
Internet access, dial-up 3365
Internet access, fixed-line 3536
Internet access, mobile 3536
Internet access, universal 485
Internet banking 1897, 3073
Internet banking, and Australia 1955
Internet banking, and compatibility 1900
Internet banking, and relative advantage 1900
Internet banking, and risk 1901
Internet boom 3065
Internet censorship 400
Internet connectedness index (ICI) 2511
Internet diffusion 1899, 3729
Internet Engineering Task Force (IETF) 3679
Internet infrastructure 2711
Internet payment 1086
Internet Protocol Security (IPSec) 3679
Internet Protocol Television (IPTV) 3682
Internet Protocol version 4 (IPv4) 3679
Internet Protocol version 6 (IPv6) 3679
Internet relay chat (IRC) 3360
Internet rollout 3321
Internet self-efficacy 3513
Internet service provider (ISP) 978, 2177
Internet technology cluster 1781
Internet technology cluster, analyzing of 1784
Internet usage 3302, 3578
Internet usage, and e-commerce diffusion 2905
Internet use, models of 2847
Internet users 398, 399, 400, 401, 402, 406, 978
Internet users, in Saudi Arabia 400
Internet, adoption of 420
Internet, and global markets 418
Internet, and governance 119
Internet, and search engines 756
Internet, China 158
Internet, for research 62
Internet, global user 419
Internet, groupings 1780
Internet, growth in India 351
Internet, in developing countries 2
Internet, in forming information society 412
Internet, non-users 1426
Internet, rural areas 102
Internet, satellite 196
Internet, wireless 3670–3677
Internet, wireless in the Laotian Jungle 3670

Internet-connected device 3679
interorganizational communication 261
interorganizational information systems (IOS) 1044
interorganizational information systems (IOS), adoption in Denmark 1044–1056
interpretive flexibility 2439
interview, semi-structured 397
intranet 190, 197
invisible developing world 2898
iPlanet™ 208
Ireland 655–661
Islamic fundamentalists 400, 404, 405
isolation 1350
IT adoption, and trust 3025
IT adoption, cultural diversity 3025
IT career objectives 2701
IT employees 2694
Italy 3601

J

JalChitra 1828
Jamaica, women in 1199–1204
Japan, u-government in 1973–1984
Java 564, 1005, 1114
Java 2 Micro Edition 1080
Java applets 1005
Jhai Foundation Project 3674
Johns Hopkins Global Access System 929
joining script 3748
Jurupa Valley High School 1811
justice, social 3328–3344
just-in-time management (JIT) 3002

K

KABISA 920–927
knoweldge possession, inequalities in 3097
knowledge 2489
knowledge building 3421, 3424
knowledge capitalization 2313, 3219
knowledge discovery in databases (KDD) 270–277
knowledge economy 1443, 2197, 2542
knowledge gap 3097, 3208, 3214
knowledge initiatives 1762
knowledge management (KM) 1759, 2559, 2764, 3469
knowledge network 3585
knowledge sharing 2313
knowledge sharing 3219
knowledge society 2197
knowledge transfer 1358, 1361, 3785
knowledge, distribution of 3095
knowledge, harming other 3096
knowledge, harming the knower 3096
knowledge, organizational 2560

L

Landmark Graphics 970
language 2611, 2716, 2971

language 432, 3795
language divide 3016
Latin America 174
leap-frog 2684
leapfrog 999
leapfrogging 1877, 2654
leapfrogging development 1877
learning, as a situated activity 1831
learning, classroom 222
learning, global 222
least developed countries (LDC) 2010, 2891, 3129, 3452
legacy system 1021
liberalization 2476
Library of Congress Subject Headings (LCSH) 665–670
licensing, open source 1099
licensing, proprietary 1099
lifetime employment system 3170
Linus Torvalds 456
Linux 1008, 1111, 3363
Lithuania 3786
Lithuania, and e-commerce 2155
Lithuania, and Internet users 2152
Little Intelligent Communities 929
local area network (LAN) 994
local language program (LLP) 961
localization 978
localization, limits of 985
Long Bedian 1926
longitudinal studies 2988
Lotus Notes® 211
low-income countries 930
low-income nations, and telecenters 3365
loyalty 324
Lucent Technologies 3601

M

macrolanguage 1002
mailings 274
maintainability 540
maintenance contract 1356
Malaysia 3603
Malaysia, community informatics 1924–1931
Management Action Plan (MAP) 2699
management information systems (MIS) 909, 3551
Management Outsourcing Adoption Model (MOAM) 2699
management, communications 2821
management, cost 2825
management, human resource 2823
management, procurement 2820
management, quality 2824
management, risk 2825
management, scope 2819
management, time 2822
management-by-objectives (MBO) 3002

Index

- managerial analysis 911
Mandarin 983
manufacturing resource planning 2223
Maori culture 662–670
MapInfo 970
MapScript 1009
MapServer 1009
market coordination 1114
marketing 2648
masculinity index (MAS) 384
mass customization 2651
mass media 2966
materials requirements planning (MRP) 1698
mathematical tools 915
maturity 1361
MBA program 1128
McDonald's restaurants 3601
m-commerce 425
MDA™ 200
MedCarib 2408
media 2966
medical education, in Trinidad and Tobago 2403
Medical Sciences Library (MSL) 2404
MEDLINE 2404, 2408
memorization 2843
mentor 738
metaphor, family 1859
metaphor, game 1858
metaphor, journey 1858
metaphor, jungle 1860
metaphor, machine 1859
metaphor, organism 1859
metaphor, society 1859
metaphor, war 1858
metaphor, zoo 1859
metaphors, in business 1858
Mexico 256, 3601
m-government 2199
microcomputer system 371
micro-entrepreneurs 2485
Middle East 174, 3816
Middle East and North Africa (MENA) 3810
Middle East, ICT and gender 3250–3259
middleware technology 191
mixed economy 1441
mobile commerce 804–814, 2683
mobile commerce, and permission 811
mobile commerce, and personalization 811
mobile communications 804–814
mobile information technology 2833
mobile network operator (MNO) 1076
mobile networks, operating costs of 3538
mobile payment 1074
mobile phone 2574, 3532, 3679
mobile phone, first-generation (1G) 3539
mobile phone, second-generation (2G) 3539
mobile phone, services 995
mobile technology 992, 3533
mobile technology, development 989
Mobile Telephone Network (MTN) 2289
mobility 3415
model human processor (MHP) 3181
modernists 400, 404, 405, 406
modular architectures 450, 457
monopolies 1113
Moscow 3602
motivation 2806, 3384, 3385, 3386, 3387
movingAlps project 1692
Mozilla 1008
Mozilla Firefox 1103
m-pay 1076
m-portal 807
Mujahideen 400, 409
mukhabarat 1462
multi-contract negotiation 2578
multicriteria decision making (MCDM) 1206
multimedia messaging service (MMS) 1170
multinational corporation 2866
Multi-Purpose Community Centre (MPCC) 2026
multisourcing 2777
MySQL 1010
- N**
national culture 1639
National Curriculum Centre (NCC) 2289
National Federation of the Blind (NFB) 3400
National Grid for Learning (NGfL) 1296
national politics 2173
national portal 578
National Programme for Information Technology (NPfit)
 2265–2273
national security, and information quality 3260–3273
National University of Singapore (NUS) 1181
nationalism 820
native speaker 979
natural languages 916
neo-liberalism 2242
net-sourcing 2777
network analysis 890
network of advice 897
network readiness index (NRI) 2909
networking, initiatives 76
networking, of information 74
New Economic Policy (NEP) 1441
new economy 332
New South Wales 1885
New York Stock Exchange (NYSE) 3305
New Zealand 1348
NHS Care Records Service (NCRS) 2439–2451
Nielsen, Jakob 982
Nigeria 2049, 2677, 2679, 2680
Nigeria, gender 3159–3166
Nigeria, gender bias 3161

- Nigeria, IT policy 3160
 Nigeria, women's access to ICT 3817–3820
 no hiding principle 458
 Nokia 3603
 non-government organization (NGO) 1201, 2232
 non-native speaker 978
 non-native speaker, of English 980
 Nortel 3600
 not-for-profit agencies 2490
 Nova Southeastern University (NSU) 377, 2388
 NVIVO 398
- O**
 OC-48 Network 937
 office automation 2601
 offshore applications development 615
 offshore development 815
 offshore development, challenges 818
 offshore outsourcing (offshoring) 769, 3632–3646
 offshore software development 816–822
 offshoring 768–787, 1058, 2815, 3647, 3778
 offshoring, concerns 3783
 offshoring, corporate 2743–2763
 One Village One Computer (1V1C) 1822
 one-stop shop 2438
 one-to-one marketing 273
 online 1830
 online access rates 2382
 online analytical processing 909
 online collaborative learning 1829
 online communities 2452
 online communities, building of 2453
 online course 979
 online course, development of 2206
 online delivery 1188
 online education 2523
 online gaming 3191
 online learning environment (OLE) 1180, 1182
 online learning techniques 2541
 open source 38
 open source definition 1007
 open source development tools 874
 open source movement 42
 open source software (OSS) 37, 638–654, 699–721,
 1057, 1097, 1277, 2724, 3766
 open source software (OSS), a techno-feminist view on
 3357–3364
 open source software (OSS), weaknesses 46
 open source software development (OSSD) 638–654
 open universities 2160
 Open University of Hong Kong 149
 OpenBSD cryptographic framework (OCF) 1594
 open-ended questions 397
 open-source software (OSS) 1110
 OpenSSL 1595
 operating cost (OC) 1267, 2695
 operating systems (OS) 1079
 operational coordination 1114
 operational feasibility 1361
 Oracle Spatial 1010
 Organization for Economic Co-operation and Development 2287
 organizational efficiency 2463
 organizational learning 2474, 2491
 organizational structure 2309
 outsourcing 521–529, 1022, 1026, 1154, 1856, 2313,
 2634, 2744, 2816, 2952, 3105, 3219, 3779
 outsourcing partners, selecting 1358
 outsourcing, and business strategy 525
 outsourcing, domestic- 522, 3780
 outsourcing, e-business 3608
 outsourcing, evaluating risk of 525
 outsourcing, failure analysis 2948–2962
 outsourcing, global- 3780
 outsourcing, ICT 3608
 outsourcing, international 1057
 outsourcing, IS/IT 3004
 outsourcing, of IT 530, 1219
 outsourcing, offshore 3632–3646, 3780
 outsourcing, onshore- 3780
 outsourcing, physical 3110
 outsourcing, process 3110
 outsourcing, risks of 2774
 outsourcing, selection of services 1359
 outsourcing, selective IS/IT 3006
 outsourcing, small firms 3701–3720
 outsourcing, strategic 1206, 3464
 outsourcing-insourcing alliance networks 2995, 3000
 overseas trade 2313
 ownership 2650, 2779
 Oxford English Dictionary 2800
- P**
 P2P payment 1084
 Pacific Internet 1179
 Pacific Islands Internet Resources 29
 Pacific region 29
 Parnas 452
 participant-observation 397
 partnerships 1717
 passive access 2557
 patient data, and security 1738
 pattern adoption 560–577
 PC-ownership rates 2382
 peer-to-peer (P2P) networks, virtual 823
 personal computer (PC) 3052
 personal digital assistant (PDA) 805, 1634, 3533
 Peru 1001
 Peters, Guy 117
 Philippines, electronic governance 370
 PicTicket 3596
 Pioneer Global Campus 1798

Index

- piracy 1057
plain old telephone system (POTS) 1161
point of sale (POS) 1259
Poland 3601
policy aware 81
policy-aware Web 89
political climate and support 3786
Polytechnic University of Valencia 2204–2213
population sampling 340
Porter, Michael 2645
portfolio investment 3300
POSSE Project 1587–1598
PostGIS 1009
postindustrial economy 3065
power distance index (PDI) 384
power distribution 3156
power equality 2612
privacy 1643
privacy 310, 338, 811, 3598
privacy, consumer 2712
private key 1082
private-to-private (P2P) 53
privatization 2476
problem-based learning (PBL) 2404
procurement 3234
procurement, vs. purchasing 3233
product development 2648
productivity 1357, 1358
productivity growth 3300
profitability 930
Progetto Poschiavo project 1691
property rights 340
proprietary software 1060, 2727
prototyping model 541
proximity 2411
psychological contract 2775
psychology 3151
public administration 2557
public distribution system (PDS) 3586
public goods 886
public key infrastructure (PKI) 1505
public participation 1003
public perception 1132, 1142
public sector change 2179
public service mission 2555
public space 2346
publishing industry 513
PubMed 2408
purchasing 3233
- Q**
quality 540, 1356, 1358
quality of service (QoS) 1161, 3679
quality of service (QoS), for the Internet 1504
quality, of software 1096–1109
quantitative modeling 3299
quantitative planning models 2833
quantitative resections (QR) 2689
Queensland Government Agent Program (QGAP) 2438
- R**
race 2507
radiological information systems 1738
rainbow continuum 2477
RANET International 2480
RANET Uganda 2479
recruiting 2607
recruitment 1418, 3794
recruitment, advertised 3794
regiocentric 2867
regional development 351
regional innovation systems 1600
regulation 998
regulatory coordination 1114
Rehabilitation Act 539
Rehabilitation Act of 1973 3401
relationship management methodology 542
reliability 1096
reliable 936
religion 2613
remote delivery 1128
repatriation 2634
requirements engineering 2804
resilience 3482
retained employees 2701
revenue cycle management (RCM) 1768
rich media 2414
Riley, Richard 1806
ringtones 3603
risk 286, 2994
risk apportionment 2313
risk identification 291
risk management 285, 1633, 1754, 2781
risk management, confidentiality 287
risk management, in distributed IT projects 2849–2864
risk reduction 1534
risk, downside 3307
risk, financial / economic 3799
risk, in global telecommunications 3299–3318
risk, in Internet banking 1901
risk, individual 287
risk, innovation-related 3464
risk, project 287
risk, spillover 2997
risk, systematic 3307
risk, total 3304
risk, value at 3304
robust 936
Royal Melbourne Institute of Technology (RMIT) 606–613
rural communities 3385
Russia 3602

S

Samoa 140
 Samsung 3603
 San Jose Public (SJP) Library Service 3511
 SAP 1129
 SASWITCH 1698
 Saudi Arabia, Internet service 398
 scaffolding 1842
 scalable vector graphics 1005
 scalar weights 1014
 SchoolSat 656–661
 Scottish Centre for Voluntary Organizations (SCVO) 1295
 Scottish Parliament 1294
 search engine 755
 second language 983
 secularists 400
 secure 936
 secure socket layer 1012
 security 194, 740, 1081, 1358, 2180, 2716
 security services 827
 security staff 1358
 security, and electronic commerce 1505
 self-efficacy 3515
 self-organizing system 3281
 self-regulation 3509
 semantic heterogeneity 1023
 Semantic Web 83
 Sen, Amartya 2889–2904
 senior centers 2386
 SeniorComp 2388, 2390, 2392, 2395
 SeniorNet 2386, 2388, 2395
 seniors 2382
 seniors, low income 2383
 service level agreement (SLA) 1021, 1026, 1359
 service provider 2276
 SERVQUAL 1222
 shared governance 121
 sheltered markets 2902
 Shenyang Economic and Technological Development Area 1934
 Shiaa Muslims 405
 silent observation 397
 silent researcher 3155
 SIM Toolkit (STK) 1079
 Simon, Herbert A. 1744
 simulation modeling 700–721
 Singapore 3603
 Singapore, Infomap 1179
 Singapore, Internet banking 1895–1923
 Singapore, WBE in 1176–1198
 Singnet 1179
 slang 978
 small and medium sized enterprises 930
 small island nations, distance education in 2159
 small- to medium-sized enterprises (SMEs) 181

smart card 56
 smart services 2438
 social capital 530, 532, 1353, 3585
 social capital, and KM 533
 social capital, the creation of 534
 social cognitive theory 3508
 social constructivists 396
 social development, in rural areas 1822
 social digital divide (SDD) 3505
 social exclusion 2242
 social inclusion 2242
 social inequalities 3048
 social information processing 2412
 social justice 3328–3344
 social movements 887
 social network theory 3282
 social norms 1857
 social order 3156
 social policy 2243
 social proximity 2411
 social variables 891
 software confederation (SWC) 823
 software confederations, advantages of 834
 software design 961
 software engineering 541, 639–654, 2312
 software quality 1096
 software, consumer 1100
 software, producer 1099
 software, proprietary 1098–1109
 sourcing, domestic- 3779
 sourcing, global- 3779
 sourcing, onshore- 3779
 South Africa 630–637
 South Africa, digital divide 1700
 South Africa, Dwars River Valley 2027
 South Africa, information systems 1697–1704
 South Africa, Internet banking 1895–1923
 South Africa, MPCC 2026
 South Africa, private sector 1698
 South Africa, public sector 1699
 South Africa, the Internet 1700
 South Korea 1879
 South Pacific 140
 Southeast Asia 101
 sovereignty 2347
 spatial location 2507
 Special Educational Needs and Disabilities Act (SEND) 2276
 spiral model 700–721
 Sri Lanka 77, 1550
 staffing pattern 3105
 stakeholder 3105, 3257, 3752
 stakeholder theory 1431
 standardization 1111
 state information system (SIS) 826
 stereotypes 2966
 strategic alliance, long-term 2993

Index

- strategic alliances 3228
strategic networks 3236
strategic thinking 2325
strategic vision 2325
structural minorities 2509
structured data storages 914
Sufi Muslims 404
Sunni Islamic fundamentalists 404
Sunni Muslims 405
supplier chain management (SCM) 1126
supplier relationship management (SRM) 1126, 2320
supply chain integration 1582
supply chain management (SCM) 320, 1208, 1256, 1481, 1574, 1705, 2224, 2320
supply-chain planning 1206
supply-chain practices 1206
supply-chain processes 1205
support cost 1357
surveys, Web-based 1987
sustainability 608–613
Swaziland, computer literacy in 2287
Swiftpass 3596
Switzerland 1690
Switzerland, regional development 1691
system analysis 915
- T**
Taiwan, and Internet banking 1532–1549
Tanzania 1682
target-based weighting 1014
tariff 2331
task action grammar (TAG) 3181
task action language (TAL) 3181
Tata Consultancy Services 3795
tax benefit 3219
teacher training 1807
teacher-centered classroom 222
technical expertise 888
technical skills 889
techno-feminism 3363
technological apartheid 2508
technological neutrality 3125
technology acceptance model (TAM) 335, 2263
technology diffusion 3320
technology, development of 157
telecenter 993, 2476
telecenters, in low-income nations 3365–3373
Telecom Italia 3601
telecommunication carriers 989
telecommunications 321, 1357
telecommunications providers 3412
Telefónica Movil 3600
tele-health 2072
telelearning model 1177
teleradiology 1735
teleradiology, technical requirements for 1737
Telkom 1698
Telstra 2724, 3600
terrorists 400, 409
Thailand 1520, 1880
Thailand, education trends 1520
Thailand, language and interpretation 1522
thematic content analysis 397
theory of interpersonal behaviour (TIB) 2263–2273
third party behavior 3111
third world 3127, 3135, 3137, 3138
time zones 2613
T-Mobile 3596
Tobago, and medical education 2403
top-down social engineering 2491
transaction cost theory 3236
transactionware 3414
transferability 2601
transference 2465
transformative learning 2530, 2533, 2538
transitioned employees 2701
transportation 2321
Trinidad, and medical education 2403
trust 295, 819, 3025, 3795
trust building, and B2B 1603–1614
trust, deterrence-based 296
trust, identification-based 296
trust, in teams 596
trust, inherent 3074
trust, knowledge-based 296
trusted system 295
Tunisia 2214–2222
Tunisia, and e-mail 2214
Turkey 671–678
tutor 737
- U**
U.S. Bureau of Labor Statistics 3169
Uganda 632–637, 869, 2474
Uganda, Internet access 483
Ukraine 410
uncertainty avoidance 2911
uncertainty avoidance index (UAI) 385
underserved communities 1354
unemployment 3587, 3810
UNESCO 2892
unit load device (ULD) 1266
United Nations Children's Fund (UNICEF) 52
United Nations Conference on Trade and Development 2983
United Nations Development Program (UNDP) 2287, 2290, 2889, 2901, 2904, 3807
United Nations Economic Commission for Africa 2681
United Nations Education Science and Cultural Organization 2290
United States, digital government 2018
universal access 724
Universal Declaration of Human Rights 302

University Application Hosting Centers 1131
 University Competence Centers (UCC) 1131
 University of Minnesota 1009
 University of Pennsylvania 1593
 UNIX 450, 1588
 upgradeable 936
 usability 540, 1096
 user behavior 758
 user friendly 936
 user interface 1009
 user interface design (UID) 664–670
 USQOnline 1194

V

value chain 3634
 value creation, through KM 2135
 vector model 970
 version control data 562
 very small aperture terminals (VSAT) 1161
 video diaries 3600
 video on demand (VoD) 3679
 Vietnam 1167–1175, 3603
 virtual communities (VC) 437, 671–678
 virtual communities (VC), in transition economies 2151
 virtual communities (VC), in Turkey 673–678
 virtual education delivery (VED) 2531
 virtual library 32
 virtual organization 2313
 virtual private network (VPN) 1165
 virtual rights 2243
 virtual team, Canada and India 587
 virtual teams, global 589
 visas 3783
 Visegrad Declaration 2245
 Visegrad-Four (V4) 2245
 visual degeneration 3396
 Vodafone 3601
 voice over Internet protocol (VoIP) 323, 1160–1166,
 3451, 3671
 Volkswagen Group 1486
 Volkswagen Group, and e-business 1487
 Volvo 1866
 vulnerabilities 293

W

W3C (see World Wide Web Consortium)
 W3C consortium 2275
 warehousing 2321
 waterfall model 541, 700–721
 WCAG (see Web Content Accessibility Guidelines) 2279
 Web accessibility 539, 541
 Web accessibility for disabled people 2274
 Web Accessibility Initiative (WAI) 2460, 3391, 3401
 Web browsing 3391
 Web browsing, mobile 3602
 Web content 980

Web Content Accessibility Guidelines (WCAG) 2279
 Web design 538
 Web design, ethics of 3391–3409
 Web pages 979
 Web server 44, 1012
 Web service management (WSM) 945
 Web service offering descriptor (WSOD) 944
 Web service offerings language (WSOL) 944
 Web services 191, 3410, 3416
 Web site 2890, 2892
 Web site, programming 3218
 Webagogy 2527
 Web-based education (WBE) 1177
 Web-based education (WBE), and primary schools 1183
 Web-based education (WBE), and secondary schools
 1183
 Web-based education (WBE), at Singapore Polytechnica
 1183
 Web-based education (WBE), diffusion of 1176
 Web-based Education Commission 1179
 WebBoard 1834
 WebCT 2408
 WebLogic™ 208
 Web-mapping 1007
 WebMBA 1310
 Wendat nation 3296
 Western constructivism 2520
 Western culture 383
 wired communities 1297
 wireless fidelity (Wi-Fi) 324
 wireless telecommunications 1168
 wisdom 3131
 women, Arab 3806
 women, illiterate 3585
 women, role in society 103
 Women's Information Technology Transfer 3363
 Women's Learning Partnership (WLP) 997
 worker migration 994
 Workforce Investment Act of 1998 3401
 World Bank 3448
 World Cup 3602
 world markets 2172
 World Markets Automotive (WMA) 1486
 World Trade Organization (WTO) 2348
 World Wide Web (WWW) 61, 320, 538, 2724, 2890,
 3151
 World Wide Web (WWW), impact on banks 1896–1923
 World Wide Web Consortium (W3C) 2278
 worldviews 981

X

XEmacs 459
 XML (see eXtensible Markup Language) 2278

Index

Y

Y2K 3702

Year 2000 (Y2K) 815

Z

Zambia 278