Index

A

AC drives 166
adaptive design strategy 140
advanced information technology 56
Advanced Medical Priority Despatch System 259
Ahmanson project 3
air cargo 177
air cargo market 182
Air New Zealand 188
AIX4 operating system 337
alternative trading systems 268
Ambulance Employees Australia 259
Ambulance Services Act of 1986 248
AMERIREAL Corporation 100
Ansett Airlines 187
Apple Computer 5
application service provider (ASP) 223
application support group (ASG) 172
Army housing management 137
Association of Research Libraries (ARL) 2
ATLAS/GIS software 140
attribute data 143
Australasian Food Products Co-op 110
Auto Network Exchange (ANX) 292
automation 399
automobile industry 282

B

Bartlett and Ghoshal framework 118
base closures 145
Bialystok City Hall 388
British Airways 188
BRS search engine 15
budget allocation 35
budgeting and accounting control mechanisms 31
building sectoral decision support centers 242
bulletin board system 269
Bush, George 89
business development 300
business information 181
business investments 154
business model 150
business planning 124
business policy 58
business relationship 149
business structure 59
business transactions 153
business-to-business 151
business-to-business e-commerce 149, 155

Copyright © 2006, Idea Group Inc. Copying or distributing in print or electronic forms without written permission of Idea Group Inc. is prohibited.

C

Cabinet of Egypt 234
CAIB Report 78
call center 346
Caribbean Institute of Technology (CIT) 382
Center for Scholarly Technology (CST) 3
Center for Software Excellence (CSE) 349
central data reporting 222
central government 300
centralized governance structure 197
centralization of PC support 353
CEO 250
Challenger 79
charge-back policy 334
chargeback system 27
chief executive office (CEO) 188
CIO 203
Cisco Connection Online 152, 159
Cisco International 149
Cisco Systems Incorporation 149
citizen (customer) services 389
CNTI (National Council of Tele-Information) 403
co-operative 111
Columbia 77
Columbia Accident Investigation Board (CAIB) 78
commercial off the shelf (COTS) 81
commodity-type products 115
Common Agricultural Policy (CAP) 116
communication infrastructure 289
communications 149
competitive advantage 283
complicated process of project management 298
components 286
computer aided design (CAD) 67, 288
computer aided manufacturing (CAM) 288
computer networks 149
computer numerical control (CNC) 67
computer reservations systems (CRS) 193
computer-aided production planning (CAPP) 68
computing facilities 330
computing services 332, 341
CONICIT (National Council of Science and Technology) 403
consensual cultures 10
consumer market 112
consumer product 113
corporate desktop services 347
corporate IT infrastructure 199
cost of ownership 345
CPM diagram 374
creating new knowledge 286
Criminal History Repository (CHS) 29, 38
CRS 183
cultural differences 189, 381
cultural role 238
culture 10, 34, 48, 81
customer relationship management (CRM) system 221
customer satisfaction 153
customer service 102, 149, 211

D

data analysis 221, 234
data and information deficiencies 145
data flow diagrams (DFD) 392
data processing 300, 332
data-supported decision making 221
database management system 143
decentralization process 334
decision support system (DSS) 140, 231, 241
decision support systems for strategic issues 241
decision-making environment 234
decision-making process 234
deficit forecasts 144
demand for computing services 332
demand variability 65
Department of Defense 137
Department of Human Services 249
Department of Public Safety 30, 33
Department of the Army 136
despatch environment 247
developed nations 371
developing countries 231
developmental cultures 10
direct numerical control (DNC) 67

Copyright © 2006, Idea Group Inc. Copying or distributing in print or electronic forms without written permission of Idea Group Inc. is prohibited.

distribution of goods 177
doctoral student database (DSD) 50
drag-and-drop graphics 371
dyad 10

E

e-commerce 151, 271
e-commerce business plan 275
e-commerce initiative 271
Eastern Caribbean Investment Development Service 380
econometric 140
econometric model 142
economic conditions 368
economic development 308
economic feasibility 5
economies of scale 285
Egypt 230
Eisenhower, Dwight D. 99
electronic communications networks (ECNs) 268
electronic data interchange (EDI) 68
electronic exchange of data (EDI) 394
electronic information system 181
electronic messages 183
electronic point of sales (EPOS) 68
emergency despatch and communication system 247
energy management systems (EMSs) 165
ENGINECOMP 205
enrollment data 47
equipment variability 65
ERP application 106
ERP systems 204
Estitherm 371
ETC model 127
Ethernet 6, 14
executive information system 140
external suppliers 290
extranet 391

F

financial services 285
five FIST principles (see also food information systems and technology) 124
flexibility of production 61
flexibility tactics 67
flexible manufacturing systems (FMS) 67
flow of information 120
food information systems and technology (FIST) (see also five FIST principles) 119
food service market 112
force reductions 145
Ford (see also Model T and Mondeo project) 281
Ford Motor Company 284
Fortune 1,000 companies 220

G

Gantt chart 374
gateways 16
geographic information system (GIS) 140
geographically remote 289
GHI 220
global applications project 120
global business strategy 110
global capitalism 293
global companies 282
global development teams 386
global distribution system 127
global image 286
global information system 110
global integration 281, 293
global networked business 151
global networked business model 150
global request for proposal (RFP) 123
global-capable suppliers 287
globalization 122, 282
going global 386
Gold Chip 315
goodwill trust 158
gopher 17
governing body 191
Government Accounting Office (GAO) 137
government agencies 31, 81
government IT manager 31
graphical user interface (GUI) 3, 87, 271
graphics programming 377
gross military deficit 137
group consensus 45

Copyright © 2006, Idea Group Inc. Copying or distributing in print or electronic forms without written permission of Idea Group Inc. is prohibited.

H

hard money 31
HEAT 348
helpdesk 345
heuristic programming models 140
high speed Internet access 381
higher education 45
Highway Patrol (HP) 29, 39
Hong Kong SAR 177
housing analysis decision technology system (HADTS) 136
housing analysis system 140
housing deficit reduction policies 139
housing market area 137
human resource management strategies 238
HyperCard 5, 14

I

IBM 337
IDSC's Pyramid Technology Valley program 243
implementation process 180, 299
importance of organizational and social factors 298
individual personality 308
informal organization 3
Information and Decision Support Center (IDSC) 231
information cultures 45
information flows 178, 181
information infrastructure development 243
information management 45
information processing center 379
information resource management 237
information server 370
information services 380
information sharing 45
information system migration 110
information systems (IS) 187, 288
Information Systems (IS) Department 205, 326
information systems design 237
information systems development 81
information technology (IT) 57, 187, 231, 399
information technology (IT) adoption 241
information technology (IT) skills 371
information technology and communication 402
Information Technology Department 265
information technology diffusion 241
information technology services 379
information-related change 52
ingredients market 112
integrated library system 6
inter-organizational information systems (IOS) 177
inter-organizational-relationships 155
interdepartmental cooperation 70
Internal Health Department 255
internal organization 286
International Air Transport Association (IATA) 177
international information systems (IIS) 110
internationalization 282, 285
Internet 149, 183, 292
Internet service providers 150
investment decisions 98
IS staff 223
IS/IT governance 187
IS/IT performance 191
IT consultant 223
IT cost allocation 32
IT deployment 102
IT division 27
IT investment 102, 345
IT liaison 37
IT manager 195
IT personnel 272
IT project management 101
IT system 388
IT-related business functions 193

J

J.D. Edwards OneWorld 347
Java 370
Java applet 376
just-in-time (JIT) 68, 287

K

Kendell Airlines 187, 188

Copyright © 2006, Idea Group Inc. Copying or distributing in print or electronic forms without written permission of Idea Group Inc. is prohibited.

key drivers 282
key enabler 290

L

labor rates 382
labor shortages 369
LAN (see local area network)
leveraging 16
libraries 399
Library Automation Development Unit (LAD) 3
life cycle waterfall model 299
links between technical and non-technical aspects 298
local area network (LAN) 391, 403
Logistics Department 206, 210
long-distance communication 288
LXS Ltd. 368

M

main frame relay 399, 403
mainframe-based computing services 334
major Army commands (MACOMs) 140
management and technological development 242
management information system (MIS) 232
manufacturing 112
manufacturing strategy 58
MaPPAR 206
maps 145
market share 284
market sophistication 114
market-clearing 139
marketing center 282
marketing manager 168
Marketing Support Group (MSG) 172
masculine organization 10
Maximus Report 32
mechanical engineering 376
metrics program 346
Metropolitan Ambulance Service (MAS) 247
Microsoft Office 347
Microsoft SQL Server database 374
military preparedness 146
MIS professionals 101
MIS system 203
Model T (see also Ford) 283
Mondeo project (see also Ford) 281
Mosaic™ browser 270
Multi-Technology Automated Reader Card (MARC) 312
multinational corporations 281

N

NASA 76
NASDAQ 268
NDPS culture 34
needs assessment 48
NetRez 105
Netscape 272
network implementation 299
network print management system (NPMS) 312
network printers 315
networked computers 288
networked PCs in a local government office 298
networking 149, 399
networking facilities 332
networks 149
Nevada Department of Public Safety (NDPS) 27
NexTrade™ 268
non-technical considerations 330
non-technical roles 237
numerical control (NC) 67
numerically intensive computing service (NICS) 330

O

ODBC (open database connectivity) protocols 374
offsetting 137
offshore programming 380
offshore programming services 384
online ordering application 152
online public access catalog 2, 4
open-access computer labs 315
order-to-delivery cycle 113
organization cultures 10
organization theory 58

Copyright © 2006, Idea Group Inc. Copying or distributing in print or electronic forms without written permission of Idea Group Inc. is prohibited.

organizational decision making 232
organizational performance 98
organizational structure 236
organizing logic 191
Oshkosh Truck Corporation (OTC) 346
outside suppliers 287

P

Parole and Probation Division 29
pay-per-print systems 315
PC services 345
PERL 370
Perth Development Agency 299
planned system development process (PSDP) 268
platform standardization 345
point of sale (POS) 312
political considerations 330
power redistribution 45
PowerPoint 86, 226
prepaid direct print design 315
price-setting process 182
process variability 65
product development 369
product support group (PSG) 172
product variability 65
production technology 283
productivity 98
programmable controllers (PLCs) 165
programmers 373
programming 377
project management 299, 373
Project Planning Group (PPG) 8
public administration 230, 388
Public Bodies Review Committee 253
Public Safety Technology Division (PSTD) 29, 30
Purchasing Division 211

Q

quote to cash (Q2C) initiative 171
quote to quote (Q2Q) 171

R

R&D 282, 285
rational cultures 10
raw material 113
reactive approach 286
Reagan, Ronald 77
Real Estate Investment Trust Tax Provision 99
Real Estate Investment Trusts (REIT) 99
Regional Express (REX) 200
regulation ATS 268
relational database 51
request for proposal (RFP) 336, 347
requirements engineering 204
Reuters 181
RISC technology 334
RISC-based computers 333
robustness 15
Rogers Commission 79
Rogers Report 79
Royal Canadian University (RCU) 330

S

SAS system for information delivery 140
Seaboard Stock Exchange 264
Securities and Exchange Commission (SEC) 268
segmented housing market analysis 137
Shared Service Center (SSC) 101
sharing data 222
Singapore Airlines 188
Skills Agency 308
small- to medium-sized organization 155
SmartCard 312
socio-economic development 230
socio-economic variables 141
soft money 31
software development manager 373
soldier morale 146
sourcing network 288
South-Eastern Regional Strategy (SERS) 189
Space Shuttle Program 76
space-capacity principle 181
spatial data 143
specification packaging organizations 385
Sputnik 83
St. Lucia National Development Commission 379

Copyright © 2006, Idea Group Inc. Copying or distributing in print or electronic forms without written permission of Idea Group Inc. is prohibited.

stagnant sales 165
StockScene.com 272
strategic alignment theory 58
strategic management 308
strategic marketing 161
strategic product development 378
stress overload 13
structured design 14
student information system (SIS) 50
student payment system (SPS) 50
supercomputers 336
supply variability 65
support specialist 346
synergies 16
systems designers 180

T

tariff 385
tax 385
TCP/IP 292
Technical Affairs Committee (TAC) 37
technical roles 237
Technology Resources Committee (TRC) 312
telecommunications 292, 331, 379
Telnet 16
The Netherlands 178
The World Bank 379
tiering 287
top-down IT governance 199
TQM methods 390
trading partner 154
trading partner relationships 155
trading volume 265
training 380
Traxon Initiative 180
true value trust (TVT) 100

U

U.S. Census Bureau TIGER 142
U.S. macroeconomy 371
U.S. market share 283
uniform software platform 222
Universidad de Oriente (UDO) 400
University Computing Services (UCS) 3
University of Southern California 2
Unix 16
UNIX services 343
USCInfo 2

V

vertical integration 111
Victoria State Government 250

W

warehousing 112
Web developer 270
Web Initiative Committee (WIC) 273
Web Marketing Group (WMG) 276
Web Systems Group 369
Web-based application 371
Web-based database 49, 52
Web-based software 368
wide area network (WAN) 152, 402
Windows 1.0 87
Windows 3.0 87
Windsor Inc. 105
workforce variability 65
workstations 336
world car (see also Ford) 282
World Trade Organization (WTO) 116
World Wide Web (WWW) 17
WWW technology 183

X

X-consultants 250
X/Open standard 390
xcommands 15

Z

Z39.50 (ANSI) 16
ZENworks 351

Copyright © 2006, Idea Group Inc. Copying or distributing in print or electronic forms without written permission of Idea Group Inc. is prohibited.