

Index

A

acceptance research 249, 250
 action research 236–247
 activity-based costing 145, 147, 148, 149, 152, 158, 162, 167, 168, 343, 353
 activity-based costing (ABC) 147, 148, 149, 150, 151, 161, 162, 167, 346
 advanced health process management (AHPM) 151, 162, 163
 automotive industry 298, 299, 311, 313
 automotive sector 170–197

B

banking and finance industry 219–235
 block importance model 204, 207, 369
 blogging 76, 86
 business intelligence 89
 business process 50, 51, 60, 135, 136, 140, 142, 143, 364
 business process management 75, 87, 89, 219, 228
 business strategy 170, 174, 176, 179, 186, 190

C

Celta 298–317
 central cyber government office (CCGO) 264–276
 chief information officer (CIO) 277, 278
 Clustering 323
 clustering 322, 325, 326, 327, 328, 329, 330, 332
 collective intelligence 63, 64, 65–68, 69, 70, 87, 90
 communication portal 264–276
 connected economy 118, 119, 120, 125, 128
 content management 219, 228, 230
 content relevance 267, 268, 270, 271, 272, 273
 content usability index (CUI) 181, 185, 186
 corporate Web site farm 211, 212

CRM vendor selection 106–110
 curriculum development 27
 customer loyalty 100
 customer relationship management (CRM) 94–117
 customer service 95, 96, 99, 101, 102, 106, 109, 110, 111, 113
 customer service issues 97

D

data fragmentation 96–97
 data mining 320, 322, 325, 337, 338, 358, 359
 data quality 97
 data redundancy 97
 Deloitte&Touche 57–58
 distribution channel 248–263

E

e-business 118, 298–317
 e-commerce 301, 302, 305, 307, 309, 316, 317, 349, 354
 e-commerce adoption 236–247
 e-commerce applications 2–4
 E-commerce capability 98
 e-learning 212, 218, 364
 e-university 217
 electronic government 264–276
 Enterprise 2.0 61–93
 enterprise collaboration 72, 73, 74, 91, 347
 enterprise computing 46, 47, 50
 extendable Web content management system (WCMS) 213–216

F

folksonomy 75, 82, 92, 351

Index

G

Global SOA 72
GM Brazil 298–317
gold 127–131

H

hard skills 27, 28, 33
healthcare 145, 146, 147, 151, 152, 155, 157, 158,
166, 167
Hewlett Packard 56, 57–58

I

IBM 56, 57–58
ICT curriculum 27, 31
ICT industry information needs 32
ICT investment 48, 51, 52
ICT jobs 37
ICT products 47, 52, 57
ICT professionals 27, 30, 31, 39, 40
ICT services 51, 52, 53, 54, 57
ICT skills 28, 30–33, 31, 36, 37–41, 44, 361
industry requirements 34, 35
information accuracy 267, 268, 269, 270, 272, 274
information quality 264, 265, 266, 267, 268, 269,
271, 272, 273, 274, 275, 355
information systems (IS) research 240
information timeliness 267, 268, 269, 270, 271, 272,
273, 274
innovation 64, 65, 84, 298, 311, 313, 316, 345
Internet banking 219, 221, 222, 223, 226
Internet marketing 94
Internet presence 177, 178, 179, 180, 181, 183, 185,
187, 188, 189, 191, 192, 194
Internet strategy 186, 187, 190, 195, 197, 348
Intranet 219, 221, 226, 227, 228, 231
IS curriculum 28, 42, 346
IT effectiveness 278–280
IT evaluation 277–297
IT investments 277, 278, 281, 282, 287, 288, 289,
290, 291, 294
IT strategy 280, 281

K

knowledge discovery 322–323
knowledge discovery in data (KDD) 320
knowledge work 65, 68, 71

L

learning management systems (LMS) 208–218
link analysis 204

M

macro-architecture design 10–11
mash-up 74
micro-architecture design 11–15
microbrowsers 199, 201, 204, 205
mobile central processing units 201
mobile commerce 248–263
mobile content services 253–255
mobile Internet 248–263
mobile service formats 251–253
mobile Web, the 198
mobile Web browsing 198, 200

N

navigation pattern discovery 202
neuro-fuzzy 318, 319, 320, 325, 326, 327, 328, 334,
335, 337, 344, 355

O

old economy 121
operational costs 98
organizational structure 298, 300, 301, 302, 304,
305, 307, 310, 312, 314, 315

P

page and form summarization 204
page reformatted 204
paid content 248–263
partner chain 130
pattern language 8, 19, 20, 21, 23, 350, 353, 361,
370
POECAM 2, 5, 6, 15, 16, 17, 18
preprocessing 321–322, 327–328
presentation format 267, 268, 269, 270, 271, 272,
273
process management 145, 147, 151
publishing industry 248–263

R

radio frequency identification (RFID) 145–169
real options 277–297
rehabilitation medicine 146, 150, 166
research framework 26, 28, 35

River Deep Mountain High (RDMH) 239, 242–243, 243

RSS 63, 68, 71, 72, 75, 77, 80, 81, 85, 86, 87, 92, 351

S

SAP 57–58

Semantic Web 1, 16, 17, 19, 20, 350, 353

semiotic quality 6, 16

service oriented architecture 135

service oriented architecture (SOA) 135, 136, 137, 140, 142

silver 127–131

simple object access protocol (SOAP) 135, 142

small to medium size enterprise (SME) 236–247

social capital 68, 71, 83, 84, 86

social network 75, 83, 90

soft computing (SC) 319, 320, 324–326, 334

soft skills 28, 33, 43, 356

software as a service 46, 47

steel 121–126

SUN Microsystems 56

supply chain 119, 120, 121, 122, 123, 124, 125, 126, 127, 128, 129, 130

surveys 138–142

T

technology enabled organisation 216–217

trend 136

U

u-steel.com 121–126

up2gold.com 127–131

usage data gathering 202

usage data preparation 202

user-centered SOA 87

user satisfaction 266, 267, 268, 271, 273, 274

W

Web 2.0 61–93

Web content management system (WCMS) 211

Web content mining 320

Web engineering 1, 3, 5, 19, 20, 21, 22, 350, 353, 358, 363

Web mining 198–207

Web personalization 318–339

Web portal system (WPS) 213, 214, 215, 216, 217, 218, 369

Web recommendation 325, 328, 335, 344

Web services 134–144

Web strategy 118–133, 170–197

Web structure mining 320

Web technologies 152

Web usage mining 198, 200, 201, 202, 203, 204, 205, 206, 320, 321, 322, 324, 325, 334, 335, 336, 337, 338, 340, 352, 353, 359, 362

Wiki 78, 80, 84, 86, 92, 351