Index

Symbols

3D-modeling tools 141

A

accounting ix, 89
authentication 13

B

B2B 158
broadband, Internet-based platforms 12
brokerage service sector 167
business-to-business (B2B) 218
business and personal communications 12
Buy It Now 131

C

C2C 128
communication infrastructures 12
Community Watch 131
complementarity 60
confidentiality 13
confidentiality of communications 13
consumer readiness 50
Croatian Internet market 77
customer-friendly 107
customer empowerment viii, 48, 49

D

data authentication 13
Denmark's Electronic Research Library (DEFF) 207
digitally connected world 19
digital newspapers 61
digital signature 14
disaster 238
disaster response 250
duality 60

E

e-business 76
e-communications 13
e-government services 28–47
e-health 239
e-procurement implementation 219
e-service innovation xi, 166
e-service offerings 159
e-service quality 50
e-services xi, xii, 156, 204
e-services (electronic services) ix, 89
e-services adoption xii, 204
e-trading systems xii, 166
eAgency 91
eBay 126
economic value of the content of information 12
eInsurance 108
electronic commerce 12, 13, 116
electronic communication networks 11
electronic communication via open networks 11
electronic procurement xiii, 218
electronic services x, 107
electronic services (e-services) xii, 189
electronic service solutions x, 107
encryption 13
encryption, extensive use of 12
engineering consultancy 141
European legislation 12

F

Feedback Forum 131
financial e-markets xii, 166
financial electronic markets xi, 166
Financial Trading Systems 166
Fraud Prevention 131

Copyright © 2009, IGI Global, distributing in print or electronic forms without written permission of IGI Global is prohibited.

G

global electronic communication and commerce 15
group-role database (GRO) 195

H

healthcare informatics 239
Health Information Technology Initiative 258

I

IETF (Internet Engineering Task Force) 16
ILPF (Internet Law Policy Forum) 16
Indian Health Service (IHA) xiii, 253
information and communication technologies (ICT) 141
information and communication technology (ICT) 93
information services, availability of 12
information society 13
information systems 12
information technology (IT) 238
innovation xii, 204
innovation diffusion theory 50
integrity 13
Internet 11
Internet presence 89
Italian Local Healthcare Public Agency xiii, 218
Italian region 28

K

Knowledge Intensive Business Services (KIBS) 141

L

Lexmark xi, 156
Lexmark Fleet Manager system xi, 156

M

modern electronic communications development 12
modern information systems 12

N

national legislation 15
Native Americans xiii, 253
networked ICT technologies 205
networks and information systems are converging and becoming increasingly interconnected 11
NetX eAccounting 92
new communication technologies 11
niche market 81
nongovernment organization (NGO) 239

O

online brokers (e-brokers) xii, 166
online financial trading systems 166
online self-service systems 57
organizational structure xii, 204

P

paid search 84
patterns 60
pay-per click 84
PayPal, Inc. 128
physical library xiii, 204
Portalino 196
Portal Project 192
post-tsunami experience 238
product focus 156
Profightstore.com 78
public healthcare domain xiii, 218

Q

qualitative 63
quality assessment 28
quality model 33
quality of service (QoS) 31

R

radical innovation 118
Ramboll 144
readers' behaviour 61
reading motivations 60
regulation 13
reliable electronic signatures 15
remote video access xiv, 253
research library xii, 204
Roskilde University xii, 189
Roskilde University Library (RUB) xii, 204
rural outreach xiii, 253

S

Safety and Insurance Advisor 109
SATHI 239
self-service systems 48
service focus 156
service management 101
SERVQUAL 51
single sign-on system (SSO) 194

small and medium-sized enterprises (SMEs) 76
small and medium sized enterprises (SMEs) 90
Social Security Administration (SSA) xiii, 253
Standardization/Information Society Standardization System (CEN/ISSS) 16

T

technological innovation xii, 189
TecUt 28
telemedicine xiii, 239, 253
telemedicine network 250
telemental health services 238
traditional newspaper 67
tsunami disaster 238
Turtle Mountain Reservation 258

U

U.S. Securities and Exchange Commission (SEC) 167
University of North Dakota (UND) 255

V

value web 133
Video Service Delivery (VSD) 263
video telecommunications 260
virtual library xiii, 204
VoIP (voice over Internet protocol) 129

W

wide availability 15
worldwide communication 13