

Index

Symbols

2.5 G 159
2 G 159
3-D virtual image 199
3G networks 117
3GPP 159
65 years and over market 340
6P model 202

A

A-GPS 159
Abacus 85
accessibility 321
access point 142
ActiveSWF 172
Adobe
 Dreamweaver 303
 Indesign 304
 Photoshop 303
advanced distributed learning (ADL) 170

adventure
 travel 354
 vacation 344
AIDS 271, 274
 epidemic 277
AIM 311
airline
 line control (ALC) 80
 Tariff Publishing Company (ATPCO)
 83, 101
Amadeus 7, 85, 99
 Altéa Customer Management Solution
 (CMS) 100
AOA 159
AOL Instant Messenger 311
Apple's QuickTime VR software technology 188
application programming interface (API)
 101
application service provider (ASP) 149
AR system 190

Asian sex tourism market 267
 ASP 159
 ATM technology 58
 augmented reality (AR) system 189
 AuSTO 34, 35, 36
 ontology 44
 Australian
 Bureau of Statistics (ABS) 218
 Hotels Association (AHA) 252
 sustainable tourism ontology (AuSTO)
 31, 47
 Tourism Data Warehouse (ATDW) 175
 avatar 207
 average revenue per room night occupied
 (AvRevPerRNO) 235

B

baby boomers 340, 345, 352
 battery power laptop 293
 blog 311
 Bluetooth 120, 122, 131
 BS 159
 BTS 159
 bulletin board 273
 business
 -to-business (B2B)
 6, 15, 53, 54, 150, 159
 -to-consumer (B2C)
 6, 15, 53, 54, 150, 159
 e-commerce applications 10
 logic layer (BLL) 33, 37
 Buy.com 354

C

c-commerce 243, 244, 245, 246, 247,
 248, 249, 250, 251, 253, 254,
 255
 card reader 306
 causal-loop diagram (CLD) 223, 225
 CAVE
 system 184
 technology 191
 CBD 253
 hotel 252
 CCITT 159

CDMA 159
 cellular phone 292
 cerebro-electrical signal 186
 chat room 273
 child
 pornography 270, 272
 prostitution 264
 civilian GPS satellite signal 124
 CMS 160
 collaborative-filtering recommender sys-
 tem 165
 collaborative IOR 255
 collectively mobile heterogenous network
 (CMHN) 108
 computer
 client 306
 reservation system (CRS) 7, 51, 54,
 55, 79, 80, 81, 105, 110, 245
 /GDS 94
 computing tablet 294
 concur task tree environment (CTTE)
 39, 40
 content
 -based recommender system 164
 management system (CMS) 134
 object repository discovery and registra-
 tion/resolution architecture (COR-
 DRA) 170, 171, 173, 175, 178
 provider (CP) 147
 COO 160
 cooperative IOR 248
 cross-culture Internet marketing 318, 321
 CSS 160
 cultural differences 318
 customer relationship management (CRM)
 7, 12
 custom logic (CL) 33
 cybercities 192
 cybermediation 57
 cyberplanets 192
 cybervoyeur 261

D

Decipher 224
 tourism data warehouse 219
 dedicated hosting 309

delicious 290
demand-side model 202
Department of Defense (DoD) 170
design quality 321
destination
 management system (DMS)
 7, 19, 20, 22
 marketing/management organisation
 (DMO) 19, 20, 22, 322, 326
 marketing organization (DMO) 315
DHTML 160
digital
 -ly enabled traveler
 288, 289, 290, 294, 302
 communication technology 301
 device 289
 divide 346
 imaging trek 288, 295, 296
 still camera 293
 technology 181
 architecture 299
 video camera 293
disintermediation 55, 57
distribution
 manager (DM) 101
dogging 264, 275
dynamic
 packaging system 32
 tourism information repository 173, 174

E

e-brochure 206
e-business 5, 9, 10, 12, 20, 69
 solutions 20, 22
e-catalogue 206
e-commerce 2, 5, 9, 10, 54, 57, 163,
 166, 205
 applications 53
e-learning 170
e-mail 203
e-services 127
e-ticketing 12
e-tourism 33, 116
 application 32
 generator architecture (e-TAGA) 33
early adopter 218

ECMA 160
Eftpos 58
Elderhostel 348
electronic
 brokerage effect 56
 data interchange (EDI) 245
 funds transfer (EFT) 245
 marketplace 203
 scrapbook (e-scrapbook) 169
 ticketing 343
eMediaries 53
End Child Prostitution in Asian Tourism
 (EPCAT) 261
enhanced
 -observed time difference (E-OTD)
 126, 160
 data rates for global evolution (EDGE)
 119, 160
enterprise capability model 225, 228
ETSI 123
eXtensible
 Markup Language (XML) 28, 102
 Stylesheet Language (XSL) 116
eye movement device 186

F

FACE 105
Facebook 290
FareLogix 100
fare management system (FMS) 101
feedback loop 222
Flickr 291, 299
Foundation for Intelligent Physical Agents
 (FIPA) compliant platforms 31
frequent flyer programmes (FFP) 92
front-end 2
front-end communication processor
 (FECP) 80
full time staff equivalent figures (FTSE)
 251
fully immersive system 182
Future Airline Core Environment (FACE)
 103
fuzzy logic 227
 approach 224

G

Gadd, Paul (a.k.a. Gary Glitter) 272, 273
 Galileo 7, 85
 system 124
 GARMIN 123
 gateway
 /SAP session 146
 mobile location center (GMLC) 130
 gay
 tourist market 274
 travel 344
 general packet radio services (GPRS)
 119, 122, 160
 /UMTS Phones 132
 Generation X'ers 352
 geographic information system (GIS)
 127, 130, 160
 global
 distribution system (GDS) 7, 51,
 54, 55, 56, 58, 81, 85, 87, 89,
 90, 97, 99, 100, 102, 103, 105,
 110, 245
 new entrants (GNE) 100, 105
 supplier 88, 98, 100
 positioning system (GPS) 123, 124,
 127, 128, 141, 160
 device 124, 131
 receiver 122
 system for mobile telecommunications
 (GMT) 119
 travel industry 289
 GM 252, 253, 254, 255
 GMLC 160
 Google Talk 312
 graphical user interface (GUI) 33, 105
 layer (GUIL) 33
 GSM 122, 125, 128, 160
 mobile terminals 132
 positioning 125, 127
 guest-host interrelation scheme 318
 gyroscope 127

H

harmonize ontology 31
 head-mounted display 190

high-speed
 circuit switched data (HSCSD) 119, 160
 downlink packet access (HSDPA)
 120, 160
 HIV/AIDS 269, 271
 HLR 142
 hosting 309
 hotel value chain profitability 216
 HTML 132, 160
 HTTP 140, 146, 147, 160
 human
 resources (HR) quality 226, 231
 trafficking 271
 hybrid recommender system 166

I

IDR cycle 57
 ID tag 127
 illegal immigration 271
 image-based geographical interface 199
 imaging technology 201
 IMAX 206
 in-flight entertainment and communication
 system (IECS) 108
 incoming tourism 317, 318
 inference engine (IE) 33
 infomediaries 51
 information
 -based economy 77
 and communications technologies (ICT)
 2, 3, 4, 5, 6, 15, 51, 55, 60,
 61, 62, 66, 68, 77, 92, 94, 96,
 105, 107, 110, 160, 203, 238,
 245, 273, 287, 300, 301, 340,
 344
 adoption 53, 59
 infrastructure 18, 299, 301
 introduction 59
 services 300
 revolution 77
 systems (IS) 160
 technology (IT) 27, 78, 116, 160, 243,
 247, 251, 253, 255, 341, 343
 providers 103
 instant messaging 311

Institute of Electrical and Electronics Engineers (IEEE) 160, 170
 802.15 (Bluetooth) 120
 intelligent
 application 32
 e-tourism tools 27, 30
 system 115
 topic manager (ITM) 31
 inter-organisational system (IOS)
 245, 251, 253
 interactive device 184
 interactivity 321
 intermediation 57
 international
 Air Transport Association (IATA) 83
 content 321
 Internet 316, 341
 -based protocols 136
 -based virtual reality application 188
 protocol (IP) 102, 126, 146, 160
 travel companies 344
 Web sites 317
 IOR 249
 iPod 312
 IR 160
 scanner 122
 itinerary planner 40
 ITU 160

J

Jena 38
 JPEG 160

K

knowledge-based recommender system
 165

L

LAN 160
 language 321
 laptop computer 306
 learning
 management system (LMS) 173, 174
 organization 220
 LexisNexis Total Research database 270

LIF 160
 LMS 175
 location
 -aware tourism-related services 115
 -based services (LBS) 115, 120, 160
 domain 117
 Interoperability Forum (LIF) 130
 measurement unit (LMU) 126, 160
 logic layer 28
 loyalty programs 10

M

mass storage 307
 master itinerary (MI) 101
 matchmaking engine 273
 mature traveller 352
 Me-Print™ 167, 177
 mean square error (MSE) 235
 Micro Edition of the Java 2 Platform
 (J2ME) 137
 Microsoft
 .NET Compact Framework 137
 FrontPage 303
 Network (MSN) 311
 Publishing 304
 minitel system 273
 MLP 160
 MMS 119, 130, 131, 160
 mobile
 digital technology 288
 equipment (ME) 146, 160
 location protocol (MLP) 117, 130
 network operator (MNO) 117, 147, 160
 infrastructure 147
 phone 108
 platform 107
 positioning
 center (MPC) 130, 160
 protocol (MPP) 117, 130, 160
 tourism services 118, 127
 model-view-controller design pattern 134
 MONDECA 31
 Moore's Law 288
 moral
 panic 270, 277
 MPEG 160

MSC 142
 MSID 161
 multi-user virtual application 183
 musical instrument digital interface (MIDI)
 186
 myo-electrical devices 186

N

NAT 161
 national marketing companies (NMC) 85
 national tourism organization (NTO)
 271, 326
 network
 wired 306
 wireless 307
 new communications technology 273
 news industry text format (NITF) 133
 News Markup Language (NewsML) 133
 non-immersive system 182

O

object imagery 206
 OECD countries 2
 Official Airline Guide (OAG) 83
 OMA 161
 online delivery 12
 OntoEdit 34
 ontolingua 34
 ontological aspects 34
 ontology 27, 29, 30, 35
 capture mechanism 35
 layer (OL) 33, 34
 vocabulary 28
 On Tour 32
 OpenGIS location services (OGS) 130
 OpenLS 130, 161
 Open Travel Alliance (OTA) specifications
 30
 organized crime 267

P

package interchange file (PIF) 171
 panography 212
 panorama 206
 passenger name record (PNR) 82

pedophilia 270, 272, 273
 personal
 computer (PC) 344
 digital assistant (PDA) 32, 108, 122, 1
 23, 131, 161, 293
 pet travel 344
 Platform for Privacy Preferences (P3P)
 305
 PNR 90
 policies and procedures (P&P) 252
 portable storage 306
 powersim 220, 221, 222
 development studio 224
 privacy issues 305
 programmed airline reservation system
 (PARS) 80
 proof and trust layers 28
 property management system (PMS) 245
 prostitution 265, 266, 269
 prosumer 298
 Protégé 2000 34

Q

quality assurance (QA) 102
 quality of service (QoS) 117, 139, 161

R

random access memory drums 79
 RAW format 298
 reach 9
 real world 185
 reasoner 38
 recommender system 163, 164, 166, 177
 registered sex offenders 273
 REI Adventure Travel 354
 reintermediation 57, 67
 repository access 173, 175
 resource description framework (RDF)
 28, 161
 retail travel agencies 342
 REVPAR 252, 254
 RF 161
 tags 122
 richness 9
 room nights occupied (RNO) 228, 235

round trip time (RTT) 125, 161

S

secure sockets layer servers 21

Semantic Web 27, 135

application 27

semi-automated business environment research (SABER)
7, 79, 81, 84, 85

semi-immersive systems 182

SeniorNet 348

senior travel 344

server 307

service

-oriented

approach 117

architecture (SOA)

117, 136, 137, 142, 161

access point (SAP) 142, 147, 161

sex

industry 265, 266, 267, 271, 273, 276

tourism 261, 262, 263, 264, 266, 267,
269, 270, 271, 272, 273, 276

industries 269

tourists 272

worker 264, 267

sexual subculture 274

SGML 132

sharable content object (SCO)

170, 171, 174

reference model (SCORM)

170, 173, 174, 175, 178

shared hosting 309

short text messages (SMS)

119, 126, 130, 161, 291

/MMS 131, 146

simple object access protocol (SOAP)

102, 161

SITAR 87

Skype 312

small and medium enterprise (SME)

12, 17, 20, 66, 244, 248

small and medium tourism enterprise

(SMTE) 2, 12, 20, 22, 216, 218,
219, 220, 244

operator 219, 233

smart phone 32

social

identity theory 250

network theory 248

spam 305

standardised package tour 5

START 85

State Tourism Authority (STA) 219

static information sources 27

super-passenger name record (super-PNR)
101

sustainable tourism cooperative research
centre (STCRC) 217, 224, 238

swingers 264, 273, 274

Synchronized Multimedia Integration Lan-
guage (SMIL) 172, 173

system

architecture 303

dynamics (SD) 216, 220, 231, 238

applications 228

archetype 232, 233

component user interface 227

constructs 237

control panel 229

framework 224

model 220, 234

simulator 228

tools 222

task model 39

T

tag 291

cloud 291

Talea 32

target group specific content 321

technical quality 321

techno-whizzos 218

telecommunication networks 78

Theil's inequality statistics (TIS) 235

THISCO 89

threatened intermediaries hypothesis 55

time division multiple access (TDMA)
161

time of arrival (TOA) 126, 161

timing advance (TA) 125
 topicality 321
 total immersion environment 201
 tourism 52
 enterprise planning simulator (TEPS) 21
 7, 220, 223, 224, 233, 234, 237
 futures simulator 216
 industry provider 288
 marketing 200, 201
 ontology 27
 recommendation using image-based
 planning (TRIP) 168, 169
 with SCORM 171, 173
 with SCORM (TRIPS) 170
 services 2
 tour operator (TO) 4, 54
 tragedy of the commons 223
 transaction processing facility (TPF) 80
 transport control protocol (TCP) 146, 161
 /IP 140
 typical channel 147
 travel
 agency 4, 55
 agent (TA) 51, 56, 58, 60, 61, 62, 63,
 64, 65, 66, 67, 161, 166, 341,
 342, 343, 355
 game in Agentcities (TAGA) 31
 intermediaries 68
 market 59, 61, 64
 and tourism industry (TIA) 351
 distribution chain 67
 industry 351
 intermediaries 96
 recommender system (TRS) 163, 166,
 167, 168, 175, 177
 Travelocity 354
 TripleHop's Trip Matcher™ 166
 TripMatcher 177

U

ubiquitous tourism 116
 unicode 28
 uniform resource identifier (URI) 28, 161
 United Airlines 354

universal
 description, discovery, and integration
 (UDDI) 102, 143, 161
 mobile telecommunications system
 (UMTS) 120, 122, 161
 URL 161
 usability aspect 34
 user task model 39

V

virtual
 community 289
 environment 182
 fare store (VFS) 101
 object 185
 private network (VPN) 109
 reality (VR) 181, 182, 187, 188, 189
 , 191, 193, 199, 200, 202, 205,
 206
 experiences 205
 games 189
 hardware systems 182
 images 208
 operator 182
 products 204
 software 182, 183, 184
 special effects 207
 system 182, 185, 186
 techniques 201
 technology 195, 208
 tools 201
 tourist information system (ViRTIS)
 188
 visual
 travel recommender system (V-TRS)
 163, 168, 169, 175, 177
 portal 174
 Web portal 173, 174
 VLR 142
 voice over Internet protocol (VoIP) 312
 voyeur community 275

W

WAG 161
 wait-and-sees 218

Wal-Mart 354

Web

-based e-learning technology 170

-based TA 53

host business provider 308

log (blog) 291

Ontology Language (OWL) 36

services 137

 Description Language (WSDL) 102

 resource framework 161

site 320

Where Are You Now? (WAYN) 291

wide area network (WAN) 161

wideband CDMA (WCDMA) 125, 161

wilderness operators 218

wire-based telecommunications infrastruc-
tures 301

wireless

access protocol (WAP) 130, 131, 161
 /Web 131

application gateway (WAG) 134

data network 115

fidelity (WiFi) 120, 122, 161
 network 287

LAN (WLAN) 126, 127, 128, 161

medium 115

Wizdom 90

WML 161

word of mouth 204, 342

Worldspan 7

World Tourism Organization (WTO)
31, 218

World Wide Web (WWW) 54, 142, 175,
287, 290, 301, 305, 347

 Consortium (W3C) 132, 161, 172, 305

X

XLS 161

XML 116, 132, 133, 136, 148, 161,
178

XML file 171

XSL 130, 133, 148, 161

XSL-FO 161

XSLT 133, 148, 161

XSL Transformation (XSLT) 116

xxML 140

Y

Yahoo! 311