

Index

A

abuse of cookies 265
 Active Benefit Realization (ABR) 183
 ActiveX controls, 266
 ADELIE project 41
 Agency for Healthcare Research and Quality's (AHRQ) 161
 Agency Theory 136
 agri-food chain 199, 200, 202, 209
 agri-food enterprises 203
 agri-food industry 198, 199, 200, 202, 203, 206, 207, 209
 Agri-Food Industry , 198, v, ix
 Agri-food Issues 208
 agri-food systems 201, 202, 208, 211
 American Institute of Certified Public Accountants (AICPA) 286
 asynchrony 33
 atmospherics, brick and mortar 53
 atmospherics, Web 53
 Australia 79, 80, 81, 93, 94, 96
 Australian banking industry 80
 authentication methods 266
 automated teller machines (ATM) 80, 115, 119, 120
 Automated Teller Machines (ATMs) 115, 119

B

B2B E-Commerce 197
 B2B relationships 79, 80, 86, 91, 92
 Bangladesh 115, 123
 banking industry 79, 80, 81, 82, 83, 85, 86, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 101, 103, 105, 106, 108, 110, 111

bank perspective 80, 82
 bank perspective, switching costs 82
 BBBQOnline 286
 BeCTA report 5
 benchmark economic conditions 125
 benefits realization methodology (BRM) 181, 182, 183, 184, 185, 186, 187, 188, 189, 197
 biometric authentication mechanisms 162
 Blackboard VLE 3, 12, 13
 blended learning 2, 6, 7, 8, 9, 10, 15, 39, 45, 48, 50, 76, 308, 309, 317, 318
 blended learning component 10
 Bolivia 116, 123
 Bologna Agreement 22
 Brazil 119, 120
 Brokers 241
 buffer overflow 265
 Business Continuity Management System (BCMS) 254
 business continuity planning (BCP) 249, 254, 257
 business customers 80, 81, 82, 86, 90
 business environment 233, 234, 235, 237, 238, 239, 241, 243, 262, 263, 269
 business functions 235, 236, 238, 247
 business intelligence 143, 145, 149, 150, 153, 154, 157
 business model 235, 240, 241, 242, 245, 246
 business organisations 235, 236, 241, 242, 243, 278, 279, 282, 283, 285
 business processes 235, 236, 237, 238, 239, 240, 243, 247
 Business Processes 247, 275

business schools 1, 2, 6, 14, 35, 36, 39, 42, 45, 47, 49, 50
business strategy 186, 190, 200, 283
business studies program 38, 42, 49
business-to-business 79, 80, 81, 82, 83, 85, 86, 192, 193, 194, 246, 282
Business-to-Business electronic business 283
Business-to-Consumer electronic business model 283
business-to-customer transactions 282

C

Caisse des usages et consignations (CDC) 225
candidate management systems (CMS) 157
capability generation 119, 120
carbon emission 214, 215, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226
Carbon Market 231
Carbon Trading 214, 215
career data 145
Cattle Tracing System (CTS) 204
Centre for Educational Research and Innovation (CERI) 23
CERCLA overview 232
CERCLA statute 232
Certification Commission for Health Information Technology (CCHIT) 165
chat 33
China 99, 100, 105, 106, 107, 108, 109, 110, 111, 112, 113
China Development gateway 219
Clean Development Mechanism 231
Clinical Decision Support (CDS) 162, 163
Cloud Computing 252, 260
CO2 emission 214, 217, 223
cognitive architecture 55
cold chain logistics 203, 207, 208
color perception 52, 53, 54, 55, 56, 57, 59, 60, 61, 63, 65, 67, 68, 70, 72, 73, 74, 75, 76, 77
commerce, business-to-business (B2B) , 79, 80, 83, 84, 86, 89, 91, 92, 93, 95, 96, 234, iv, viii
commerce, business-to-consumer (B2C) 82, 84, 207, 283, 285, 293
commerce, business-to-government (B2G) 283

commerce, consumer to consumer (C2C) 221, 283
commercial banking 96
Committee of Sponsoring Organizations (COSO) 125, 126, 127, 131, 139, 141
communication system 27
community banks 97, 98, 99, 101, 102, 103, 104, 105, 110
Community Independent Transaction Log (CITAL) 225
Computerized Provider Order Entry (CPOE) 163, 165, 169, 176
computer-mediated learning environments 2
Confidentiality, Integrity, and Availability (CIA) 263, 264, 269, 277
Consumer indifference 175
consumer lending 99
consumer loan applications 98
content management system 61, 70
Continuity of Care Document (CCD) 163
Control Objectives for Information Technology (COBIT) 254
Copenhagen Climate Change summit 215
Corporate Infrastructure 237
COSO internal control integrated framework system 126
Countermeasures 253
course management systems (CMS) 33, 36
Course Management Systems (CMS) 36
CPA Web Trust 286
Creators 241
cross listing 40
curricula vitae (CV) 144, 145, 148, 150, 151, 152
curriculum 5, 12, 18
customer perspective 80, 81, 82, 86
customer perspective, convenience 80, 82, 86, 88, 89
customer relationship management (CRM) 79, 80, 83, 84, 85, 238, 247, 252, 287, 294
cyber legislation 249, 253, 256, 257
cyberterrorism 264, 277

D

Data Exchange Standards (DES) 225
data integrity 157

- data management 143, 154, 157
 data mining 145, 157
 decision-making process 280, 293
 denial of service (DoS) 264, 266, 267
 Department for Environment Food and Rural Affairs (DEFRA) 219, 220, 221, 225, 227, 232
 Department of Defense (DoD) 175, 178
 deterministic matching 156, 158
 developed nations 98, 99, 105
 developing nations 114, 115, 117, 118, 119, 120, 122, 123, 124
 digital divide 120, 175
 Digital Futures 216, 230, 231
 digital natives 20, 21, 22, 23, 24, 31, 32, 234
 digital patient record 164
 distance education 38, 41, 51
 distance education taxonomy 41
 distance education taxonomy, macro-level 41
 distance education taxonomy, meso-level 41, 48
 distance education taxonomy, micro-level 41
 Distance Learning (DL) 36, 49
 distance learning (DL) programs 36, 49
 Distributors 241
 diversity 1, 3, 4, 13, 16, 18
 Domain Name System (DNS) 265
 dynamic relationship 150
- E**
- Earthworks 223, 227
 e-banking 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107, 108, 109, 110, 111, 112, 113
 e-banking services 98, 102
 e-business 179-193, 214-222, 225, 226, 229, 231, 232, 233, 234, 235, 239-247, 262, 263, 265-294
 e-business approach 234
 e-business etiquettes 280, 281, 285, 287
 e-business information security 269, 272
 e-business management 271, 275
 e-business organisation 241, 242, 243
 e-Business Process Security Model (eBPSM) 269, 274
 e-business security 262, 263, 265, 269, 270, 272, 274
 e-business security issues 262, 265
 E-business security management 271
 e-business society 280
 e-business technologies 249, 250, 252, 256, 257
 e-business technology applications 249
 e-Business Watch 234, 248
 e-commerce 53, 56, 57, 58, 75, 77, 198, 207, 215, 216, 221, 222, 227, 228, 229, 230, 232, 279
 e-conferencing 287, 288, 289, 290
 economic inclusion 121
 economic indicators 125, 137
 e-culture 280, 283, 284, 285, 289, 290, 295
 e-detailing 141
 EDI model 242
 education model 24, 26, 28, 29, 31
 e-ethics 280, 283, 284, 285, 289, 290, 295
 e-etiquette 278, 279, 280, 281, 283, 284, 285, 287, 288, 289, 290, 295
 e-government 284
 EHR adoption 160
 e-learning 39, 51, 53, 54
 e-learning content 52, 53, 59, 70, 77
 e-learning environments 54, 58, 59, 61
 e-learning interfaces 53, 54
 e-learning platforms 52, 53, 54, 55, 56, 57, 58, 59, 61, 62, 63, 64, 65, 66, 68, 69, 70, 71, 72
 e-learning Web sites 53, 55, 56, 57, 59, 73
 Electronic Animal Identification 203, 204
 electronic banking 80
 electronic commerce transactions 270
 Electronic Data Interchange (EDI) 238, 239, 242, 247, 282, 283, 292
 electronic discussion groups 38
 electronic finance 97, 111, 112, 113
 Electronic Funds Transfers (EFT) 282
 electronic health record (EHR) 159, 160, 161, 162, 163, 164, 165, 166, 167, 168, 169, 170, 171, 173, 176, 178
 electronic medical record (EMR) 164, 165, 168, 169, 177
 e-legalities 280, 283, 284, 285, 289, 290, 295

e-loan process 98
e-marketplace 244
e-Media 137
emerging nations , 97, viii, v, 98, 99
emotional content 83
energy consumption 214, 215, 216, 217, 220, 221, 225
Enterprise e-business models 283
Enterprise Resource Planning (ERP) 238, 247
enterprise risk management (ERM) , 125, v, 126, ix, 127, 128, 129, 130, 134, 135, 136, 138, 139, 140, 141
enterprise wide analytics 157
environmental contributions 220
environmental scanning process 125
Environment Protection Agency (EPA) 232
e-payment 113
e-readiness Issues 208
Escherichia coli 206
e-security 280, 283, 284, 285, 288, 289, 290, 295
e-signature 102
e-societal members 278
e-society 279, 280, 281, 283, 284, 285, 288, 289, 290, 294, 295
Estonian Cyber War 253
ethnic minority 4
ethnocentrism 280, 283
e-transfer 113
e-trust 280, 283, 284, 285, 289, 290, 295
european space for higher education (ESHE) 20, 22, 23, 24, 26
European Union Emission Trading Scheme (EU-ETS) 224, 225, 228, 230
evaluation model 37
e-waste 223, 225, 231
expert systems 157
exploitation of implementation errors 264
extensible markup language (XML) 250, 251, 260, 261
Extensible Markup Language (XML) 260
External Threats 253
Extractors 241

F

face-to-face business 282

face-to-face communication 107
face-to-face contact 86, 89, 91, 92
face-to-face relationships 80, 91, 92
Face-to-face study 37
financial sustainability 116, 118
financial systems approach 116
First Morrill Act (1862) 281
five-stage framework 41
Food for Thought 198, 209
Food security 203
fraudulent financial reporting 126
Functional illiteracy 174

G

Galliers and Sutherland's Stage of Growth Model 186
Geographic Information Systems (GIS) 204
global access 266
global business environment 209, 239
global culture 279, 284, 290, 295
global data dictionary 150
global emissions 223
global evaluation 30
Globalised markets 202
Global Positioning System (GPS) 204, 205, 208
global warming 214, 218, 220, 223, 228
Grameen Bank 115
Greenhouse Gas (GHG) 216, 223, 224, 226, 232
group-based institutions 117
group-based models 117
group discussion boards 39, 40
group learning 39
groups 37, 38, 39, 40, 42, 43, 48
group submission tool 39

H

hacking 264, 265
harassment 264
Head of the Hive for Cranium 143
healthcare industry 128, 141, 179, 180, 189
Healthcare Information Management Systems Society (HIMSS) 165, 168, 169, 177, 178

healthcare information technology (HIT) 159, 160, 161, 162, 163, 164, 165, 169, 170, 171, 175, 176, 178
 Healthcare information technology (HIT) 159
 healthcare organizations 179, 180, 181, 184, 185, 186, 187, 188, 189, 190
 healthcare providers 179, 180
 health information exchange (HIE) 160, 163, 164, 170, 173, 174, 176
 Health Insurance Portability and Accountability Act (HIPAA) 174, 254
 health-related information 164
 heterogeneity 252
 Higher Educational Institutions (HEIs) 278, 279, 280, 281, 285, 287, 292
 Higher Education Funding Council for England (HEFCE) 4
 Higher Education (HE) 37, 39, 47, 48
 higher education institutions 1, 2
 HIT, implementation of 160, 161, 165, 169
 HL7 163, 177
 HR departments 145
 Human resource management 237
 Human Resources (HR) 252
 Hypertext Transfer Protocol Secure (HTTPS) 255

I

ICT benefit 27
 ICTs benefit development 118
 ICT usage 31
 impersonation attacks 264
 Inbound logistics 236
 individual-based MFIs 117, 118
 information and communication technologies (ICT) , 21, 214, v, 215, 216, x, 217, 219, 221, 222, 223, 224, 225, 226, 229, 230, 231
 information and communication technology (ICT) 37
 information asymmetry 116
 information extraction 151, 152, 158
 information privacy 263
 information security 262, 263, 265, 266, 267, 269, 271, 272, 273, 274

Information Security Management Systems (ISMS) 254
 Information Systems (IS) 233, 238, 262, 263, 264, 269, 271, 273, 274, 275, 276, 277
 information technologies (IT) 159, 160, 161, 164, 165, 167, 176, 177, 178, 206, 233, 234, 237, 238, 239, 240, 242, 246, 263, 270, 272, 279, 281, 284, 285, 291, 292
 Information Technology Act 253
 Information Technology (IT) 36, 47, 144, 233, 234, 240, 263
 information technology (IT) industry 144
 Input Suppliers 199
 insider attacks 264
 integrated global food system 202
 Integrity 263, 277
 Intercontinental Exchange (ICE) 224
 interface consistency 54
 interface consistency theory 55
 internal control systems 126, 128
 Internal Threats 252
 international carbon market 224
 International Emissions Trading Association (IETA) 224, 227
 Internet-based technologies 239, 242, 243, 272
 Internet-related security 265
 Internet society 278, 279, 280, 283, 284, 285, 288, 290, 295
 interpersonal liking 82, 94
 Intrusion Detection Systems (IDSs) 265, 266
 Intrusion Prevention Systems (IPSs) 265
 investment evaluation methodology (IEM) 181, 182, 184, 185, 186, 187, 188, 189, 197
 IT benefits 181, 182, 183, 190, 193, 195, 197
 IT cost identification 183
 IT evaluation 182, 190
 IT governance 254
 IT investment evaluation 181, 182, 183, 185, 190
 IT investment evaluation methodology 181, 182, 183
 IT investments 180, 182, 183, 186, 193, 195, 197
 IT landscapes 154

IT maturity 181, 184, 185, 186, 187, 188, 189, 190, 193
IT Maturity 183, 186, 197
IT outcomes 183
IT Productivity Paradox 197
IT productivity studies 182
IT professionals 101, 104
IT project failure 183
IT projects 183
IT sabotage 253, 258
IT security planning 254
IT security practitioners 252
IT systems 143, 153, 154, 155
IT team 101

J

job titles 143, 144, 145, 146, 147, 151, 155

K

KMCMS interface 65
knowledge-intensive global system 118
Knowledge Management and Content Management System (KMCMS) 61
Kyoto Protocol 223, 231, 232

L

Land-Grant Acts 281
LangBlog 33
Lawrence Berkeley National Laboratory (LBNL) 215, 216, 220
Lean Product Development System (LPDS) 169
learning community 33
learning management system (LMS) 33
life-cycle energy consumption 216
lifelong learners 54
living standards 115
loan-delivery methods 117
Local Area Network (LAN): 247
LOGIC model 40, 41, 43, 47, 51
Logistics 199, 207

M

machine intelligence 145, 151
maintain on-going support 127

malicious code 251, 266, 267
malicious file 264
malware 264, 266, 267
manufacturing industry 199, 236
market expansion 126
Marketing and sales 236
marketing, business to business (B2B) 96
market penetration 126
market trends 126
massification 18
master data management (MDM) 154, 158
matching software 158
m-banking 100, 104, 110
m-banking services 98
Meat and Livestock Australia (MLA) 205
medical illiteracy 174
memorization 52, 53, 54, 55, 56, 57, 59, 61, 64, 65, 67, 68, 69, 70, 72, 73
MFI, female clients of 118
MiCARE 175
microfinance 114, 115, 116, 117, 118, 119, 120, 121, 122, 123, 124
microfinance, institutionalist approach 116
microfinance institutions (MFI) 115, 116, 117, 118, 121, 122, 123
microfinance, welfarist approach 116
mobile banking (m-banking) 98, 110, 113, 120
modern human society 209
Moodle VLE 3, 33
Moore, Gordon 214
Moore's Law 214
mortgage lending 99

N

National Commission on Fraudulent Financial Reporting 126, 141
National Institute of Science and Technology (NIST) 252
National Livestock Identification for Dairy (NLID) 204
National Livestock Identification Scheme (NLIS) 205
Net-Enhanced Organisation (NEO) 271
net generation 22
non-governmental organisations (NGO) 115

O

one-dimensional perspective 7
 online learning environments 5
 online teaching 5
 online trust 54
 Organisation for Economic Cooperation and Development (OECD) 23
 organizational governance 125
 OSI Seven Layer Model 232
 Outbound logistics 236

P

packet sniffing 265
 pedagogy 36, 38, 39, 45, 49
 perimeter paradigm 269
 Perimeter Security: 277
 personal health records (PHRs) 159, 161, 162, 164, 170, 171, 172, 173, 174, 175, 176, 177, 178
 personalisation 5, 14, 18
 pharmaceutical industry 126
 phishing 265
 PhRMA conduct code 129, 141
 Picasso tool 33
 point of sale (POS) terminals 119, 120
 point of sale terminals (PoS) 115
 Point of Sale terminals (PoS) 115
 Policy Framework for Interpreting Risk in E-business Security (PFIRES) 271, 272, 274
 political or industrial net espionage 265
 polytechnics 3, 4
 Portal Value Network (PVN) 239, 240, 241, 247
 Porter Five Forces model 236
 Porter Value Chain model 236
 poverty alleviation 115, 116, 117, 120
 poverty reduction approach 116
 PowerPoint presentations 62
 Precision Farming (PF) 204
 predictive analytics 158
 PriceWaterHouseCooper 224, 228
 PriceWaterhouseCoopers 180
 probabilistic matching 156, 158
 process-based security approach 272

Processors 199
 Procurement 237
 Producers 199
 Product and technology development 237
 productivity paradox 237
 professional categories 145, 146, 147, 150, 151
 proxy 117
 Public Interest Energy Research (PIER) 216, 227

R

Radio Frequency Identification Device (RFID) 198, 205, 207, 208
 readability 55
 recruitment 144, 145, 149
 recruitment industry 145, 154
 Regional Health Information Organization (RHIO) 164
 relationship marketing 79, 80, 82, 83, 84, 85, 86, 89, 91, 92, 93, 94, 95, 96
 Relationship marketing 83, 84, 85, 93, 94, 95
 remote monitoring 161, 163, 190
 Remote Sensing (RS) 204
 Reporting 162
 repository 172
 Response 162
 Retailers 199
 RFID logistics tracking 198
 rich site summary (RSS) 29, 33
 risk management 10, 126, 127, 129, 134, 137, 138, 139, 140, 203, 204, 255, 300, 323
 risk mitigation process 141
 rule-based alerts 163
 rural areas , 97, 98, 99, 103, 104, 110, 113, 114, viii, v, 115, 119, 120, 121

S

Salmonella enteritidis 206
 Sarbanes-Oxley (SOX) Act 126, 128, 141, 254
 Second Morrill Act (1890) 281
 Security Assertion Markup Language (SAML) 255
 security standards 249, 255, 256, 257, 258
 self-service delivery 80
 semantic notions 143
 semantics 145

service delivery 79, 80, 81, 82, 83, 85, 90, 91, 95
service delivery satisfaction 82
service-oriented architecture (SOA) 243, 247, 250, 251, 258, 259, 260
services marketing 79, 80, 83, 84, 85
Service Suppliers 199
Silicon Valley Toxics Coalition (SVTC) 214, 217, 219, 228, 231, 232
Simple Object Access Protocol (SOAP) 250, 251, 255, 257, 259, 260, 261, 268
small and medium sized enterprises (SME) 97
small business lending 99
SMiShing 265
social aspects 9, 10
social development 21, 115, 119, 214, 215, 225
social engineering 264
social inclusion 114, 115, 118, 120, 121, 122
social network platform 62
social-organisational innovation 118
sociotechnical systems theory (STS) 169
software application 26, 225
Spain 22, 25, 30
spamming 265
spoofing 264, 265
SQL injection 265
staffing industry 143, 147, 148, 149, 153, 154, 155, 157
Stimuli-Organism-Response (SOR) model 55
strategic planning 125, 243
strengths, weaknesses, opportunities, threats (SWOT) analysis 126
Structured Query Language (SQL) 265, 266, 268
student learning experiences 1, 2
students 3, 6, 9, 10, 11, 12, 13, 17
students, non-traditional 4, 7
supply chain 235, 236, 237, 238, 239, 240, 241, 243, 244, 245, 246, 247
Supply Chain Management (SCM) 238, 247
Supply Chain Management (SCM) System 287
Supported Open Learning (SOL) 35, 36, 37, 49
supported open learning (SOL) programs 35, 36, 37, 38, 40, 42, 43, 44, 45, 46, 49
Surveillance 162
sustainable production 198, 202, 208

systematic application 159

T

tautology 280
taxonomies 158
taxonomy 151, 152, 155, 272
teaching and learning champions (TLC) 39
Teaching and Learning Champions' (TLC 39
teaching-learning process 20, 21, 27, 75
teaching-learning processes 22
teaching-learning system 27, 31
teaching plan 34
TEAM concept 131
Telecommunication channels 279
The Tipping Point 137, 138
Traders 199
Traditionally White Institutions (TWIs) 279, 287, 289
training 3, 9, 20, 21, 23, 27, 53
transaction marketing 81
transaction-related issues 267
TREN system 30
Trojans 264
TRUSTe 286

U

United Kingdom (UK) 1, 2, 3, 4, 6, 15, 18
United Nations Population Fund (UNPF) 115, 124
United States National Animal Identification Plan (USAIP) 204
United States (U.S.) of America 99, 100, 105, 106, 107, 108, 109, 110, 112, 125, 126, 142, 278, 279, 281, 286, 287, 288, 289, 295
Universal Description, Discovery and Integration (UDDI) 251, 255, 259, 260, 261
university education 20, 21, 24, 26
university education, advanced model 21, 25, 27, 31
university education, evolved model 25
university education, initiation model 25
university education, standard model 21, 25
Unmanned Aerial Vehicle (UAV) 205
unsupervised information extraction (UIE) 152, 158

urban areas 98, 99, 104, 105, 115, 119
U.S. Cyber Consequences Unit 253
U.S. Environmental Protection Agency 219
user-students 21
U.S. Officer of Inspector General (OIG) 129, 142

V

value 86, 89, 96
value-adding component 202
value chain 235, 236, 237, 238, 239, 240, 241, 243, 247
Value Chain 236, 248
value system 238
Variable Rate Technologies (VRT) 204
Verification 162
Veterans Administration (VA) 175
video sales representative messaging 141
village banks 117
Virtual Business (v-business) 240
virtual campus 26, 28, 30
virtual classrooms 22, 28, 29, 30
virtual learning 22, 24, 27, 31, 32, 33
virtual learning environments (VLE) 2, 3, 9, 11, 15, 19, 33, 36, 37, 38, 39, 40, 41, 47, 48, 50, 51
Virtual Learning Environments (VLEs) 36, 38
Virtual Learning Environment (VLE) 39, 41, 51
virtual networks 35
virtual university 30, 31
vishing 265
visual function 56

W

Waste Electronic and Electrical Equipment (WEEE) 215, 222, 223
Web 2.0 13, 19, 249, 250, 251, 255, 256, 257, 258, 259, 260
Web 3.0 260
Web-based applications 255, 261, 270, 271, 273
Web-based postgraduate 35
Web-based survey 100
WebCT forum 38, 44, 47
Web environments 53
Web interfaces 53, 55, 56, 73
Web servers 218
Web services 249, 250, 251, 252, 255, 256, 257, 259, 261
Web Services Description Language (WSDL) 255, 259, 260, 261
Web Services Security (WSS or WS-Security) 255, 256
Wholesalers/Distributors 199
Wide Area Network (WAN) 248
widening participation 19
wikis 34
wireless devices 98
work-flow efficiency 179, 180
WS-S specifications 249

Y

Yahoo 143
Yield Monitoring & Mapping 204
YouTube channel 30