

# Index

## A

adoption 251  
 adoption of KMS 83  
 adoption of technological change 73  
 agile/virtual 169  
 agile/virtual enterprise 170  
 agile/virtual enterprise dynamic integration 170  
 around-the-clock development 311  
 assessment process 84  
 attracting consumers 198  
 autonomous agent 94

## B

B2B online exchanges 53  
 bulletin boards 272  
 business alignment 173  
 business process reengineering 73  
 business value 53  
 business-consumer interaction 193  
 business-consumer relationships 193, 208

## C

capacity management 55  
 career path 331  
 case studies 73  
 channel interactions 202  
 chief knowledge officers (CKOs) 104  
 Cisco Systems, Inc. 1  
 collaboration 115  
 common identity 328  
 communication 344  
 communication systems 197  
 communication technologies 285  
 competitive advantage 18, 34  
 complex systems 89  
 computer integrated manufacturing 93  
 cross-functional teams 106  
 culture issues 251

customer intimacy 207  
 customer loyalty 197  
 customer relationship management (CRM) 195, 205  
 customer relationship management system 85  
 customer relationships 53  
 customer situation analysis 65  
 customer-company interactions 203  
 customization 204

## D

data fusion 206  
 data maps 105  
 data mining technologies 153  
 data warehouse 160, 197  
 database system 85  
 databases 61  
 debit card transactions 241  
 decision support system 31  
 diffusion 251  
 distance learning situations 119  
 dynamic networks 138

## E

e-commerce 193, 251, 254  
 e-mail message 123  
 e-mail policy 63  
 e-mail spam 272  
 effectiveness 106  
 efficiency 106  
 electronic check technology 239  
 electronic commerce 53, 268  
 electronic money 214  
 electronic notational money 217  
 electronic purse technology 225  
 electronic reader 215  
 empowered consumers 200  
 enablers 327  
 enterprise information portals 195, 197

enterprise resource planning 195  
enterprise resource planning system 85  
entrepreneurial culture 40  
environmental factors 257  
ethnography 326  
executive information system 31

## F

fair play 210  
feedback mechanisms 209  
firewall 295  
four layer framework 251  
fraud 268  
fraudulent activities 268

## G

gender 329  
geographically distributed 116  
global software team 306, 307  
government policies 257  
group interaction 115

## H

hacking 270  
handling returns 207  
hierarchical communication model 93  
human capital empowerment 40  
human resources 306  
human-to-human interaction 139

## I

ICDT framework 251  
induction 347  
inexperienced software team 307  
information and communication technology 283  
information diversity 90  
information flow 89  
information processing theory 106  
information technology 1, 268  
innovation 1  
integrated software 300  
integration 90  
inter-organizational information system 52  
interaction 123

interconnectivity 253  
Internet 268  
Internet-based interactive technologies 209  
IT crisis 321

## K

knowledge 1, 15  
knowledge acquisitions 60  
knowledge base 209  
knowledge brokers 15  
knowledge creation 138  
knowledge layer 61  
knowledge management (KM) 14, 73, 193, 309  
knowledge management architecture 196  
knowledge repositories 105  
knowledge-sharing networks 81  
knowledge society 284  
knowledge transfer 142

## L

language 330  
leadership 335  
local area network 196, 287  
Lotus Domino Notes 62

## M

macro perspective 253  
management information system 31  
management of information 89  
manpower-shortage problem 305  
manufacturing technologies 56  
market of resources 170  
meetings 340  
mentoring 343  
military 327  
morale 331  
motivators 327  
multi-user database 19

## N

network security 295  
neural network 161  
niche marketing 201

**O**

on-line analytical processing 160  
 on-line services 209  
 one-to-one customer marketing 201  
 online auction sites 277  
 online customers 198  
 operational management level 90  
 organizational behavior 17  
 organizational competitiveness 14  
 organizational culture 72, 74  
 organizational learning 126  
 organizational processes 18  
 organizational structures 1  
 outsourced information system development 291  
 outsourcing 153

**P**

partial expertise 106  
 pattern theory 318  
 PayPal 243  
 performance management 336  
 personal networks 332  
 personalized products and services 209  
 personnel turnover 308  
 plagiarism-based programming 307  
 point of sale 225  
 privacy 206  
 problem domain 106  
 problem-solving teams 105  
 professional currency 342

**R**

reach customers 201  
 realignment 253  
 records keeping 338  
 reengineering business processes 254  
 reflection 334  
 resource-based strategy 16  
 response time 204  
 retain customers 203  
 risk-management 306

**S**

science research teams 121  
 securities fraud 268, 271  
 security concerns 206

segmentation 201  
 self-service technologies (SSTs) 201  
 small- and medium-sized enterprise 285  
 smart card 300  
 smart card technology 216  
 social learning 325  
 socio-technical approach 120  
 software innovation 80  
 software upgrades 79  
 strategic business plan 35  
 strategic planning model 38  
 system security 295

**T**

taxing e-commerce 258  
 team composition 106  
 team knowledge 106  
 telecommunication 283  
 telecommunications infrastructure 129  
 total quality management 73  
 training 343  
 trust 155, 156, 288

**U**

understanding consumers 198  
 user interface 200

**V**

value chain 33, 154, 254  
 value-added services 199  
 videoconference rooms 124  
 videoconferences 116  
 virtual collaborations 254  
 virtual communication space 255  
 virtual distribution space 256  
 virtual enterprises 153, 154  
 virtual organization 141  
 virtual partnerships 143  
 virtual software team 313  
 virtual teams 138, 139  
 virtual transaction space 256

**W**

web services technologies 202  
 web-based transactions 243  
 workflow management 55  
 workplace design 331