

Index

Symbols

.NET platform 705
6C business model 475

A

A/VE operation management 892
ABM models 630
abstraction 1737
AC generators 1231
academia networks 708–716
academic networked environment 1145
academic records 558
academic world 1752
access controls, definition 152
acquaintance model, definition 1465
acquaintance models 1291, 1462
action learning 1754
action research 1754
active EE agent 1290
active EEA 594
activity network 1468
actor-network theory, reviewing 1375–1380
actor-network theory, basic principles 1375
actor-network theory, how to use it 1377
actor-network theory, translation phases 1376
actual learning process 1750
actual learning spaces, definition 389
acyclic networks 1151
acyclic networks with initialization 1155
acyclic networks without initialization 1154
ad hoc computer network, definition 1642
ad hoc information sharing 731
ad hoc initiatives 652
ad hoc network, definition 1642
ad hoc networks (MANETs) 1068
ad hoc networks, routing 1068
ad-hoc collaboration processes 193
ad-hoc multicast 1637

ad-hoc networks 1637
advanced computer skills 386
advanced lab for bioinformatics agencies (ALBA) 1779
advanced lab for bioinformatics agencies (ALBA), framework 1781
advanced lab for bioinformatics agencies (ALBA), pools 1781
advanced placement (AP) Web-based courses 386
advanced placement (AP), definition 389
advanced production machines (APM) 726
advanced research projects agency (ARPA) 1066
advanced TPS 679
advanced TPS, mission 679
affective computing 563, 569
affective e-learning environment, definition 570
affective states 566
affiliation motive 1659
affirmation, design context of 391
agency cultures 731
agency cultures, differences in 731
agency theory 395
agent communication language (ACL) 1291, 1460
agent technology 1287
agent, definition 8, 599, 1294
agent-based deployment 404
agent-based modeling 1, 2, 6
agent-based models (ABMs) 629
agent-based network infrastructure, for e-communities 10–18
agent-based simulation 2
agent-based simulation environment 2
agent-based simulation platforms 6
agent-based simulation, definition 8
agent-based solution, definition 1465
agentification 404
agentification, definition 599, 1294
agent-oriented applications 1459
agents and symmetry, coherence 1031
agents, definition 1465

agglomerations 822
aggregation, definition 752
agile enterprises 37
agile processes 1259
agile/virtual enterprises (A/VE) 82, 891, 899, 1605
air cycle machines (ACM) 1231
air turbine starters (ATS) 1231
aircraft parts manufacturer approval (PMA) industry 1230
airframes 1231
airline management 21
airline ticketing, for virtual marketplace 19–25
alliance, definition 458, 465
ally, definition 279
ALM model 1636
ALM protocol 1636
ALM routing algorithm 1636
ALM topology 1636
alois lattice (GL) 631
alternative learning models 1750
Alt-Starfleet-RPG community, case analysis 1617
amberfication paradox 669
amberfication paradox, definition 675
ambiguity 43–50
amphoras 997
analogue to digital converters (ADCs) 58
analysis of variance (ANOVA) 1670
analytic hierarchy process (AHP) 1512
anchoring 750
anchoring, definition 752
anonymous gossip routing 1638
ANOVA 1670
Ant minimum path, coherence 1037
anthropological 281
Apache 234
Apache Jakarta Tomcat Servlet Container 455
application context 610, 613
application domains 946
application domains, healthcare communities 946

2 Index

- application programming interfaces (API) 910, 912
- application service providers (ASP) 910
- application-level multicast (ALM) 1636
- application-level network (ALN), definition 1642
- arc parameters 1151
- areas of influence (AOI) concept 1333
- artificial intelligence (AI) 1341
- associated activity 398
- associated partner capacity 302
- association measures 1502–1508
- associational economy, definition 465
- asymmetric networks 1543
- asynchronous communication mode 657
- asynchronous communication systems 1587–1596
- asynchronous connectionless link (ACL) 294
- asynchronous learning 386
- asynchronous learning and collaboration 1597
- asynchronous, definition 389
- attack-defence interaction 841
- attracting, definition 846
- attribute-based search 657
- auction 1246
- audio/video conferencing systems 657
- authentication, definition 152
- autocatalysis 1369
- autocatalytic interaction, definition 1374
- automatic repeat request (ARQ) protocol 289
- automotive network exchange (ANX) 123
- autonomous system (AS), definition 1642
- autonomy 655
- auxiliary power units 1231
- availability, definition 152
- avatar 1333–1340
- aviation (all encompassing) industry
 - computer-based training (CBT) committee (AICC) 369
- awareness 952
- B**
 - B2B exchange, definition 128
 - B2B extranets 125
 - B2B mobile commerce applications 126
 - B2B networks 122, 124
 - B2B networks, future of 126
 - B2B virtual enterprises, developing 402–408
 - ba 997
 - ba, background 1357–1358
 - ba, trialectic structure and innomediary area 1709
 - baby and pregnancy discussion forum (BAP) 1561
 - backward chaining planning 1291
 - balanced affective technology-supported learning environment, definition 570
 - balanced scorecard (BSC) 356
 - balanced scorecard, higher education institutions (HEI) 1528
 - Bangladesh Rural Advanced Committee (BRAC) 1095
 - barriers to clustering 1655
 - baseband layer 289
 - basin, definition 846
 - bbbonline project 137–138
 - behavior-based stereotyping 1664, 1669
 - behaviourism 564
 - behaviourism, definition 1804
 - Beira Interior, process of innovation 1266–1275
 - Bellman first-in-first-out labeling correcting algorithm 1151
 - benchmarking 654
 - Berkeley software distribution (BSD) license 755
 - betweenness 1544
 - bibliometric methods 438
 - bilateral institutional trust 1684
 - binary collaboration models 209
 - blended-learning experience 563
 - blog communication 770
 - blogs, in a multiNational firm 772
 - blogs, organizational culture 771
 - blogs, role of technology 771
 - blogs, trust 772
 - Bluetooth 289
 - BM_virtual architecture reference model 1606
 - BM_virtual enterprise architecture reference model 905
 - BM_virtual enterprise architecture reference model (BM_VEARM) 74
 - BM_virtual enterprise architecture reference model (BM_VEARM) 909, 912
 - BM_virtual enterprise reference model (BM_VEARM) 891, 919
 - bonding 94
 - bottlenecks analysis 653
 - bottom-up approach 3
 - boundary spanners, definition 1471
 - breeding environments 1389
 - broken mirror syndrome 722
 - broker 919, 1613
 - broker supply chain 1613
 - bug-report systems 756
 - building construction process model (BCPM) 858
 - building product model (BPM) 858
 - building project resource and cost model (BPRCM) 858
 - bulletin board systems (BBS) 1350, 1757
 - bullwhip effect 919, 1381–1387
 - bullwhip effect, methods to reduce 1381
 - bunched mode 1636, 1639
 - Bungae 1350, 1355
 - business alliances 453
 - business drivers 121
 - business ecosystem 106–111, 195
 - business ecosystem, evolution 108
 - business ecosystem, health 107
 - business ecosystem, species in a 107
 - business ecosystem, strategies 108
 - business information, security of 1866
 - business interaction 395
 - business model (BM) 1346
 - business network organizations 201
 - business networks 395
 - business networks, contracts for 395
 - business of networking 1691
 - business ontologies 1129
 - business performance management 245
 - business process excellence (BPE) 113
 - business process execution 245
 - business process execution language for Web services (BPEL4WS) 908
 - business process innovation 1517
 - business process management (BPM) 113, 909
 - business process management language (BPML) 908
 - business process management ontology (BPMO) 1130
 - business process modeling initiative (BPMI) 908
 - business process modeling, tools 1643–1652
 - business process modification management 112–120
 - business process outsourcing (BPO) 1512
 - business process quality 1518
 - business process reengineering 126
 - business process simulation 396
 - business process, definition 304
 - business relationships, costs and benefits 973
 - business relationships, mutual value 971–981
 - business relationships, value in 972
 - business reporting, evolution 1864
 - business reports, file formats 1867
 - business rules 395, 398, 399
 - business rules, definition 401
 - business schools 1750
 - business strategies, uncertainty 36
 - business support system (BSS) 271
 - business world 1750

- business-to-business (B2B) 66, 128, 908
- business-to-business (B2B) data exchange 238
- business-to-business integration (B2Bi) 578
- business-to-consumer (B2C) 908
- C**
- campus information system (CIS) 130
- Canadian Association for University Continuing Education (CAUCE) 1836
- Canadian Network for the Advancement of Research, Industry and Education (CANARIE) 1834
- capability maturity model (CMM) 510
- capacity 302
- capacity building, SME tourism networks 136
- capacity, definition 304
- captology 563
- causal ambiguity 1744
- cc-hubwoo, a cross-industrial IEMP 478
- CDN-VSE environment 238
- CDN-VSE, networking and enterprising within 239
- cell-level security (CLS) 613
- cellular phone industry, long-term contracts 848–855
- Center for Universal Design 671
- central connectors, definition 1471
- Central Intelligence Agency 729
- centrality analysis 1545
- centralized SK maintenance 1461
- Centre for Distance Learning and Innovation (CDLI) 387
- certain monetary equivalent (CME) 1513
- CFAR (collaborative forecasting and replenishment) 124
- chaotic area, definition 847
- chaotic attractor, definition 847
- chaotic unpredictability 840
- characteristic-based trust 93
- chat applications 657
- chat rooms 558
- choreographies 211
- citation network 1468
- citizen advisory boards (CABs) 631, 1341
- citizen participation 492
- class-based queuing (CBQ) 1320
- classroom management software 467
- clear channel assessment (CCA) 292
- client application 21
- client computers 909
- client/server model, definition 1642
- closed loop synchronizers 1592
- closeness 1544
- cluster organizations 1743
- cluster, definition 279, 465
- clustering 928, 1691
- clustering analysis of networked organizations 199–208
- clustering examples 205
- clusters 202, 822
- clusters, and industrial districts 822
- CMCS benefits 1660
- CMCS drawbacks 1660
- CMCS features 1660
- CMCS systems 1660
- CNO ontology 1132
- coalition, definition 458
- co-authorship network 1468
- cockpit agents 1289
- cockpit user interface 595
- cockpit-based graphical user interface 1289
- cognitive autonomous agents 3
- cognitive response patterns 566
- cognitive-based trust 1664, 1669
- cohesiveness 1659
- collaboration 193, 311, 452
- collaboration benefits 606
- collaboration model, definition 401
- collaborative business process modeling (CBPM) 1643
- collaborative business processes 1735–1742
- collaborative business processes, characteristics 1088
- collaborative commerce 124
- collaborative commerce, definition 128
- collaborative data mining 524, 525
- collaborative development environments (CDEs) 167, 225–231, 233
- collaborative development environments (CDEs), characterization 226
- collaborative development environments (CDEs), definition 226
- collaborative development environments (CDEs), open source communities 228
- collaborative dynamic networks (CDN) 237
- collaborative environment 656
- collaborative industrial networks, definition 304
- collaborative knowledge, definition 659
- collaborative learning practices, secure 1407–1412
- collaborative mindset 579
- collaborative module 380
- collaborative network (CN) 193, 198, 601, 606, 782
- collaborative networked organizations (CNO) 193, 198, 1128, 1751, 1827
- collaborative networked organizations, ontologies 1128–1135
- collaborative performance measurement 244–251
- collaborative performance measurement, benefits 249
- collaborative performance measurement, framework 247
- collaborative planning, forecasting and replenishment (CPFR) 125, 1381, 1677
- collaborative practices, University of Lapland 1408
- collaborative problem solving 524
- collaborative problem solving, methodology 524
- collaborative product development 1818
- collaborative relationships 1168
- collaborative software 467
- collaborative task 526
- collaborative teaching 385, 387
- collaborative tools, a case study 172
- collaborative tools, characterization and classification 167–174
- collaborative tools, classification frameworks 168
- collaborative tools, groupware typologies 168
- collaborative virtual environments 377–384
- collaborative vs. allied business processes 1089
- collaborative vs. cross-organizational business processes 1089
- collaborative vs. fractal business processes 1090
- collaborative vs. virtual business processes 1090
- collaborative work 378
- collaborative work training 261–268
- collaborative working in an ISP environment 269
- collaborative-networked enterprise 1752
- collaborative-networked enterprise, definition 1756
- collaborative-networked organization 1751
- collaborative-networked organization, definition 1756
- collective intelligence (CI) 280, 281
- collective intelligence research 281
- collective learning 1271
- collective trust 1685
- commerce games, in virtual organizations 1819
- commerce games, penetration and social impact 1819
- commerce games, platforms and genres 1820

- commercial off the shelf (COTS) computer games 1819
- commissioning and after sales services management system (CASSMS) 861
- common goals 1025
- common reporting (COREP) framework 1881
- common shared knowledge 1484
- communication 396
- communication artifacts 4, 6
- communication behaviors 1668
- communication behaviors, definition 1674
- communication behaviors, early stages, definition 1666
- communication behaviors, later stages, definition 1666
- communication support module 382
- communication tools 1816
- communicability 131
- communications of enthusiasm 1668
- communities of practice (CoPs) 1022, 1093, 1705, 1793
- communities of practice (CoPs) and Ba, boundries in 1706
- communities, discovery 438
- community learning networks (CLN) 1835
- community of teachers (CoT) 1551
- community snapshot generation 954
- community, notion of a 437
- competence bearing relation, definition 1374
- competence theory (CT) 883
- competence, definition 1374
- competency 297, 453
- competency class 453
- competency class, definition 458
- competency classes, catalogue of 454
- competency evidence 453
- competency instance 453
- competency instance, definition 458
- competency integration 297
- competency management 297, 453
- competency management tool 452
- competency, definition 304, 458
- competition 838, 840
- competitive advantage 1744, 1745, 1746
- competitive behaviour 1062
- competitive disadvantage 1745
- competitive heterogeneity 1745
- complex adaptive systems (CAS) 1367, 1368
- complex depth, definition 1374
- complex systems 1, 1343
- complex systems, definition 8
- components, definition 1471
- COMPOR-CPN framework 616
- composite services (CS) 143, 402, 403
- computational language 170
- computer aided design (CAD) 501
- computer integrated manufacturing (CIM) 216, 484
- computer network 1351, 1356
- computer network paradigms 1066–1073
- computer networking in cybercafes in Nigeria 305–310
- computer networks 1067
- computer networks, origin 1066
- computer simulation, definition 8
- computer simulations 2
- computer supported collaborative learning (CSCL) 1407
- computer supported cooperative work (CSCW) 252, 1333, 1818
- computer supported cooperative work (CSCW) 377
- computer systems 730
- computer systems, availability of 730
- computer-aided design (CAD) 1817
- computer-aided design/computer-aided engineering (CAD/CAE) 1812
- computer-aided engineering (CAE) 1817
- computer-based training (CBT) 1772
- computer-human interface design, definition 676
- computerised reservation systems (CRSs) 1653
- computer-mediated communication (CMC) 936, 1349, 1355, 1714, 1720, 1760
- computer-supported cooperative work (CSCW) 168, 226
- computer-supported intentional learning environments (CSILE) 1551
- computing technology 121
- conceptualization 1745
- Concordancer of Academic wRitten English (CARE) 1874
- concurrent engineering (CE) 74
- conferencing tools 1816
- confidentiality, definition 152
- connectionism theory 1798
- connectionism, definition 1804
- consensus rule (CR) 631, 1345
- constant speed drives (CSD) 1231
- constraint logic programming agent (CLP) 1289
- constructing management (CM) contracting 1844
- construction management (CM) services 857
- construction management service companies, virtuality 1843–1850
- construction planning, execution, and control management system (CPECMS) 861
- constructivism, definition 1804
- constructivist learning 1182
- contact bifurcation, definition 847
- contemporary management 1746
- content initiative 272, 276
- context-aware applications 334
- context-awareness, in pervasive computing 332
- context-awareness, in pervasive environments 331–336
- contextual information, acquirement 333
- contextual information, representing 333
- continuous case 1156
- continuous case, computational results 1160
- continuous coordination 170
- continuous process improvement (CPI) 1437
- continuous random variables 1151
- contract 395
- contract design, definition 401
- contracting costs 893
- contract-net-protocol (CNP) 1291, 1292
- contracts, declaration of will 1491
- control overhead 1636
- control theory 1383
- conversation theory 337
- conversation types, taxonomy of 340
- conversational pragmatics 337–345, 339
- cooperation models 984
- cooperation through reciprocity 984
- cooperation, through by-product mutualism 985
- cooperative interaction in virtual education 346–353
- cooperative interaction, empirical exploration 349
- cooperative interaction, theoretical exploration 348
- cooperative learning, interaction 735–744
- cooperative problem solving (CPS) 982
- cooperative work platform, log file analysis 262
- coordinated networking 311
- coordination costs 395
- coordination language 170
- coordination theory 169
- coordination tools 1816
- copy agents, discrete to continuous 1039
- core competencies 298, 1164
- core competencies, definition 1065
- core competency, definition 458
- core-assisted mesh protocol (CAMP) 1638
- corporate collaborative teams 1112–1119
- corporate creativity, principles of 673
- corporate identity, definition 394

- corruption networking, activity prevention 1055
- corruption networking, aspects 1055
- corruption perception index (CPI) 1053
- cost competitiveness 1510
- course design, definition 498
- CreaTiVE 379
- creative redundancy 673
- creative toolkit in multimedia and collaborative virtual environments (CreaTiVE) 377
- crime investigation 1854
- crime, combating 729
- criminal investigation system 1854
- criminal justice system 729
- CRISP data mining methodology 524
- CRISP data mining methodology (CRISP-DM), definition 528
- CRISP-DM data mining phases 527
- criteria hierarchy, for partner selection 966
- critical knowledge functions analysis (CKFA) 653
- critical success factors, core competencies 364–368
- critical success factors, distinctive factors 364
- CRoss Industry Standard Process for Data Mining (CRISP-DM) 525
- cross-cultural learning objects (XCLOs) 369–376
- cross-organisational business processes (CBPs) 175–180, 1735
- cross-organizational business processes, classification 177
- cross-organizational business processes, specific characteristics 176
- crude complexity, definition 1374
- cultural design parameter 1283
- cultural diversity 1002
- cultural learning object (CLO) 370
- cultural values 1717
- customer delight (CD) 1518
- customer edge (CE) device 1318
- customer life-time value (CLTV) 356
- customer relations, through e-commerce 688–693
- customer relationship management (CRM) 688
- customer retention (CR) 1518
- customer satisfaction (CS) 1518
- customer service 690
- customer value creation conception 1745
- customer, definition 1170
- customer's lifetime value (CLTV) 851
- customer's perspective 976
- customs service 729
- cyber community 1353, 1356
- cybercell, definition 390
- cybercells 385
- cybernization 749
- cybernization, definition 752
- cyberspace 324, 1351, 1356
- cyberspace 749, 991
- cyclic networks with initialization 1155
- cyclic networks without initialization 1155
- D**
- DARPA Agent Markup
 - Language+Ontology Inference Layer (DAML+OIL) 1423
- DARPA Agent Markup Language-Ontology Language (DAML-ONT) 1423
- data acquisition, definition and issues 700
- data conversion (DC) module 1233
- data mining 1232
- data mining and decision support integration, definition 528
- data mining client 525
- data mining technology, advances in 526
- data mining, definition 528, 1236
- data models 69
- data network 1151
- data privacy 1632
- data privacy security 1631–1635
- data processing 1426
- data repository 1233
- data security 1632
- data share 1426
- data storage 1426
- data transfer 1426
- data warehouse 730, 1232
- data warehouse, definition 733
- database administrator (DBA) 610, 613
- database management system (DBMS) 469, 612
- day-to-day police work 1851
- de facto practice 302
- decision analysis, definition 1515
- decision models 1510
- decision support 524
- decision support end-user projects 525
- decision support experts 525
- decision support systems (DSS) 1002
- decision support, definition 529
- decisionality 131
- decision-making support 1287
- decomposition-based planning 1291
- dedicated servers 1821
- delivery scheduling 124
- Delta State 306
- Delta State, Nigeria 305–310
- demand, forecasting techniques 1382
- Department of Energy (DOE) 1341
- Department of Energy (DOE) 631
- Dependent or integral selection method (DSM) 86
- dependent selection method without pre-selection of transport resources (DSMWO) 83
- design 391
- design and the virtual organization 391
- design efficiency 669
- design management method 1518
- design methodology, definition 394
- design principles for collaborative-networked organizations, definition 1756
- designer, definition 394
- design-structure-matrix (DSM) 1282
- deterministic shortest path problem, definition 1163
- development teams: mod teams 1823
- dialectical discourse management 423–429
- differentiated services (diffserve) framework 1245
- differentiation 1089
- diffServ code point (DSCP) 1245
- diffserv IP networks 1245
- diffserv-based networks, hybrid pricing schemes 1248
- diffserv-based networks, static pricing schemes 1246
- diffserve-based networks, dynamic pricing schemes 1246
- digital data collection 1426
- digital economy 126
- digital divide, in education 430–435
- digital engineering 1517
- digital environment 1424
- digital gap, society of knowledge 430
- digital intranet 386
- digital intranet initiative 386
- digital intranet, definition 390
- digital libraries (DLs) 324, 325, 1045, 1725
- digital library, definition 329
- Digital Opportunity Task (DOT) Force 560
- digital television 467
- digitization 142
- dimensions of virtuality, in VCMSC 1845–1847
- direct network effects 1007
- direct strategies 1746
- directed probabilistic network 1152, 1156
- directed random network 1151
- disclosure of sensitive information 731
- discourse management, online 424
- discrete case 1152
- discrete case, computational results 1154
- discrete logistic equations 838
- discrete random variables 1152
- disperse manufacturing network 196
- distance classes, definition 1674

distance education 1663, 1667
 distance education 492
 distance education, definition 498, 561
 distance learning (DL) 316
 distance learning (DL) technologies, analogic 1624
 distance learning (DL) technologies, digital 1624
 distance learning (DL) technology 1622–1630
 distance learning books 560
 distance learning software 1626
 distance learning technology costs 1626
 distance learning, definition 561
 distributed artificial intelligence 452
 distributed computing 644
 distributed environments 6
 distributed profile catalogue 454
 distributed project teams, knowledge and learning 869
 distributed project teams, management 867–873
 distributed project teams, small window 868
 distributed sensor networks (DSN) 57
 distributed work arrangements (DWA) 443
 distributed work arrangements (DWA), definition 451
 distributed work, definition 451
 document conferencing systems 657
 document profile management 12
 dominance relation, definition 1163
 Drexler model 1661
 Drucker, Peter 460
 Dutch police computerization 1852
 Dutch Police Sector 1851
 Dutch police system, ICT use 1852
 Dutch police system, political changes 1852
 DWA contribution 445
 DWA implementation 444
 dynamic alignment 39
 dynamic entity 1
 dynamic essential modelling of organizations (DEMO) 396
 dynamic planning and control methodology (DPM) 1569
 dynamic pricing 1425
 dynamic pricing mechanism 22
 dynamic probabilistic network 1151
 dynamic reconfiguration of enterprises 882–890
 dynamic stochastic optimal loopless path 1153
 dynamic stochastic shortest path 1152
 dynamic structures 1023
 dynamic virtual organization 194

E

E2E technology 455
 ealth sector 913
 e-book, definition 329
 e-business 269
 e-business services delivery 1426
 e-business usage 913
 e-Cat 452
 e-Cat system 454, 596, 1292
 e-Cat system, implementation 455
 e-Cat user interfaces 456
 e-Cat, definition 600, 1294
 e-Cat, use cases of 455
 ECOLEAD project 298
 e-collaboration knowledge management system 525
 e-collaboration space, definition 529
 e-collaborations 142
 economic development (ED) 459, 729
 economic development alliances 459
 economic development, definition 465
 economic globalization 459
 economic growth 913
 economic interdependence, structure 588
 economic network risk 1454
 economic organization 578
 economic value 1862
 economic, social and cultural status (ESCS) 431, 433
 economical environment 26
 ED programs 459
 EDiNEB network 1751
 education 563, 729
 education commercialisation, definition 562
 education evaluation 494
 education network Australia (EdNA) 1775
 education technology (ET) 516
 educational theory 388
 e-government 729
 e-government information sharing, barriers 730
 e-government information sharing, benefits 730
 e-government information sharing, critical issues 730
 e-government information sharing, economic barriers 730
 e-government information sharing, legal barriers 731
 e-government information sharing, political barriers 731
 e-government information sharing, social barriers 731
 e-government information sharing, technological barriers 730
 e-government integration, barriers 730
 e-government integration, benefits 730

e-government integration, critical issues 730
 e-government integration, definition 733
 e-government integration, economic barriers 730
 e-government integration, legal barriers 731
 e-government integration, political barriers 731
 e-government integration, social barriers 731
 e-government integration, technological barriers 730
 e-government portals 354–363
 e-government transactions 1425
 e-government, a multi-investment project 356
 e-government, benefits 359
 e-government, definition 733, 783
 e-government, four perspectives 783
 e-government, information sharing 729
 e-government, integration 729
 Ekofisk offshore production complex 238
 elastic territories 642
 e-learning 326, 385, 467, 563, 564
 e-learning environment 1797
 e-learning failure 1120
 e-learning networked environments 181–186
 e-learning objects 27
 e-learning, definition 498
 e-learning, knowledge-based 795–799
 electorate's perception of reliability 1192
 electronic archive 1492
 electronic business using extensible markup language (ebXML) 908
 electronic commerce, definition 128
 electronic data interchange (EDI) 121, 124, 221, 1569, 1571, 1675
 electronic data interchange (EDI), definition 128
 electronic data interchange system (EDI) 688
 electronic environment 1426
 electronic government (e-government) 729
 electronic government (e-government) information sharing 729
 electronic government (e-government) integration 729
 electronic information sharing 729
 electronic information sharing, definition 733
 electronic library 325
 electronic library, definition 329
 electronic linkage 122
 electronic mail 657
 electronic marketplace 748

- electronic marketplaces (e-marketplace) 499, 1779
- electronic mediated communication 6
- electronic medical devices 5
- electronic meeting system (EMS) 1643
- electronic messages 1660
- electronic network 751
- electronic networking 748
- electronic online environment 122
- electronic patient file (EPF) 153, 154
- electronic patient file (EPF), perspectives of stakeholders 155
- electronic patient file (EPF), sharing 155
- electronic procurement system 125
- electronic space 749
- e-library 324
- e-library, definition 329
- e-marketplace 913
- e-marketplaces 1425
- e-markets 475–483
- emergency management 5
- emergency rescue case study 5
- emergency rescue plans 2
- emergency response software 1853
- emoticons 1660, 1661
- emotional bandwidth 1660
- emotions in e-learning 563
- employee knowledge sharing 1447
- employee life-time value (ELTV) 356
- employee skills (ES) 797
- emulation agents 1290
- enablers of connectivity 1678
- energy network 1151
- e-networks 1835
- enforcement costs 893
- English for academic purposes (EAP) 1871
- enhanced motivation 1659
- enterprise application integration (EAI) 271, 580
- enterprise as a learning community, definition 1756
- enterprise FMRA, practical use of 487
- enterprise management 882
- enterprise performance management 118
- enterprise resource planning (ERP) 113
- enterprise resource planning (ERP), definition 279
- enterprise service bus (ESB) 1432
- enterprise service bus (ESB), in VE integration 1429
- enterprise-to-enterprise (E2E) agent 594, 1290
- enterprise-to-enterprise (E2E) agent, definition 600, 1294
- enterprise-to-enterprise agent 594
- enterprise-to-enterprise level 596
- entrepreneurial mindset, learnable 1478
- entrepreneurship 1751
- entropy measure 961
- entropy, in networks 957–963
- environmental education 492
- environmental factors in virtual teams 572–577
- environmental sciences 492
- environments for sharing and collaboration, definition 1756
- e-portfolio 508–515
- e-portfolio model, of knowledge creation 509
- e-portfolio, change management 510
- e-portfolio, initiatives 508
- e-portfolio, techno-pedagogic models 511
- e-portfolio-based education, renewed mindset 511
- e-process 1780
- equitable use 671
- equity of access to technology, students' performance 432
- e-readiness 533
- ERP (enterprise resource planning) 270
- error recovery 4
- e-science 1780
- e-shop 1425
- e-society, trustworthy 1614
- e-synchronized supply chain management systems 125
- e-teachers, definition 390
- e-teaching 389
- ethical value 1858, 1862
- E-UBI project development 412
- Euclidean distance 1233
- e-university 558
- e-university, definition 562
- European Commission (EC) 1023
- European Foundation of Quality Management (EFQM) 1026
- European Research Area (ERA) framework 270
- European Union (EU) 468
- European virtual enterprise 524
- evaluation, definition 498
- EverQuest (EQ) 1714
- evidential reasoning (ER) based approach 1513
- evolution, design context of 391
- e-voting, blind signatures voting protocols 763
- e-voting, deployment 762
- e-voting, homomorphic cipher voting protocols 764
- e-voting, key concepts and protocols 761–768
- e-voting, mix-nets voting protocols 764
- e-voting, properties 761
- e-voting, protocols 762
- e-voting, risks 761
- e-work concepts, analysis 1080
- e-work elements 1083
- e-work, effectiveness 1732
- excess inertia and momentum 1017
- exchange relationships, future 1448
- exchange relationships, past 1448
- exchange theory 1448
- executor 396
- exercise solving 1798
- expertise recommender (ER) 11
- ExPlanTech 1292
- ExPlanTech 455
- ExPlanTech cockpit agent 596
- ExPlanTech system 1290, 1292
- ExPlanTech system implementation 1289
- ExPlanTech, definition 600, 1294
- explicit knowledge 1058
- explicit knowledge management 1483
- explicit knowledge, definition 1065
- extended enterprise 1292
- extended enterprise 1744
- extended enterprise (EE) 194
- extended enterprise integration (EEi) 581
- extended enterprises (EEs) 886
- extensible business reporting language (XBRL), advantages and disadvantages 1880
- extensible business reporting language (XBRL), in business reporting 1879
- extensible business reporting language (XBRL), major projects 1881
- extensible business reporting language (XBRL), structure 1880
- eXtensible Markup Language (XML) 1421
- Extensible Markup Language (XML) 1422
- external coordination 395
- external data mining 525
- extra-enterprise (EE) agent, definition 1294
- extra-enterprise (EE) agent, definition 600
- extra-enterprise (EE) agents 1290
- extra-enterprise agent 594
- extra-enterprise agent (EEA) 594
- extra-enterprise architecture 1290
- extra-enterprise collaboration 593
- extra-enterprise level, definition 600, 1294
- extra-enterprise meta-agent 594, 596
- extranet 122
- ExtraPlanT 455, 593
- ExtraPlanT system 593, 594
- ExtraPlanT technology 597
- ExtraPlanT, definition 600, 1294
- extreme collaboration, definition 8
- extreme programming (XP) 1171, 1498

F

face-to-face (F2F) 1108
 face-to-face (F2F) meetings 95
 face-to-face (FTF) contact 1583
 face-to-face (FTF) teams 1668
 face-to-face classroom environments 385
 face-to-face communication 254, 492, 657, 1349, 1659, 1667
 face-to-face contact 1350, 1352
 face-to-face direct training 1663
 face-to-face education 563
 face-to-face group 385
 face-to-face instruction 385, 445
 face-to-face interactions, definition 1674
 face-to-face lecture 1663
 face-to-face meetings 1353, 1356, 1660, 1663
 face-to-face relationship development 1663
 face-to-face training 1663
 facility management (FM) 443
 facility management (FM), definition 451
 failure mode effects analysis (FMEA) 484–491
 failure mode risk analysis (FMRA), overview 484–485
 fair distribution 606
 Federal Aviation Administration 729, 1231
 Federal Aviation Regulations (FAR) 1231
 Federal Bureau of Investigation 729
 FGAC models 608
 fill order 398
 final predator-prey model 841
 financial capital 1860
 fine-grained access control (FGAC) 608, 610, 611, 613
 fine-grained access control method 609, 612
 firewalls 1290
 first order social knowledge 1461
 first-in-first-out algorithm 1152
 flash mobs 1350, 1355
 flight control cables 1231
 flip bifurcation, definition 847
 flooding 1638
 foment innovation, involvement of companies 1268
 FOO protocol 763
 foreign direct investment (FDI) 1053, 1054
 formal modeling 748
 formative evaluation, definition 498
 forward error correction (FEC) codes 1206
 forward star of node *i*, definition 1163

forwarding zone 1638
 fractal business processes 1090
 Fractioned selection method (FSM) 86
 framework 501
 free riders 1660
 free software foundation (FSF) 229
 free space optics (FSO) 411
 frequency hopping spread spectrum technique (FHSS) 292
 FTF communication 1670
 fuel systems 1231
 full-function devices (FFDs) 289
 fully autonomous planning 1291
 functional alienation 1737
 funding problems 1839
 future outsourcing rank (FOR) 1512
 fuzzy multi-agent system, for combinatorial optimization 622–628
 fuzzy rule-based cooperative strategy 622

G

games communities 1820
 games playing, definition 1804
 gearbox 1231
 Geary *C* 1506
 general public license (GPL) 754
 genetic algorithms 1384
 genetic algorithms agent (GAA) 1289
 geocasting 1638
 Geographic information system (GIS) 1569, 1571
 geographic information systems (GIS), participatory 1179–1184
 geographically-isolated students 386
 geography of the information society (GIS) 637
 GIS-assisted learning 1182
 global brain (GB) 281
 global business environments 447
 global change 1752
 global communication 829–837
 global competition 391, 1516
 global computer and communication infrastructure 142
 global development of new JIT 1521
 global distribution systems (GDSs) 1653
 global knowledge-oriented economy 559
 global logistics system models 1511
 global marketing 1516
 global markets 822–828
 global networking 122
 global networks 121
 global outsourcing index (GOI) 1512
 global partnering model (GPM) 1516, 1519, 1520
 global partnering model for strategically implementing new JIT, definition 1526
 global positioning system (GPS) 1569, 1571, 1638
 global production 1516, 1517
 global quality competition 1516
 global supply chain model (GSCM) 1511
 global supply network, definition 1515
 global supply networks 1509
 global system for mobile communications (GSM) 126
 global village 393
 global virtual teams 1662
 globalization 142, 558, 559, 1509
 globalization, definition 465
 globally distributed teams 790
 globally distributed teams, building trust 92–99
 globally distributed teams, sharing 789–794
 GNU/Linux 234
 goal-oriented network 194, 198
 gossip-based multicast 1638
 governance structures 472
 governance system 1272
 government agencies 729
 government information systems 731
 government of Bangladesh (GOB) 1095
 government operations 729
 government-to-business (G2B) 729, 1425
 government-to-citizen 729
 government-to-employee 729
 government-to-government 729
 government-to-government (G2G) endeavors 783–788
 GPS (global positioning system) 1853
 gradual virtuality 533
 graph theory 927
 graphical evaluation and review technique (GERT) 1282
 graphical user interfaces (GUI) 1418
 graph-theoretic methods 439
 GRASP technique 1336
 grasping-opportunity driven CNO 198
 green design, definition 394
 GreyPath fulfils needs, how 1104–1105
 GreyPath portal 1103
 grid computing 644, 1223
 grid computing, case study 646
 grid computing, for social science 643–651
 grid computing, merging 1223–1229
 grid computing, portal interface 646
 grid perspective 1226
 grids, as test bed of pervasive applications 1225
 grids, mobile/wireless 1226
 grids, to collect data from sensor networks 1225
 grids, using 1224

group cohesiveness 1659
 group consensus 43–50
 group decision support systems (GDSS) 43
 group-based telework 1732
 group-to-group collaboration 5
 groupware 121
 groupware technologies 1
 GTD (Grand Dictionnaire Terminologique) 325

H

hared key authentication (SKA) 293
 Harvard Business School 464
 HCPN model 615
 health care 729
 heterogeneity test 934
 heterogeneous agents 4
 heterogeneous business environments 1426
 heuristic methods 1151
 HIAS system 679
 HIAS system application example 684
 HIAS system construction 680
 hierarchical organizations 35
 hierarchicalization 131
 hierarchies 395
 higher education institution (HEI) 516
 higher education institutions (HEI), strategies 1531
 higher education networks, definition 1756
 higher order social knowledge 1463
 hijackers 729
 HITS 1575
 holonic network organizations, agile 35–42
 home officing, definition 451
 horizontal firms 1743
 horizontal integration 729
 host multicast 1637
 host multicast tree protocol (HMTTP) 1637
 hoteling (generic office), definition 451
 HTTP-based inter-platform messaging 455
 hubs 927
 human adaptation 564
 human capital 1860
 human computer interaction (HCI) 950
 human factor 525
 human factor design principles 668
 human factors engineering 672
 human factors engineering, definition 676
 human factors environments 672
 human factors taxonomy 670
 human operators 75
 human resource mobility 1059

human resources planning 126
 human-centered design 668
 human-centered design process 669
 human-centered information spaces 669
 human-computer interaction (HCI) 563, 727
 human-integrated assist systems 678–687
 human-to-human 1136
 human-to-machine 1136
 hybrid organizations 1743
 hybrid P2P network 453
 hydraulic systems 1231

I

ICT supportiveness 443
 ICT technologies 524
 ideas growing process 1469
 IEEE 802.11 (Wi-Fi) 290
 IEEE 802.15.3 (UWB) 291
 immediate basin, definition 847
 impersonal and interpersonal trust, interplay between 1685
 impersonal trust, in virtual context 1684
 impersonal trust, sources of 1685
 implications of trust 1702
 implicit/tacit knowledge 1482
 in-betweenness: ma 1707
 independent selection method (ISM) 83
 Independent selection method (ISM) 86
 Indicator of potential information dissemination (IPID) 637, 642
 indirect Allee effect 842
 indirect network effects 1008
 indirect strategies 1746
 individual factors 1447
 individual learning process 563
 individualistic (IDV) societies 371
 individualized learning projects 26
 industrial clusters 1058
 industrial district 195
 industrial district, definition 1065
 industrial districts, in a global economy 825
 industrial districts, Italian-type 824
 industrial information portal, access to 703
 industrial Web portal, for remote supervisory control 700–707
 industry cluster 195
 industry networks 708–716
 informal knowledge 1799
 informatics 1
 information age 386, 672
 information and communication technologies 386, 388
 information and communication technologies (ICT) 269, 300, 459

information and communication technologies (ICT), definition 451
 information and communication technology (ICT) 193, 391, 443, 581, 1851
 information and communication technology (ICT)-based tools 914
 information and computer technology (ICT) 1022
 information brokers, definition 1471
 information contagion 1455
 information design, definition 676
 information disasters, in networked organizations 717–724
 information disasters, key points 719
 information disasters, late industrial age 717
 information disasters, risk factors 720
 information exchange 1659
 information networks, definition 1857
 information overload 1660
 information policy, definition 1857
 information processing systems 1151
 information security 731, 1252–1258, 1254
 information security management 731
 information sharing 729
 information sharing among government agencies 729
 information sharing initiatives 731
 information sharing, definition 733
 information sharing, in a networked community 1722–1729
 information sharing, issues 1725
 information sharing, marking electronic documents 1722
 information sharing, marking paper documents 1722
 information sharing, using annotations 1722–1729
 information sharing, using document markings 1724
 information society 70, 642
 information society technologies (IST) 914
 information system department (ISD) 1786
 information systems (IS) 608, 1568, 1572
 information systems development (ISD) 867
 information technologies (IT) 729, 1568
 information technology (IT) 395, 578, 1022, 1572
 infrastructure 460
 initial teacher education (ITE) 516
 initiator 396
 innovation 1058
 innovation networks 1276–1286
 innovative design technology (IDT) 726

- innovative design technology (IDT) 726
 Innovative Teachers Programme (INTP) 516
 INS 729
 INS watch list 729
 instant messenger (IM) 1349
 institutional memory 656
 institutional third-party trust 1684
 institution-based trust 144, 1664, 1669
 instructional design 1325–1332
 instructional design 564
 instructional designers (ID) 797
 intangible items 51–52
 intangible value 51–56
 integrated drive generators (IDG) 1231
 integrated logistical center (ILC) 1807
 integrated operations (IO) 237
 integrated operations (IO), socio-technical characteristics 238
 integrated outsourcing 1165
 integrated projects (IPs) 1023
 integration 729, 778
 integrity, definition 152
 intellectual capital 1860
 intellectual property 778
 intelligence 280
 intelligence agencies 729
 intelligence operators 678–687
 intelligent agent, definition 1428
 intelligent agent, network of 1031–1043
 intelligent agents 1424, 1425
 intelligent agents, definition 1465
 interaction 736
 interaction effects 1670
 interaction integration 1291
 interaction model 395, 396
 interaction theory and MMOG 1760
 interaction with transaction, definition 1374
 interaction, importance of use 736
 interactions, benefits and limitations 736
 interactions, with computers 737
 interactive model of innovation, definition 1065
 interactive multimedia documents 379
 interactivity 131, 1794
 interactivity design, definition 676
 inter-agency information sharing 730
 interagency trust 731
 interdisciplinarity, definition 1471
 interdisciplinary project 1466
 interface definition language (IDL) 27
 inter-member trust 1659
 internal coordination 395
 International Organization for Standardization (ISO) 253
 Internet communication technologies (ICTs) 1667
 Internet communication technologies (ICTs), definition 1674
 Internet conference, effectiveness 426
 Internet conference, organization 423
 Internet engineering task force (IETF) 1187
 Internet lectures 560
 Internet lectures, definition 562
 Internet relay chat (IRC) 1349, 1757
 Internet service providers (ISP) 269
 Internet-based activities 655
 Internet-based e-commerce 142
 Internet-based electronic marketplace (IEMP) 475–483
 Internet-based electronic marketplace (IEMP), in SCM business practice 478
 Internet-based electronic marketplace (IEMP), solution for the maritime industry 479
 Internet-based global marketplace 125
 Internet-based learning spaces 387
 Internet-based networks 385
 Internet-based school networks 385
 Internet-supported collaboration 525
 Internet-working 121
 interoperability 750, 1426
 interoperability, definition 752
 interorganizational communication 399
 inter-organizational information systems (IOISs) 121
 interorganizational networks 777
 interorganizational process 399
 inter-organizational system (IOS), definition 128
 inter-organizational systems (IOS), sharing patient files 153
 inter-organizational systems (IOSs) 121
 interpersonal computing 121
 interpersonal factors 1448
 interpretation 1745
 intra-enterprise (IE) agent, definition 1294
 intra-enterprise (IE) agent, definition 600
 intra-enterprise architecture 1288
 intra-enterprise level, definition 600, 1294
 intra-enterprise planning system 594
 intrinsic motivation 1447
 intrusion detection (ID) 1186
 intrusion detection message exchange format (IDMEF) 1187
 intrusion detection working group (IDWG) 1187
 intuition-based trust 1449
 inventory management 124
 IP-based virtual private network 1317–1324
 irtual learning environment 28
 ISSAAC model 745
 ISSAAC model of virtual organization 745, 749
 ISSAAC, definition 752
 IT architecture 908
 IT investments, valuing in public sector 356
 IT support required 778
J
 JADE 598
 JADE (Java agent development framework) 455
 Japan Institute of Science and Technology (JAIST) 1361
 Japanese production system 1517
 Japanese-style management technology 1516
 Japanese-style quality control 1517
 JAVA 598
 JAVA language 455
 JIT 1516, 1517
 JIT (traditional just in time) 1517
 JIT, definition 1526
 jitter measurer 1593
 Johnson's virtual teams development model 540
 joint identity 311
 joint program of activities (JPA) 727
 joint venture 26
 JSP (JavaServer Pages) 455, 599
 just-in-time inventory management 126
K
 kaizen 678, 679
 keiretsu of Toyota, structure analysis 1542
 key management technology 1517
 key performance indicators (KPI) 115
 key performance indicators, selecting and gathering data 116
 keyword network 1468
 knapsack problem 625
 knowledge 1793
 knowledge acquisition 652, 1058
 knowledge acquisition at the strategic level 653
 knowledge acquisition at the subject areas level 653
 Knowledge acquisition techniques 655
 knowledge age 444, 672
 knowledge assessment (KA) 423
 knowledge assimilation 652, 655
 knowledge blogs 769–776
 knowledge commercialisation 558
 knowledge community 778, 781, 1446
 knowledge constructs 1181
 knowledge creation 1467
 knowledge demand, exemplary 1415

- knowledge discovery in databases (KDD) 655
- knowledge engineering (KE) 1028, 1483
- knowledge flow 1467
- knowledge flows analysis (KFA) 654
- knowledge management (KM) 1028, 1232, 1413, 1482
- knowledge management (KM), phases 795
- knowledge management discipline (KM) 652
- knowledge management for learning objects 800
- knowledge management processes 1446
- knowledge management system (KMS) 652, 800, 1137
- knowledge management system (KMS), deployment of 652
- knowledge management system, definition 659
- knowledge management, definition 659, 1428
- knowledge map 655
- knowledge map, definition 659
- knowledge mapping 1467
- knowledge scripting and profiling (KS&P) 654
- knowledge sharing 1467, 1482–1488
- knowledge sharing 509
- knowledge sharing factors 1448
- knowledge sharing solutions 1446
- knowledge sharing, social aspects 791
- knowledge society, digital divide 430–435
- knowledge technologies (KT) 1615
- knowledge transfer 789–794
- knowledge transfer, collaborative technologies 790
- knowledge transfer, G2G endeavors 783–788
- knowledge transfer, in G2G initiatives 784
- knowledge transfer, in G2G projects 784
- knowledge transfer, technological infrastructure 784
- knowledge use and requirements analysis (KURA) 654
- knowledge work 445
- knowledge yellow pages 656
- knowledge, acquisition of 1798
- knowledge, definition 659
- knowledge-based e-learning 795–799
- knowledge-based organization 1744
- knowledge-based society 1024
- knowledge-based trust 93, 1449
- L**
- label-correcting methods 1151
- laminated object manufacturing (LOM) 1815
- language-action model 395
- language-action perspective 396
- language-action perspective, definition 401
- LANs and Ethernet 409
- large manufacturing corporations (LMC) 1025
- large-scale emergency rescue 1
- large-scale industries (LSIs) 220
- large-scale networks 926
- law enforcement 729
- layers of localization 830
- layers of localization, business conventions and practices layer 832
- layers of localization, cultural layer 834
- layers of localization, grammatical layer 831
- layers of localization, graphic and iconic representation layer 832
- layers of localization, semantic layer 832
- layers of localization, social and communication layer 833
- layers of localization, technological infrastructure 830
- layout, definition 394
- lean production 127
- lean system 1517
- learner communication channel 1660
- learner—e-learning system fit, definition 571
- learner—e-learning system-instructional process fit, definition 571
- learning circles 385
- learning communities 1549
- learning communities, critical issues 1552
- learning disability (LD) 187
- learning environment 1550
- learning environment, best practices 1550
- learning from computers 738
- learning object (LO) 369
- learning object (LO) concept 800
- learning object evaluation 800–807
- learning object repository (LOR) 181, 1772–1778
- learning object repository, foundation 1773
- learning object, search tool 1774
- learning object, submission tool 1773
- learning objects (LO) 1772
- learning objects, context evaluation 801
- learning objects, evaluation strategy 804
- learning objects, instructional design 1327
- learning objects, quality concept 1326
- learning organizations, definition 1756
- learning process 566, 1553
- learning processes 385
- learning products 1555
- learning resources (LR) 797
- learning retention 1667
- learning structures 385
- learning supports 1799
- learning through computers 738
- learning with computers 740
- learning, what is it? 1549
- learning, with information technology 1549
- learning-by-sharing 1750, 1751
- learning-by-sharing design 1751
- learning-by-sharing design categories 1753
- learning-by-sharing design principles 1753
- learning-by-sharing model 1751, 1752
- learning-support technology fit 563
- lecture material 558
- lesser general public license (LGPL) 755
- library explorer 1046
- library facilities 558
- life cycle 504
- linear programming agent (LPA) 1289
- link analysis ranking (LAR) algorithms, existing 1573
- link analysis ranking (LAR) survey 1573–1578
- link layer protocols 60
- link manager layer 289
- link quality indication (LQI) 292
- LispMiner data mining tool 526
- live simulation, definition 9
- live simulations 2
- live virtual classroom (LVC) programs 740
- living forces 195
- living labs approach 818–821
- local area network (LAN) 121, 305
- local area network (LAN), definition 1642
- local networks, in global markets 822–828
- localization, definition 465
- location-based multicast (LBM) 1639
- lock-in 1016
- logical architecture 908
- logical link control adaptation protocol (L2CAP) 289
- logistic function 838
- logistic mapping 838
- logistic models 838
- logistics 1572
- logistics provider (LogPro) 396
- logistic-type components 841
- long-range dependence (LRD) 1205, 1217
- long-term collaboration, risks 1389

long-term contract, negative effects
850–851

Lotka-Volterra type 841

lurking 952

M

ma 997

ma (Japanese term) 1707

ma, background 1357–1358

ma, conceptualizing 1361

ma, main characteristics 1708

ma, three epistemological dimensions
1362

ma-ba membrane 1710

machine learning 525

machine-to-machine communication
1136

machine-to-machine interaction 143,
1422

Mahalanobis distance 1233, 1234

Mahalanobis distance (MD) 1235

Mahalanobis space 1234

Mahalanobis space (MS), definition 1236

Mahalanobis Taguchi System (MTS)
1230, 1231, 1232

Mahalanobis Taguchi System (MTS) ap-
proach 1230

Mahalanobis-Taguchi-Gram-Schmidt
(MTGS) method 1235

main effects 1670

maintenance of social knowledge, defini-
tion 1465

majority rule (MR) 631, 1345

managed services 143

Management Information Service Center
(MISC) 1345

management technology 1516

management technology strategy model
1516, 1519

management technology strategy model,
definition 1526

mandatory access control (MAC) 13

mandatory-composite services (MCS)
406

mandatory-composite services vs. op-
tional-composite services 403

manipulative, definition 1804

mapping 1369

market creating 1516

market imperfections 1018

market of resources 891, 905, 912

market outcomes 1014–1021

marketplace architecture 19

markets 395

mass customization 127

massive multi-user online games
(MMOG) 1757

massive multi-user online games
(MMOG), social interaction
1761

massively multi-player online (MMO)
1820

mathematical formulation based ap-
proaches 1511

mathematical games 1799

mathematical knowledge 1799

mathematical modeling 1513

mathematical reasoning 1799, 1803

mathematical tasks 1798

mathematics 1797

mathematics education 1797

mathematics education, processes 1798

mathematics education, products 1798

mathematics education, virtual laboratory
of 1797

mathematics education, visions of 1798

mathematics learning 1799

mathematics teaching 1798, 1799, 1803

maturation effects 669

maximum-flow methods 439

m-commerce 126

mean time between failures (MTBF)
1199

mean time to repair (MTTR) 1199

measuring virtuality 533

mechanism, definition 659

media design, definition 676

media richness 1660

Medical Department Research Center
(MDRC) 1346

medium access control layer (MAC) 288

member actions, definition 1674

member actions, early stages, definition
1666

member actions, later stages, definition
1666

members registration authority 454

memex 1044

mental map 1371

mesh-based protocol 1637

message content language 455

message transport protocols 598

message-based stereotyping 1664, 1669

message-based trust (MS) 1671

meta-agents 1290

meta-analysis research, on virtual team
performance 933–943

meta-analysis, principles 934

meta-analysis, process 934

meta-enterprise information systems
475–483

metaheuristics 1336

meta-knowledge 1463

meta-reasoning 1461

metaverse 991

methodological individualism (MI) 1343

metrics 1862

metropolitan area network (MAN) 305

metropolitan region, definition 465

middleware applications 730

middleware, definition 733

migrated avatars (MIG) 1337

Milken Institute 461

Mind Manager 655

mini communities 1554

minimal social knowledge 1461

mixed integer programming (MIP) model
1511

mixed loop synchronizers 1591

mixed reproduction rate 841

MMO communities 1821

MMO social, cultural, and political
events 1822

mobile ad hoc network (MANET) 60,
1068, 1638

mobile business 126

mobile commerce 126

mobile devices 126

mobile learning 946

mobile technology 1407

mobile virtual communities 944–949

mobile virtual communities of commut-
ers 950–956, 951

mobile virtual communities of commut-
ers, collaboration model 951

mobile virtual communities of commut-
ers, sociability 952

mobile virtual communities, characteris-
tics 945

mobile VoIP, a managerial perspective
874–881

model inspection 1461

model revision 1461

modeling, definition 9

modern civilization 285

modified prototyping method (MPM)
663

monitoring costs 893

Monte-Carlo simulations 1151

Moran scatterplot 1507

morphology, in networks 957–963

Mozilla 235

MTS, application of 1233

multi-agent planning system 594

multi-agent system (MAS) 452, 593,
1287, 1424, 1459

multi-agent systems (MAS), definition
458, 1465

multi-agent technology 455, 1287

multi-attribute value-theory (MAVT)
964

multicast island, definition 1642

multicast open shortest path first (MO-
SPF) 1638, 1639

multi-criteria decision making (MCDM),
definition 1515

multi-criteria model, for partner selection
965

multidisciplinary, definition 1471

multimedia and collaborative virtual environments (MCVEs) 377
 multimedia customization 377–384
 multimedia educational research for learning and online teaching (MERLOT) 369
 multimedia module 381
 multimedia traffic models 1205
 multi-objective optimization 1151
 multi-objective optimization, definition 1515
 multi-party collaboration 209
 multi-player (PC) communities 1821
 multiple possible equilibria 1016
 multiple-input multiple-output (MIMO) model 290
 multi-user dimension (MUD) 1757, 1759
 multi-user dimension (MUD), gratification theory 1761
 multi-user dimension (MUD), social interaction 1761
 municipal services 729
 mutual competitive interaction 843
 mutual extinction 840
 mutual learning 219
 MySQL 235

N

national contact point (NCP) 68
 National Library of Virtual Manipulatives 1798
 National science digital library (NSDL) 1774
 National Security Agency 729
 national system of innovation, definition 1065
 natural language processing (NLP) tools 1871
 nature-inspired cooperative strategies 982–989
 navigation, Internet front line 990–1000
 NDMS, characteristics of 1233
 negotiation support systems (NSS) 1001–1006
 Neimark-Sacker bifurcation 842
 Neimark-Sacker bifurcation, definition 847
 NeoPets Inc. 1241
 NeoPets Inc., immersive advertising 1241
 nerve centres of connectivity and interactivity, CDN-VSE environment 239
 net marketplaces 125
 net marketplaces, types of 125
 net present value (NPV) 356
 Net-enabled business transformation 1676

Net-enabled competencies 1677
 Net-enabled connectivity 1675–1682
 Net-enabled connectivity, benefits 1680
 Net-enabled organizations (NEO), emergence 1675
 Net-enabled systems (NES) 1675
 networking, affects on corruption 1053
 NetSim (network simulator) 1641
 network 217
 network analysis, traditional 959
 network arcs 1151
 network arrangements 1743
 network breeding environment (NBE) 779, 782
 network characterization, approaches 959
 network effects 1007–1013, 1014–1021
 network effects, extent 587
 network form 580
 network hyperlinks 326
 network innovation, a new perspective 1074–1079
 network innovation, innovativeness 1076
 network interactions, key measures 1543
 network intrusion detection systems (NIDS) 1187
 network level, competition 1015
 network nurturing management system (NNMS) 862
 network of excellence (NoE) 1138
 network organizations, features 202
 network size 1545
 network size, marginal gains 587
 network societies 779
 network society, the rise 719
 network structures 1743
 network theory 927
 network topologies 927
 network traffic models 1216
 networked and virtual organizations (NVO) 281, 391, 629, 1245, 1341
 networked community 1356
 networked environment 122
 networked environments, characterization 183
 networked learning environments 388
 networked organization 1816
 networked organization 525
 networked organization, definition 401, 1093, 1748
 networked organizations
 1, 38, 199, 395, 1367, 1743
 networked organizations, human factors 668
 networked project procurement management system (NPPMS) 861
 networked virtual environments (NVEs) 385, 388, 389, 1333

networked virtual environments, teaching and learning 385
 networked virtual organizations model 391
 networked virtual organizations, boundaries 1705–1713
 networking 219, 311, 462
 networking and corruption 1052–1057
 networking, defined 1052
 networking, why participation matters? 1053
 networks and industrial clusters 1058
 networks between industry and academia, definition 1756
 networks of excellence (NoEs) 1022
 networks, conformity and individuality 588
 networks: cooperation, competition, and subcontracting 1271
 neural data mining system (NDMS) 1230–1232
 neural network 1232
 neural network (NN) module 1233
 neural networks, definition 1237
 neurology 563
 NeverwinterNights 809, 811
 new computer networks, affecting virtual organizations 1068
 new institutional theory 1720
 new JIT 1516
 new JIT, definition 1526
 new JIT, global development 1521
 new practices in learning technologies (NPLT) 1835
 new process of work 1080–1086
 new product development (NPD) 867
 New York 464
 non-governmental organization (NGO) forum 1093–1101
 non-governmental organization (NGO), definition 1093
 non-governmental organization (NGO), knowledge creation 1098
 non-governmental organization (NGO), the network 1096
 non-governmental organizations (NGOs), in Bangladesh 1094
 non-repudiation, definition 152
 nonvirtual media 1349
 Norwegian continental shelf (NCS) 237
 notebooks technology 101
 NSFC (National Natural Science Foundation of China) 1466

O

object-oriented hypermedia design model (OOHDM) 663
 observation-based analysis (OBA) 654
 occupational data analysis 645

- off-line media 1355
- offshore campus, definition 562
- offshore campuses 558
- offshore outsourcing 1399
- off-site workplaces 443
- off-the-job training (OFF-JT) 679
- OLAP data cube 1233
- older people, needs 1103
- older people, the Internet 1102–1107
- one-way active measurement protocol (OWAMP) 1218
- online analytical processing (OLAP) 1232
- online analytical processing (OLAP), definition 1237
- online collaborative teams (OCT) 1112–1119
- online collaborative teams, management and team leader practices 1114
- online collaborative teams, member practices 1116
- online collaborative teams, trust 1115
- online communication, timeliness of 568
- online community 1350, 1352, 1353, 1356
- online community development 1614–1621
- online consortiums 561
- online conversational competency, gauging 341
- online data warehouse 730
- online distance education 558
- online education 1667
- online game communities 808–817
- online game players 1757
- online learning 136, 387, 565
- online learning communities 339
- online learning conversations, evaluating 340
- online role-playing games, facilitate learning 811
- online transactions 142
- online tutoring and mentoring 1120–1127
- online tutoring, case study 1124
- online tutoring, defining 1122
- online virtual community 188
- onshore drilling center (ODC) 239
- onshore operating center (OOC) 239
- on-site workplaces 443
- Ontario Council for University Lifelong Learning (OCULL) 1836
- on-the-job training (OJT) 679
- ontological model of VO 746
- ontology 1423
- ontology inference layer (OIL) 1423
- ontology, definition 1428
- open classes, definition 390
- open communication 1659
- open distance education 492
- open distance education, definition 498
- open distance learning 492
- open loop synchronizers 1591
- open source communities 232–236
- open source communities, collaboration tools 755
- open source communities, fundamentals 232
- open source communities, research 757
- open source communities, roles 756
- open source community, defined 232
- open source software (OSS) 1172, 1496
- open source software development (OSSD) 1496
- open source software ecosystems 1496–1501
- open source software, communities 753–760
- open source software, licenses 754
- open source software, origin 754
- open source-based communities, pioneer 234
- open system architectures 75
- open system authentication (OSA) 293
- open systems interconnection (OSI) 1066
- Open University of Catalonia (OUC), a virtual university 1145
- Open University, definition 562
- Open University, UK 558
- operating system security, peer-to-peer methods 1185–1191
- operation system support (OSS) 271
- optimal dynamic path 1151
- optimal path 1151
- optimal path problems 1151
- optimal solution 1152
- optimality principle 1156
- optimization 1151
- optional-composite services (OCS) 406
- Oracle Grid 613
- order parameter 1368
- order parameter of social systems 1368
- order parameter, definition 1374
- organisational readiness, for virtual collaboration 530
- organization 778
- organization design 2
- organization design, simulations for 2
- organization for economic co-operation and development (OECD) 318
- organization pedagogics 1367
- organization requirements, definition 1756
- organizational behaviour 396
- organizational change, definition 1857
- organizational communication 1659
- organizational competitiveness 1510
- organizational culture 1744
- organizational DNA, through holonics 39
- organizational entropy 960
- organizational environment 653
- organizational knowledge acquisition 653
- organizational performance 1659
- organizational taxonomies 670
- organizational X-ray 1467
- original equipment manufacturer (OEM) 1230
- original equipment manufacturer (OEM), definition 1237
- outsourced-manager-agent 404
- outsourcing 391, 1164, 1509
- outsourcing logistics from virtual logistics 1805–1811
- outsourcing, definition 1170, 1515
- outsourcing, determinants and drivers 1400
- outsourcing, extent and implications 1402
- outsourcing, scales and dynamics 1399–1406
- outsourcing-manager-agent 404
- overlay network 1637
- overlay network, definition 1642
- OWL (Web Ontology Language) 1421

P

- P2P communities 1755
- p2p model 100
- P2P technology 100, 1446
- packet scheduling 1320
- PageRank 1574
- pair modeling 1171–1178
- pair modeling environment 1172
- pair modeling process 1173
- pair modeling, cost 1172
- pair modeling, educational implications 1175
- pair modeling, suitability 1172
- pair modeling, utility 1174
- panel seals 1231
- paper medical forms 5
- paper-mediated communication 6
- paradox 1348
- parameterized views 611
- parameters 1151
- partner interface processes (PIPs) 209
- partner profiling 452
- partnering 149, 1517
- partnering chains 1518
- partnership, definition 1170
- partnerships in e-learning, evolution 1302
- partnerships, organizing from academia and industry 1304
- parts manufacturer approval (PMA) 1231

- parts manufacturer approval (PMA), definition 1237
- passive EE agent 1290
- passive EEA 594
- passive process 1750
- passive training 1663
- passive training, definition 1666
- path dependency 1744
- PCMS (profiling and competency management system) 302
- PE-based L3 IP VPNs 1317
- pedagogical change, for virtual universities 508–515
- pedagogy 388
- pedagogy, definition 498
- peer online writing & editing room (POWER) 1875
- Peer2Peer (P2P) technologies 1755
- peer-to-peer (p2p) 100
- peer-to-peer (P2P) architecture 906, 912
- peer-to-peer (P2P) hybrid network 912
- peer-to-peer (P2P) network 453
- peer-to-peer (P2P) networks 1210
- peer-to-peer (P2P) technology 1446
- peer-to-peer (P2P), definition 1642
- peer-to-peer applications 1069
- peer-to-peer applications, main concepts 1070
- peer-to-peer communication (P2P) 1185
- peer-to-peer computing (P2P) 1413
- peer-to-peer cooperating 452
- peer-to-peer structure 1423
- peer-to-peer traffic models 1211
- pentominoes 1801
- people, information, and organizations 1252
- perception of VO reliability 1192–1195
- performance analysis, models of Web traffic 1196–1203
- performance analysis, multimedia traffic 1204–1209
- performance analysis, peer-to-peer traffic 1210–1215
- performance history 302
- performance indicators 1861
- performance measurement approaches, critical issues 246
- performance measurement system (PMS) 1858, 1861
- performance measurement, computer networks 1216–1222
- performance measurement, technique and tools 1218
- performance metrics 1217
- per-hop behavior (PHB) 1245
- periodic cycles 840
- periodic table 539
- peripheral specialists, definition 1472
- personal computers (PCs) 121, 1569
- personal data assistants (PDAs) 668
- personal digital library (PDL) 1044
- personal digital library (PDL), descriptions 1046
- personal digital library (PDL), features 1047
- personal ontology (personal-ont) 1423
- personal trusted device (PTD) 1584
- personality-based trust 1664, 1669
- personalization 1425
- personalization, definition 1428
- pervasive computing 1224
- pervasive computing, merging 1223–1229
- pervasive computing, smart spaces 1224
- pervasive environments 331
- phase lock loop (PLL) 1591
- physical architecture 908
- physical layer issues 60
- pick file 398
- PIK protocol 764
- PIT-ProcessM 1261
- Plan Do Check Act (PDCA) approach 357
- planned obsolescence 392
- planning agents (PA) 1289
- platform-type partnering chains 1518
- play teams, clans and guilds 1822–1823
- player communities 1821
- PMA parts 1231
- PMA parts finder 1231
- PMA supplier selection 1230
- PMA supplier selection system 1235
- p-median problem 626
- pneumatic valves 1231
- pneumatics and environmental control systems 1231
- police, definition 1857
- policy function 609
- policy-making 729
- polyminoes 1801
- polymorphic architecture 283
- polynomial time algorithm 1151
- Porter, Michael 464
- post-modern tribes, as a marketing tool 1238–1244
- post-modernity, a tale 1238
- post-order customer satisfaction 691
- potential space 991
- power distance index (PDI) 371
- power generation systems 1231
- power shifts 731
- ppGIS applications 1181
- predator-prey 838
- predator-prey interaction 839
- predicate 613
- prestige algorithm 1573
- price formation 778
- primary school teachers 1797
- primary school teachers, training 1797
- principal-agent theory 527, 580
- Principia Cybernetica Project (PCP) 281
- principles of universal (user experience) design 671
- private branch exchange (PBX) 121
- private industrial networks 125
- private knowledge, definition 1294
- private knowledge, definition 600
- private marketplace, definition 128
- private processes (PP) 1736
- proactive composition vs. reactive compositions 403
- probabilistic network, definition 1163
- probability distribution of the shortest path 1151
- problem formulation 3
- problem solving 1659, 1798
- problem solving knowledge 1459
- problem solving organizational performance 1659
- problem solving, definition 1804
- problem tracking system (PTS) 1260
- problems of education 1838
- process integration, definition 401
- process management methodology 1259–1265
- process management principles 1516
- process of innovation 1269
- process performance management (PPM) 113
- process performance management, conditions 115
- process performance management, the idea 114
- process performance, expanding 118
- process specification language ontology (PSL) 1130
- process view 397
- process-centered software engineering environments (PCSEEs) 1260
- processing capability 302
- process-to-process (P2P) data exchange 238
- processural alienation 1737
- product development 1817
- product life cycle (PLC) 66
- product life-cycle information 66
- product, nature of the 589–590
- production automation and control (PAC) 726
- production management agent (PMA) 1289
- production organization and management (POM) 726
- production planning 1287
- production planning agent (PPA) 1289
- production technology principle 1516
- product-related network effects 1009
- professional approach to translator training (PATT) 261, 262
- professional community 781

- professional virtual community (PVC)
196, 198, 1128
- profile of subject, definition 458
- project design and engineering management system (PDEMS) 859
- project management 1276–1286, 1277
- project management, process planning 1281
- project management, time scheduling 1282
- project management, traditional vs. evolutionary 1278
- project offering and bidding management system (POBMS) 859
- project owner relation management system (PORMS) 858
- project team environments 443
- property rights theory 580
- ProPlanT 1287
- ProPlanT architecture 1288, 1292
- ProPlanT prototype 1292
- ProPlanT system 1291
- ProPlanT technology 1287
- ProPlanT technology implementation 1293
- ProPlanT, coordination 1291
- ProPlanT, definition 600, 1294
- ProPlanT, negotiation 1291
- ProPlanT, planning agent 1289
- protocol independent multicast-sparse mode (PIM-SM) 1638
- protocols 1136
- prototype, definition 394
- prototyping 1818
- provider-provisioned VPNs (PPVPN) 1317
- public computing grid, benefits and challenges 1296
- public grid computing 1295–1299
- public grid computing, recent applications 1296
- public key infrastructure (PKI) 908
- public knowledge, definition 600, 1294
- public knowledge, problems of 1838
- public network infra structure 122
- public participatory geographic information systems (ppGIS) 1179
- public private networks (PPN) 1300–1308
- public private partnership (PPP) 818, 1300
- public system telephone network (PSTN) 879
- public-private partnership, definition 465
- purchasing competence 1311
- purchasing process 1309
- punctuated equilibrium model 539
- purchasing importance 1313
- purchasing interaction 1312
- purchasing task execution 1312
- push and pull factor of cost 559
- ## Q
- QCD approach model 1516
- QCD studies 1516
- QoS problem, in networked virtual environments 1334
- QoS provisioning, in PE-based L3 VPNs 1318
- QoS routing 1320
- qualified scientists and engineers (QSEs) 219
- qualitative reasoning based approaches 1512
- quality control 1517
- quality in open source software, significance 1496
- quality learning objective 1325–1332
- quality management 1517
- quality management technology principle 1516
- quality of interaction, definition 571
- quality of service (QoS) issue 1333–1340
- quality of service (QoS), provisioning framework 1317–1324
- quality of service, definition 571
- quality of technology-supported learning experience, definition 571
- quality, cost, and delivery (QCD) 679
- query modification 609
- questionnaire-based knowledge surveys (QBKS) 653
- queue management 1320
- ## R
- radio and television development 1589
- radio transmission 5
- random continuous parameters 1151
- random graph 1151
- random graph, shortest path 1151
- random networks 927
- random parameter distributions 1151
- random variables 1151
- rapid prototyping (RP) 1814
- RAVE, system behavior 14
- RAVE, system implementation 16
- RAVE, system security 13
- RAVE, system services 15
- RDF schema (RDFS) 1422
- reciprocal work process 445
- recommendations systems (RSs) 1425
- reduced function devices (RFD) 288
- reflective and creative learning, technologies 809
- reflective Ba, in cross-cultural learning 1357–1366
- refractive Ma, in cross-cultural learning 1357–1366
- regionalization, definition 465
- relation, definition 1374
- relational capital, definition 1749
- relational link (RL) training 1659
- relational link training 1663
- relational links, definition 1666
- relational rent 1747
- relational rent, definition 1749
- relationship management methodology (RMM) 663
- relationship marketing 971
- relationship trust, definition 152
- relative closeness 1544
- relatronics 1367
- relatronics, definition 1374
- relatronics, implications of 1370
- remote assistance virtual environment (RAVE) 11
- remote cockpit 596
- remote cockpit agents 1290
- remote telecenters 443
- repositorium 102
- reputation categorization 1664, 1669
- reputation categorization (RC) 1672
- reputation categorization trust (RC) 1671
- research and development (R&D) 67, 217, 470, 635, 914
- resource agents 1289
- resource allocation 1287
- resource capacity 302
- resource description framework (RDF) 1421, 1422
- resource sharing 748
- resource view 397
- resource-based view 1745
- resource-based view of the firm 1744
- resources 778
- responsive pricing 1247
- return on investment (ROI) 356
- return-on-investment 1745
- reusable learning objects (RLOs) 369, 370
- rich site summary (RSS), applications and virtual organizations 1395
- rich site summary (RSS), feeds 1396
- rich site summary (RSS), in virtual organizations 1393–1398
- rich site summary (RSS), variances and basic syntax 1394
- rigid territories 642
- risk 1388
- risk management process, networked environment 1390
- risk management, in enterprise networking 1388–1392
- RMI (Java remote method invocation) technology 455

robustness of the overlay 1636
 role of trust 142
 role-based access control (RBAC) model 13
 role-playing games (RPG) 1239
 routine activity 398
 row level security (RLS) 613
 Ruelle-Takens route 841
 rule-based framework 611

S

- sabotage 731
 SAFER architecture 1765
 SAFER architecture, agent 1766
 SAFER architecture, agent evolution 1769
 SAFER architecture, agent fabrication 1768
 SAFER architecture, agent roaming 1769
 Salsa 1576
 salt spray test (SST) 1522
 Santa Monica, California 464
 s-a-r-C (situation-actor-resource-Competency) model 299
 SAS Web analytics solution 655
 satellite officing 443
 satellite officing, definition 451
 SBU (strategic business unit) 298
 scale-free networks 927, 929
 scanning for an open e-mail (SMTP) 1187
 SCEASRank 1575
 school-community relationship 388
 science SQC, definition 1526
 scientific collaboration process 1468
 scientific collaboration, definition 1472
 SCM (supply chain management) 1517
 SCM concepts 1569
 search costs 893
 search domain (SD) 900
 second order social knowledge 1462
 secure sockets layer (SSL) 908, 1197
 security assertion markup language (SAML) 908
 security identification number (SID) 611
 selection model 90
 selective laser sintering (SLS) 1815
 self-evaluation 494
 self-initiated activity 673
 self-learning 492
 self-modelling knowledge networks, functional tasks 1416
 self-modelling knowledge networks 1413–1420
 self-organization, definition 1374
 self-paced instruction 738
 semantic e-business 1421, 1427
 semantic e-business applications 1424
 semantic e-business, challenges 1421
 semantic e-business, definition 1428
 semantic e-business, directions 1421
 semantic e-business, technical obstacles 1426
 semantic interoperability 1426
 semantic knowledge representation languages 1421
 semantic portals 1424
 semantic search 1425
 semantic web (SW) 1483
 semantic Web services 1423
 semantic Web technologies, definition 1428
 semantic Web, definition 1428
 semantic Web-based technologies 1421
 semi-private knowledge, definition 1294
 semi-private knowledge, definition 600
 sense of virtual community (SOVC) 1559
 sense of virtual community (SOVC), antecedents 1559
 sense of virtual community (SOVC), dimensions 1560
 sense of virtual community (SOVC), in BAP 1562
 sense of virtual community (SOVC), outcomes 1560
 September 11, 2001 attacks 729
 sequential work process 445
 servers 909
 service consumer 1423
 service failure, cellular 850
 service grid 143
 service level agreement (SLA) 1245
 service metrics, quality 62
 service oriented architecture (SOA) 271
 service provider 1423
 service registry 1423
 service-oriented architecture 143
 service-oriented architecture (SOA), definition 279
 service-oriented architecture, as a key driver for enterprise integration 1432
 service-oriented architecture, for business management 1437–1445
 service-oriented architectures (SOA) 1429–1436
 service-oriented architectures (SOA), technology and standards 1431
 service-oriented architectures, characteristics 1438
 service-oriented business process management 1439
 SETI@home project 1295
 severe acute respiratory syndrome (SARSgrid) 1297
 shapley value 607
 sharable content object reference model (SCORM) 369
 shared content object reference model (SCORM) 1773
 shared creation of value 1743
 shared sense of value creation 1747
 shareholder point of view 1745
 shortest tunnel first (STF) 1636, 1639
 sidebar 4
 sidebar conversation 4
 signal-to-noise (S/N) ratio 1235
 signal-to-noise ratio 1234
 signal-to-noise ratio, definition 1237
 simple HTML ontology extensions (SHOE) 1423
 simple network management protocol (SNMP) 1219
 simple object access protocol (SOAP) 1429
 simulated annealing (SA) 1336
 simulation agent 1290
 simulation model 395, 397
 simultaneous fulfillment of QCD 1522
 simultaneous QCD fulfillment 1516
 simultaneous QCD fulfillment approach model 1519
 single European electronic market (SEEM) 501
 situational normality 144
 small and medium size enterprises (SME) 65, 136, 216, 269, 297, 313, 452, 1025, 1691
 SME tourism networks, capacity building 136
 SME-based industry 65
 social capital, definition 465
 social capitals 1859
 social communications 1668
 social complexity 1744
 social cues 1667
 social dimension 467
 social exchange relationship 1448
 social exchange relationships 1450
 social experience 777
 social identification/de-individuation theory (SIDE) 1685
 social integration 1291, 1667
 social interaction effects 1454–1458
 social interaction effects, definition 1454
 social interaction effects, extent 587–592
 social interaction effects, information exchange 1454
 social interaction effects, product level 1455
 social interaction effects, technology level 1455
 social interdependence, structure 588
 social knowledge 1291, 1459
 social knowledge administration 1461
 social knowledge in multi-agent systems 1459
 social knowledge maintenance 1460

- social knowledge management 452
- social knowledge provider (SKP) 1461
- social knowledge provider, definition 1465
- social knowledge requestor (SKR) 1461
- social knowledge requestor, definition 1465
- social knowledge, definition 1465
- social knowledge, maintenance 1460
- social knowledge, order of 1460
- social learning 467
- social neighborhood of an agent, definition 1465
- social network 1467
- social network analysis 1466, 1467
- social network analysis (SNA) 1466, 1467, 1473
- social network analysis, betweenness centrality 1474
- social network analysis, centrality measures 1473
- social network analysis, definition 1472
- social network analysis, degree centrality 1474
- social network risk 1454
- social network, definition 1472
- social networking 748
- social networks 1370
- social networks, building and managing 1479
- social networks, through an entrepreneurial mindset 1477–1481
- social order 1717
- social power 1720
- social presence theory 1108
- social psychology 563
- social structures 388, 1717
- social technologies 1349
- social value 1751
- socialization 1059
- socialization process 1239
- socialization, externalization, combination, internalization (SECI) model 1484
- social network analysis, closeness centrality 1474
- socio-economical 635
- sociological 281
- sociology 464
- socio-semantic web (S2W) 1485
- socio-semantic web, for sharing knowledge 1482–1488
- socio-technical systems 569
- software agents (SA) 402
- software agents and contracts 1489–1495
- software agents, legal considerations 1489
- software configuration management (SCM) 170
- software development sector 973
- software engineering context, elements of quality 1497
- software process improvement (SPI) 1259–1265
- software quality 1496–1501
- SolEuNet 524
- SolEuNet achievements 525
- SolEuNet education 526
- SolEuNet in the e-collaboration space 526
- SolEuNet virtual enterprise 524
- sourcing management system 500
- SPACE 1751
- space mission design 1, 4
- spatial autocorrelation 1502, 1502–1508
- spatial lag scatterplot 1505
- special multimedia arenas for refining thinking (SMART) 1550
- special needs learning framework (SLNF) 189
- special product 750
- special product, definition 752
- special schools 188
- special system contractors (SSCs) 857, 1845
- spectral methods 438
- speech-act model 398
- speech-act theory 339, 396
- stakeholder, definition 1749
- stakeholder-based view of the firm 1745
- Standard Generalized Markup Language (SGML) 1422
- standard ontology for ubiquitous and pervasive applications (SOUPA) 334
- state base 1291
- state-of-the art information systems 730
- stationary co-existence 840
- statistical quality control (SQC) 1516
- stereo-lithography (SLA) 1814
- stochastic dynamic programming formulation 1511
- stochastic optimal path 1151
- stochastic optimal path problem 1151
- stochastic optimal path, definition 1163
- stochastic shortest path problem 1152, 1156
- strategic collaboration 1467
- strategic decision making 1509
- strategic outsourcing 1164
- strategic outsourcing, definition 1170
- strategic outsourcing, problems 1166
- strategic outsourcing, risks 1166
- strategic QCD studies 1516, 1517
- strategic quality management system 1518
- strategic task team model 1516, 1519
- strategic task team model between the manufacturer and affiliated/non-affiliated suppliers, definition 1526
- strategies, direct 1746
- strategies, for virtual work 1535
- strategies, indirect 1746
- strategies, usage 1746
- strategies, withholding 1745
- stratified joint task teams 1518
- streamlined data management 730
- stricto sensu 281
- strong optimality principle 1156
- strong optimality principle, definition 1163
- structural assurances 144
- structured model of strategic stratified joint task teams, definition 1527
- structured query language (SQL) 613
- structuring 131
- student teacher collaborative community 1549–1558
- students' access to computers, relationships 431
- students' attitude towards ICT 432
- subject areas 653
- subnetwork levels 926
- subscription-based interaction 1291
- Sumatra TT transformation tool 526
- summative evaluation, definition 498
- supervisory control evolution 700
- supervisory control, definition and issues 700
- supervisory control, network architecture for 701
- supplier, definition 1170
- supplier's perspective 974
- supply chain 1572
- supply chain management (SCM) 124, 477, 1567, 1572
- supply chain, using agents 1384
- supply chains 123, 194, 1384
- swift trust 93, 1671
- switching 750
- switching, definition 752
- SWOT analysis 653
- symbiosis 838, 839
- symbiotic interaction 841
- symmetric network 1543
- synchronization 841
- synchronizers, classes 1591
- synchronous collaboration and instruction 1597–1604
- synchronous communication systems 1587–1596
- synchronous online instruction 1598
- synchronous online systems, research 1598
- synchronous system, presentation 1590
- synchronous time 386

synchronous, definition 390
 system agents 12
 system implementation, definition 1857
 system, human resources (HR) 797

T

tabulae rasae 1798
 tacit knowledge 1058, 1446, 1484
 tacit knowledge, definition 1065
 tacit knowledge, externalization 1484
 Tangram 1801
 target risk 487
 task base 1291
 task environment analysis and modeling (TEAM) 654
 task-technology-structure fit 748
 taxonomies 668
 taxonomy 670
 team building process 1661
 team performance 1659
 technical drawing 392
 technique, definition 659
 technological boundaries 527
 technological infrastructure 472
 technological process control, hierarchical levels 702
 technology battles 1014
 technology change 1614–1621
 technology trust 144
 technology trust, definition 152
 technology, definition 659
 technology-assisted learning experience 563, 564
 technology-based stereotyping 1664, 1669
 technology-related network effects 1009
 technopole, definition 465
 Teesside Medical Computing Centre (TMCC) 914
 telecommunications 1625
 telecommunications, fundamentals 1588
 telecommuting 443
 telegraph and telephone 1588
 telehomework 1731
 telework 1631–1635, 1730
 telework 444, 445
 telework data privacy, basic measures 1633
 telework, effectiveness 1732
 telework, privacy issues 1632
 TEMPO coding system 541
 temporal factor 1744
 terrorism, combating 729
 terrorist-related events 729
 Text Analyst 655
 text and Web mining, definition 529
 text mining 524, 655
 text-e Web site 323
 thematic multicast concept (TMC) 1636, 1639

thematic network 69
 thematic-based group communication 1636
 theory of communicative action 396
 theory of planned behavior 146
 thought networks 1370
 time-restricted collaboration projects, risks 1390
 timing 1671
 tool, definition 659
 Toronto virtual enterprise's ontology (TOVE) 1129
 total duration (TT) 87
 total quality management (TQM) 252, 259, 1516
 total quality management (TQM) concept 252
 total quality management (TQM) program 252, 253
 tourism clustering 1654
 tourism networks 1653
 tourism networks and clusters 1653–1658
 Toyota Motor Corporation 1516
 TPA, dynamic part of 397
 TPA, static part of 396
 TQM (total quality management) 1517
 trading partner agreement (TPA) 395
 trading partner agreement (TPA), definition 401
 trading partner agreement (TPA), design of 395
 traditional classrooms 387
 traffic engineering 1320
 training 1659
 transaction 396
 transaction cost economics (TCE) 395, 580, 883
 transaction cost theory 893
 transaction costs 395, 891, 919
 transaction model 395, 396, 398
 transactionality 131
 transactions cost 607
 traVcom service 953
 tree-based protocols 1637
 tree-based routing 1638
 tribal gaming communities 1239
 tri-base acquaintance model, definition 600
 trust 1388, 1448, 1667
 trust and time, relationship 1582
 trust building approaches 1582
 trust building in distributed teams 92–99
 trust building processes, definition 1756
 trust by human-computer interfaces 1583
 trust in clusters 1691
 trust in networks 1691–1696
 trust in virtual communities 1697–1704

trust in virtual communities, antecedents 1699
 trust in virtual communities, the concept 1698
 trust in virtual organizations 1579–1586
 trust in virtual teams 1659, 1667
 trust training 1659, 1662, 1663
 trust training (TR) 1660
 trust, characteristics of 1449
 trust, definition 1666, 1674
 trust, definitions and forms 1581
 trust, different types of 1449
 trust, its impersonal nature 1683–1690
 trusted client applications 23
 trusted third parties (TTPs) 1684
 trusting beliefs 145
 trusting intentions 145
 Tuckman's forming storming norming performing model 538–539
 turbine engines 1231
 turf wars 731
 twin-base model 1462
 two-way active measurement protocol (TWAMP) 1218
 types of network 1545
 typology 778

U

ubiquitous computing 1223
 ubiquitous computing (UC) 1354
 ultra wideband (UWB) 60, 288
 UML (unified modeling language) 299
 uncertainty avoidance (UAI) 371
 unified modeling language (UML) 663
 unified process (UP) 1171, 1498
 uniform resource identifiers (URIs) 1421, 1422
 uniform resource locators (URLs) 1422
 unit grouping 1664, 1669, 1672
 United States of America 461, 464
 universal business service management 1442
 universal UXD, principles of 671
 universities and the network society 129
 universities as online communities, definition 1756
 university networking project 409
 University of the Air 558
 university-industry collaboration, motivations 711
 university-industry relations, and social network theories 709
 university-industry relations, current debates 713
 university-industry relations, economic theories of innovation 710
 university-industry relations, trends 708
 usability 694
 usability hedonics 670

usability measures 695
 usability principles 563
 Usability Professionals' Association 668
 usability, definition 676
 usage strategies 1746
 usage-centered design 669
 usage-centered design, definition 676
 user experience design (UXD) 669
 user interface 452
 user profile management 12
 user roles 611
 user satisfaction 697
 user satisfaction, improving 694–699
 user-centered design 669
 user-centered guidelines 671
 user-experience design (UXD), definition 677
 utility function 1152, 1156
 utility function, definition 1163
 utilization of CAD and CAE data 681

V

value 778
 value (co-)creation process 1746
 value appropriation 1743
 value chain 27
 value chain partners 142
 value chain, definition 1170
 value constellations 1747
 value co-production 1747
 value creation 1743, 1745, 1753
 value creation process 1743, 1744
 value creation process, definition 1749
 value driver, definition 1749
 value drivers 1743
 value generation 1858
 value initiative 272, 275
 value network 1858
 value system 607, 1858
 value-added creation 673
 variogram cloud 1505
 VBE competencies 300
 VBE infrastructure 1463
 VBE members 300
 VBE operation 300
 VBE organizational model 298
 VBE value system 1858
 VE integration 499
 VE model 918, 919
 VE paradigm 499
 verbal protocol analysis (VBA) 654
 versioning systems 755
 vertical integration 730
 vertical integration, definition 1170
 vertical value chain 123
 vertically integrated enterprises (VIEs) 886
 Via Nova Academy, The Netherlands 1750

victorian certificate of applied learning (VCAL) 189
 video and voice over IP networks (VVoIP) 1204
 videoconferencing, definition 498
 view process (VP) 1736
 virtual agent-based simulation 3
 virtual alliance 748
 virtual business environment, corporate governance 1865
 virtual business processes 1090
 virtual campus, users and function 1146
 virtual classes 385
 virtual clusters 499
 virtual collaboration, organizational readiness 530
 virtual communication 1670
 virtual communities 187, 777, 778, 781, 950, 1446, 1697, 1792
 virtual communities and the Internet 1102
 virtual communities, current 1774
 virtual communities, sharing knowledge in 1446
 virtual communities, social network analysis 1473–1476
 virtual community 1351, 1353, 1356, 1446, 1714, 1720
 virtual community literature 1717
 virtual community of learning object repository (VCLOR) 1773
 virtual community systems (VCS), formal modeling 614–621
 virtual community, for mobile agents 1764
 virtual companies (VC) 856, 1843
 virtual construction enterprises (VCE) 1569, 1572
 virtual construction management services company 856–866
 virtual construction management services company (VCMSC), definition 1844
 virtual construction management services company (VCMSC), dynamics 857
 virtual corporation 747
 virtual corporation and logistics, features 1808
 virtual corporations 1743
 virtual delay 1247
 virtual enterprise (VE) 74, 75, 127, 194, 499, 891, 905, 912, 918, 924, 1292, 1463
 virtual enterprise (VE) design 906
 virtual enterprise (VE) life cycle 909
 virtual enterprise (VE) model 893, 906
 virtual enterprise (VE) organization 906
 virtual enterprise environments 1779–1784

virtual enterprise model 524
 virtual enterprise of expert teams 525
 virtual enterprise readiness instrument (VERI) 531
 virtual enterprise reference model 918
 virtual enterprise, European 524
 virtual enterprises 270
 virtual enterprises, definition 128
 virtual environment 1659, 1797
 virtual government 194
 virtual industry cluster (VIC) 501
 virtual informatics museum (VIM) 1785–1791
 virtual instruction 389
 virtual integration 127, 1851
 virtual Internet service provider (VISP) 269
 virtual knowledge communities 1446, 1447
 virtual knowledge-building communities 1792–1796
 virtual laboratories 1797
 virtual laboratories environment, living labs approach 818–821
 virtual laboratory (VL) 195
 virtual laboratory, definition 1804
 virtual learning communities (VLCs) 1024
 virtual learning environment (VLE) 316, 388
 virtual learning spaces, definition 390
 virtual libraries 323, 324
 virtual library, definition 329
 virtual logistics centers (VLC) 1808
 virtual logistics from outsourcing logistics 1805–1811
 virtual manipulative materials 1799
 virtual manipulatives 1798
 virtual market security 23
 virtual marketplace, for airline ticketing 19–25
 virtual media 1797
 virtual modeling 1813, 1818
 virtual networking infrastructure 612
 virtual officing 443
 virtual officing, definition 451
 virtual operations preparedness instrument (VOPI) 552
 virtual organisation, preparedness 551
 virtual organisational preparedness 550–557
 virtual organisations 530, 550
 virtual organisations (VO) 297
 virtual organisations, readiness 531
 virtual organization 1, 270, 391
 virtual organization 1341, 1812
 virtual organization 781, 1292
 virtual organization (VO) 194, 198, 452, 745

- virtual organization (VO) heritage components 163
 - virtual organization (VO) inheritance, challenges 161–166
 - virtual organization breeding environment 596
 - virtual organization breeding environment (VBE) 1128, 1133
 - virtual organization breeding environment (VBE) 1463, 1858
 - virtual organization breeding environment (VBE) 161, 297
 - virtual organization breeding environment, definition 304
 - virtual organization environments 593
 - virtual organization management processes 1829–1830
 - virtual organization modelling 1292
 - virtual organization partner selection, phases 965
 - virtual organization, definition 1749
 - virtual organization, definition 304, 458, 600
 - virtual organization, definition 752
 - virtual organizations (VOs) 452, 674, 1367, 1067, 1292, 1463, 1580, 1744, 1859
 - virtual organizations management 1827–1833, 1828
 - virtual organizations, collaboration and cooperation 1581
 - virtual organizations, communication technologies 1580
 - virtual organizations, developing trust 1583
 - virtual organizations, human factors 668
 - virtual organizations, in commerce games 1819–1826
 - virtual organizations, learning 337–345
 - virtual organizations, partner selection 964
 - virtual organizations, strategies for 1528–1534
 - virtual organizations, strategies for clusters 1529
 - virtual organizations, trust surveying 1579–1586
 - virtual private database (VPD) 608, 613
 - virtual private network (VPN) 103
 - virtual private network (VPN), service level agreement 1319
 - virtual reality (VR) 183, 377
 - virtual reality (VR), definition 329
 - virtual repositories, developing challenges 1838
 - virtual repository development, in Canada 1834–1842
 - virtual space 1351
 - virtual support enterprises (VSE) 237–243
 - virtual task/switching model 746
 - virtual teachers 385
 - virtual teaching 385
 - virtual team 1659
 - virtual team 748
 - virtual team (VT) 194, 196, 198
 - virtual team communication 1659
 - virtual team members 1660
 - virtual teammates 1660
 - virtual teams (VTs) 933, 1128, 1659, 1667, 1668
 - virtual teams (VTs), evaluating 538
 - virtual teams, data analysis 542
 - virtual teams, definition 1666, 1674
 - virtual teams, models of group processes 538
 - virtual universities (VUs) 316, 558
 - virtual universities in the world 317
 - virtual universities, concepts and globalization 317
 - virtual universities, concepts and challenges 316–322
 - virtual universities, current research 319
 - virtual universities, evolution of 558
 - virtual universities, issues and challenges 318
 - virtual university 26, 558, 1145
 - virtual university, definition 562
 - virtual visitors 385
 - virtual work, strategies 1535–1541
 - virtualization alignment model (VAM) 1537
 - virtualization, definition 752
 - virtualization, model for envisioning 1536
 - virtualness, definition 752
 - VISP (virtual Internet service provider), definition 279
 - VISP business models 273
 - VISP community 276
 - VISP community operating mode (C-Mode), definition 279
 - VISP enterprise operating mode (VE-Mode), definition 279
 - VISP Initiative 271
 - VO 1851
 - VO breeding environment (VBE) 195, 198
 - VO breeding environments 297
 - VO creation 452
 - VO feedback loop, inheritance as the enabler 164
 - VO lifecycle 452
 - VO, designing 1
 - voice communication 657
 - voice over IP (VoIP) 874, 1204
 - VoIP, benefits and drawbacks 875
 - VoIP, evolution of 874
 - VoIP, mobile future 879
 - VoIP, phones issues 878
 - VoIP, users 877
 - VoIP, why mobile? 876
 - volume initiative 272, 273
 - VPN QoS management 1320
 - VPN services, security 1322
 - VRL network 1026
- W**
- WAP-enabled cell phone 594
 - water pollution 492
 - Weak optimality principle 1156
 - Web design, definition 394
 - Web engineering community 665
 - Web engineering topics 664
 - Web engineering, a historical perspective 660–667
 - Web engineering, as a discipline 664
 - Web information source maintenance 524
 - Web information system (WIS) 660
 - Web information system (WIS), developing 662
 - Web information system (WIS), development methods 663
 - Web information systems (WIS), classifications 661
 - Web Internet library, definition 329
 - Web library 325
 - Web library, definition 329
 - Web mining 524, 655
 - Web ontology language (OWL) 1423
 - Web performance analysis 1198
 - Web portals 730, 1424
 - Web server security risks 142
 - Web service 1422
 - Web service level agreement (WSLA) 406
 - Web service model 1422
 - Web service modeling (WSMO) 1423
 - Web service modeling framework (WSMF) 1423
 - Web service requestors 143
 - Web service securities 142
 - Web service, definition 1428
 - Web services (WS) 402, 906, 912
 - Web services architecture 142, 143
 - Web services description language (WSDL) 1429
 - Web services integration, agentification 404
 - Web services security, relationship trust 146
 - Web services technology 150, 1423
 - Web services, definition 152
 - Web services, perceived risks 146
 - Web site layout 689
 - Web site personalization 690
 - Web site, interactive tools usage 689

22 Index

Web sites, e-commerce application tool 689
Web traffic models 1197
Web usability 696
Web-based business reporting 1864–1870
Web-based business reporting, advantages 1865
Web-based educational systems 27
Web-based English writing courses 1871–1878
WEB-based interface 594
Web-based online analytical processing software 1232
WebLabs 1798
weblogs 769
Web-portal, definition 734
weighted fair queuing (WFQ) 1320
whiteboards 657
white-page (WP) list 1461
wide area network (WAN) 75, 305
wikipedia 1794
wireless communication protocols 288
wireless communication protocols, authentication 293
wireless communication protocols, encryption 293
wireless communication protocols, network size 293
wireless communication protocols, quality of service (QoS) 293
wireless communications 410
wireless local area network (WLAN) 5, 1408
wireless mesh networks 1069
wireless networks evolution 1067
wireless sensor networks (WSNs) 57
wireless sensor networks, basic concepts 57–64
wireless sensor networks, routing 61
wireless sensor networks, security 62
wireless sensor networks, specific challenges 58
withholding strategies 1745
Wizards of the Coast (WotC) 1240
Woldian games 808, 811
workflow management 947
workflow management systems (WMS) 1437
workflow systems 657
working definitions 311
working groups (WGs) 68
working memory 669
work-in-process (WIP) 218
workplace learning (WPL) 1367
world of business and government 1752
world usability day 668
World Wide Web communities 436–442
worldwide retail exchange (WWRE), IEMP solution for grocery 479

WSMO model 1423

X

XML (eXtensible Markup Language) 124
XML application 1422
XML documents 1422
XML format 455
XML key management specification (XKMS) 908
XML protocols 908
XML-based messages 1423

Y

Yahoo! business ontology 1131
yellow-page (YP) list type 1460
yellow-page (YP) type 1461

Z

Z specification writing 1175
zero-sum process 1743
ZigBee technology 288