

Index

A

active server page (ASP) 127
agent communication language (ACL)
216
agent concepts 211, 212
agent language mediated activity
(ALMA) 215
agent taxonomies 211
agile manufacturing 187
Agora 227
asynchronous transfer mode (ATM) 22
authorizing certificates 54

B

Better Business Bureaus Online Seal
(BBBOnLine) 119
BiddingBot 229
bottom line contribution 149
bricks and mortar 148
business process reengineering (BPR)
199, 203

business processes 148
business value 148
business value complementarity (BVC)
152
business value complementarity model
(BVC) 151
business-to-business (B2B) 47, 133,
164
business-to-business (B2B) market-
places 63
business-to-consumer (B2C) 133, 163

C

capability maturity model (CMM) 4
change proficiency maturity model
(CPMM) 5
cheap deals 40
click-throughs 117
clicks and mortar 148
coalition formation 234
collaborative planning, forecasting and
replenishment 193

common attributes 76
 common knowledge 230
 communication, information and
 payment (CIP) 20
 communication protocol 258
 communicative activity 217
 compatibility 31
 competitive advantage 149
 complementarity theory 150
 consumer direct cooperative 171
 content management system 75
 continuous demand chain management
 (CDCM) 163
 coremetrics 118
 cost leadership 154
 courier agents 228
 critical mass 32
 customer organization (CO) 55
 customer relationship management
 (CRM) 175, 184
 customized language 119

D

data base management systems
 (DBMS) 156
 data security 125
 data source name (DSN) 129
 database middleware 93
 decision support system (DSS) 190
 degree of systematic and integral use of
 ICT 7
 demand activated manufacturing
 architecture model 193
 dependent attribute 76
 design view 154
 device agents 228
 digital product 148
 digitization level 151
 discount brokering 39
 discounted cash flow (DCF) 12
 distinguished name (DN) 53

E

E-channel process (ECP) 139
 e-commerce negotiation 227

e-commerce performance 154
 e-commerce-ability 4
 early adopters 34
 earnings before interest and taxes
 (EBIT) 12
 economic value added (EVA) 12
 electronic commerce (e-commerce)
 29, 103, 148
 electronic contracting 229
 electronic data interchange (EDI) 190
 electronic publishing 155
 end user (EU) 55
 enterprise resource planning (ERP) 164
 Entertainment Software Rating Board
 Seal (ESRB) 119
 environmental factors 30
 etailers 167
 European Union (EU) 119
 external IS support 32

F

Federal Trade Commission (FTC) 119
 financial support 31
 fuzzy e-negotiation agents (FeNAs)
 231
 fuzzy logic 233

G

game theory 234
 General Electric (GE) 47
 guest agent 258

H

horizontal schema 75
 host system 250
 Husky Virtual Bookstore (HVBS) 122

I

identification certificates 53
 implementation stage 30
 information and communication tech-
 nologies (ICT) 3
 information economics-based studies
 149
 information superhighway 148

information technology (IT) 31, 148
 initial public offering (IPO) 133
 initiation stage 29
 innovation (technological) factors 30
 innovation-decision process 30
 intelligent agents 213
 intelligent trading agency (ITA) 236
 intended strategy 154
 internal integration 7
 internal personal data 121
 internal workflow management systems 9
 Internet economy 148
 Internet protocol (IP) 22
 IT impact studies 149
 IT investments 149
 IT productivity paradox 150

J

Java messaging services (JMS) 97
 Java virtual machine 251

L

local area networks (LANs) 92
 localized exploitation 7
 location-based services (LBS) 21

M

malicious agents 250
 malicious hosts 250
 management information systems (MIS) 153
 market space 155
 mass customization 7
 master production schedule (MPS) 200
 material requirement planning (MRP) 200
 message-oriented middleware (MOM) 91
 middleware 92
 mobile agent 247
 mobile agents for networked electronic trading 228
 mobile commerce (m-commerce) 20

mobile computing 272
 mobile e-commerce agents 227
 mobile hardware 245
 mobile software 245
 mobile users 245
 multilingual 118

N

Name (PT) Model 77
 net present value (NPV) 142
 network latency 247
 New York Stock Exchange (NYSE) 33
 New Zealand Stock Exchange (NZSE) 33
 next day delivery 173
 non-Internet economy 154

O

object request broker (ORB) 91, 252
 object transaction monitor (OTM) 95
 ObjectSpace 248
 observation-orientation-decision-action (OODA) 4
 on-line delivery 152
 on-line distribution 155
 on-line production 155
 on-line promotion 152
 online customer privacy 118
 open database connectivity (ODBC) 129
 open standards 151
 opt-out 127
 order fulfillment centers 176
 organizational factors 30, 150
 organizational transformation 152

P

Palm operating system (OS) 272
 partnering 64
 perceived benefits 31
 personal digital assistants (PDA) 230, 272
 physical product 148
 physical value chain 155
 points-of-sale (POS) 202

political resistance 110
 primitive models 76
 privacy dimensions 118
 privacy invasion 118
 privacy protection 118
 process-oriented models 150
 product group 75
 production economics studies 149
 productivity gains 149
 profitability 148
 promotional utility 25
 pure dot coms 148

R

rationality assumptions 237
 re-engineering 148
 realized strategy 154
 relationship exchange 127
 remote procedure call (RPC) 91
 return on investment (ROI) 12
 return on investment (ROI)
 142, 149, 151
 reverse auctions 105
 road package system (RPS) 190

S

service agents 228
 service integrator (SI) 10
 service provider (SP) 10
 service-oriented architecture 63
 signature creation application (SCA) 61
 soft goods 165
 standard products 6
 stationary agent 247
 supply chain management (SCM)
 49, 184
 supply-chain council (SCC) 194
 supply-chain operations reference
 model (SCOR) 193
 surfing 20

T

technological readiness 32
 technology acceptance model (TAM)
 261

theoretical framework 149
 theoretically optimal outcome 238
 Theory of Reasoned Action (TRA) 261
 top management support 32
 trade-off 232
 transaction processing monitor (TP) 95
 transactional certificates 54
 trusted third party (TTP) 54

U

unattended appliance-to-business (A2B)
 164
 United Parcel Service (UPS) 176
 universal table (UT) 76

V

vertical schema 75
 verticalized tables 74
 virtual private network (VPN) 275
 virtual value chain 155
 virtualization 148
 virus-like behaviors 246

W

Web services concept 64
 wide area networks (WANS) 246
 wireless local area networks (WLANs)
 22
 wireless local loops (WLL) 22
 wireless m-commerce 239
 World Wide Web (WWW) 246