

# Index

## A

- actions 28
- advertisements 303
- alignment 24
- alignment mode 39
- alignment paradox 1, 17
- analytic hierarchy process (AHP) 203
- Australia 297

## B

- banking industry 89
- behavioristics 29
- business complexity 51, 67
- business strategy 25
- Business Value 4, 175, 188, 204
- business value chain 203

## C

- Canada 261
- client-to-LAN 223
- commerce benefit 277
- communication 24
- competitive advantage 24
- complex environments 24
- conflict 188
- convergences in intentions 32
- coordination costs 126, 127
- customer relationship management 292

## D

- decision support tool 205
- decision-making 24
- developing country 90

- dynamics 23

## E

- e-business strategy 307
- e-commerce 168, 297
- e-readiness 262
- e-sign bill 308
- early adopters 265
- early majority 265
- EC Importance Grid 264, 273
- EC Reality Model 263, 273
- EC strategy 262
- electronic business models 168
- Electronic data interchange (EDI) 221
- Electronic Payment System 304
- environmental uncertainty 2
- ethics 188
- exploratory study 300
- Extranet IVPN 223

## H

- hype cycle 266

## I

- industry clock-speed 2
- information originator 32
- information processing 127
- information strategy 25
- information systems (IS) 2
- information technology 1, 2, 24, 89, 126, 188, 2392
- Information Technology Spending 146
- informational aspects 23
- Informational aspects of alignment 31

informational attributes 29  
 Informational Dimensions of Alignment (IDA) Model 37  
 innovators 265  
 integration 25  
 intelligent organizations 182  
 Internet 277  
 Internet Commerce 279  
 Internet-based Virtual Private Network (IVPN) 220  
 Intranet IVPN 223  
 inventory turnover 51  
 irreversibility 39  
 IS budget 130  
 IT business value 5  
 IT shortfall 6  
 IT spending 146  
 IT under utilization 6  
 IT value 51

**L**

laggards 265  
 LAN 222  
 LAN-to-LAN 223  
 late majority 265  
 leading-edge-technology 253  
 life-cycle process 240

**M**

M-Commerce 181  
 manufacturers 261  
 manufacturing planning and control (MPC) 51  
 market focus firms 13  
 material outcomes 26  
 Mexican banking industry 146  
 Mexico 90  
 moral value 188  
 morality 188

**N**

network of relationships 25  
 network security 203

**O**

OMTS life-cycle process 244  
 Open System Interconnection (OSI)

Security Archite 203  
 Optimization Model 237  
 Optimization Model for Telecommunication Systems 237  
 organizational behavior 23  
 organizational dynamics 39  
 organizational fit 26  
 organizational performance 25  
 organizational flexibility 2  
 organizational issues 297

**P**

paradox 1  
 performance of organizations 90  
 planning volatility 67  
 power 31  
 pragmatic alignment 31, 32  
 pragmatic state 30  
 pragmatics 23  
 product diversity 67  
 product line diversity 67  
 production volatility 68  
 productivity 126  
 productivity paradox 90, 146

**Q**

quality communication networks 221

**R**

receiver 32  
 Remote Access IVPN 223  
 reversibility 39

**S**

security gateway 222  
 semantic alignment 33  
 semantic state 30  
 semantics 23  
 semiological dimensions 23, 31  
 semiotics 28  
 shared expectations 33  
 short-term alignment 32  
 signification 30  
 signs 28  
 small and medium enterprises 297  
 small businesses 277  
 social dimensions 26

social networks 27  
spending 89  
state of alignment 24  
strategic alignment 1, 23  
Strategic Alignment Model (SAM) 25  
strategic EC 263  
strategic fit 26  
strategic informational alignment 29  
strategic intent for IT 7  
strategic vision 33  
supply chain coordination strategy 51  
survey 267, 285  
syntactic alignment 35  
syntactic state 30  
syntaxics 23  
System Designers and Developers  
(SD&D) 237  
systemic definition 27

## T

Technology Adoption Life Cycle  
264, 273  
technology infrastructure 171  
technology maturation cycle 273  
telecommunication industry (TI) 237  
theory of production 129  
top management 32

## U

useful EC 263

## V

value of organizations 146  
value-chain 178  
virtual 222  
virtual telecommunication networks 220

## W

Web initiatives 261  
Wide Area Network (WAN) 221