Index

A

agile software development 116 application program interfaces (APIs) 357

B

B2B, defined 273 B2B e-commerce, collaborative 275 B2B exchange 274 B2C, defined 278 background checks 301 Business-To-Business (B2B) 273 Business-to-Consumer (B2C) 278 Business Activity Monitoring (BAM) 309 business needs, assessing 308 business process reengineering (BPR) 124

С

Call Detail Records (CDR) 363 Centralized Message Distribution Service (CMDS) 363 channel conflict, 280 Chief Information Officer (CIO) 16 Chief Information Officers (CIOs) 56 Chief Technology Officer (CTO) 358 COBIT, Control Objectives for Information and Related Technology 16 competition in the local exchange (CLEC) 352 Competitive Local Exchange Carriers (CLECs) 351, 352 concurrent engineering 141 cost-benefit analyses (CBA) 40 cost/benefit analysis (CBA) 35 cost benefit analysis 34 critical failure, factors 200 CRM, cost of 259 CRM, defined 258 CRM, goal of 258 CRM, leading vendors 261 CRM, need of 259 CRM, process of 259 CRM implementation, critical success factors for 260 CRM implementation, lead-time 259 customer relationship management (CRM) 8, 72 Customer Relationships Management (CRM) 209, 258, 266

D

data security, in the National Health Service 302 Davenport, Thomas 293 Demand Forecasting and Production Order System (DFPOS) 380, 383 digital subscriber line (DSL) 353, 354 Distributor Management Information System (DIMS) 382 Distributor Management Information System (DMIS) 381

E

e-business, revenue opportunities 270 e-business, what is 267 e-business models 268 e-government 185, 406 e-government failure, potential costs of 185 e-mail, junk 17 e-procurement, defined 277 e-procurement, future of 277 e-procurement software 99 e-Reverse Auctions 408 e-technology defined 267 eE-procurement 277 effective decision-making, linking information systems to 30 Electronic Data Interchange (EDI) 8 encryption 300 Enterprise Resource Planning (ERP) 8, 73, 209, 223, 266 enterprise resource planning (ERP) 172 environmental scanning 100, 101 ERP, business facilitation from 228 ERP, concept of 225 ERP, cost of 229 ERP, functions of 225 ERP, hidden costs of 230 ERP, implementation approaches 236 ERP, leading vendors 239 ERP, return on investment (ROI) from 230 ERP, software configuration 236 ERP, value-added from 227 ERP failures, causes of 232 ERP failures, potential solutions to 234 ERP II 169, 240 ERP project, duration of an 228 ERP system, modules in an 223 Export Order Management System (EOMS) 380

F

failure, what can be done to prevent 202 feasibility study 31 Freedom of Information Act 15

G

government regulations 16 GPRS (General Packet Radio Service) 397 green-field approaches 123

Η

human resource management (HRM) 119

I

ICT, linking the business with 17 ICT, many SMEs have problems integrating 49 ICT change, management of 80 ICT development, context of 208 ICT development, drivers and barriers for 209 ICT developments and diffusions, defined 222 ICT planning, key element 150 ICT planning, problems in 149 ICT project management 137 ICT project manager, key functions of the 140ICT projects, why do they go wrong? 197 ICT strategy, developing an 65 implementation process 94 Incumbent Local Exchange Carriers (ILECs) 352 information, qualities of good 23 information and communication technology, reasons it has gained importance with firms 2 Information Commissioner's Office (ICO) 18 information economics method 32 information quality workshop 101 information requirements analysis, and process mapping 118 information system development, impediments in 161

information systems & I.T., flexibility of infrastructure 14
information systems strategy 63
Information Technology Infrastructure Library (ITIL) 16
inter-exchange carriers (IXC) 363
Interface Access Device (IAD) 364
Internet Cultural Era (ICE) 208
IT awareness, creation of 57
IT risks, and the business 18

K

KM, 10 principles of 293 KM, benefits of 287 KM, challenges of 291 KM, technologies to support 293 knowledge classification 286 Knowledge Management (KM), defined 285 knowledge management models 288

L

lean software development, 7 principles 117 learning environment 93 Local Area Network (LAN) 354

Μ

management-of-change issues 60 management information system (MIS) 23 Manufacturing Resource Planning (MR-PII), 266 Massachusetts Institute of Technology (MIT) 99 Master Production Schedule (MPS) 386 modular system 217

N

Nazar Cookies Company (NCC) 376 Nazar Food Company (NFC) 377 Nazar Group of Companies 376 Nazar Marketing Company (NMKC) 379

0

Operational Decision Making 24 operational failures 182 operational failures, causes of 182 Operations Support Systems (OSS) 351 operations support systems (OSS) 352 opportunities, identifying 105 outsourcing 14

P

Passenger Destination Transaction (PDT) 316 plug-and-play 217 prediction and impact 298 process innovation 124 process mapping 123 Production-Inventory Management System (PIMS) 384 Production Inventory Management System (PIMS) 379 project, definitions of 137 project, phases of a 137 project failures 141 project steering group 150

Q

questionnaire, resistance to change 82

R

Radio Frequency Identification (RFID) 7 rapid applications development (RAD) 115, 160 Regional Bell Operating Companies (RBOC) 352 response plans 300 risk management 112

S

SCM, defined 245 SCM, leading vendors 256 SCM software, functions of 246 SDLC, weaknesses in the 135 security and risk management, defined 297 security and storage 15 segmented architectures 301 service level agreements (SLA) 14 service oriented architecture (SOA) 127 small and medium-sized enterprises (SMEs) 65 small and medium-sized organizations (SMEs) 49 Small and Medium sized Enterprises (SMEs) 208 software, practicalities of purchasing 48 SPAM 17 SSADM (Structured Systems Analysis & Design Methodology) 144 strategic alignment 60 strategic alliance, defined 70 strategic alliances 70 strategic alliances, why? 73 Strategic Decision Making 24 strategic failures 176 strategic failures, factors affecting 177 strategic information systems (SIS) 149 Strategic information systems planning (SISP) 61 strategic information technology planning (SITP) 149 structured approach 139 supply chain collaboration 249 Supply Chain Management (SCM) 209, 245, 266 supply chain management (SCM) 8 system acceptability 27 systematic design 123 system development life-cycle (SDLC) 39 System Development Life Cycle (SDLC) 133 system development life cycle (SDLC) 110 system methodology 143 systems analysis, roles during 197 systems development life cycle (SDLC) 129 systems requirements 159

Т

Tactical Decision Making 24 telecommunications, complex 16 TeleDoc 393 total cost of ownership (TCO) 36 training and education 192 training and education, levels of 193 transaction cost economics (TCE) 408 transformation trajectory 60

U

Unbundled Network Elements (UNE's) 363 user requirements 110

V

Vendor Managed Inventory (VMI) 7

W

Waterfall development model 116 workshop, resistance to change 84