# Table of Contents

Preface ......................................................................................................................................................... i

ACEnet: Facilitating Economic Development Through Small Business Electronic Commerce ............................................................... 1
   Craig Van Slyke, University of Central Florida (USA)
   France Belanger, Virginia Polytechnic Institute and State University (USA)
   Marcy Kittner, University of Tampa (USA)

AMERIREAL Corporation: Information Technology and Organizational Performance ............................................................... 21
   Mo Adam Mahmood, Gary J. Mann and Mark Dubrow
   University of Texas at El Paso (USA)

An Expectation of Privacy: When Does an Employer Have the Right to Monitor Employee E-mail Messages? ............................................................... 32
   Andrew Urbaczewski, Washington State University (USA)
   Juho Rikala, MARS, Inc. (Finland)

Canon Financial Services, Inc.: The Systems and Methods Committee ............ 39
   Ira Yermish, St. Joseph’s University (USA)

Case Study of the St. Paul Companies Virtual Office for the Risk Control Division .................................................................................. 60
   Nancy Johnson, Capella University (USA)

Comparative Study of the Usefulness of Online Technologies in a Global Virtual Business Project Team Environment ......................................................... 72
   Simpson Poon and Shri Rai, Murdoch University (Australia)
E*Trade Securities, Inc., Pioneer On-Line Trader, Struggles to Stay on Top... 89
  Adam T. Elegant and Ramiro Montealegre
  University of Colorado, Boulder (USA)

Geochemia: Information Systems to Support Chemical Analysis in
Geological Research ................................................. 115
  Dimitar Christozov, American University in Bulgaria (Bulgaria)

Identifying Business Processes for, and Challenges to, Electronic
Supply Chain Management: A Case Study in a Small Business in
North–West Tasmania, Australia .................................. 127
  Tarmo Sinkkonen, University of Tasmania (Australia)

Information Systems and Technology Outsourcing: Case Lessons
from “TravelTrack” .................................................. 141
  Jeremy Rose & Ray Hackney, Manchester Metropolitan University (UK)

Life After a Disastrous Electronic Medical Record Implementation:
One Clinic’s Experience ........................................ 153
  Karen A. Wager, Frances Wickham Lee and Andrea W. White
  Medical University of South Carolina (USA)

Mobile Technology .................................................... 169
  Paul Cragg, University of Canterbury (New Zealand)
  Prue Chapman, Mobile Technology (New Zealand)

Norwel Equipment Co. Limited Partnership (L.P.) Internet Upgrade ........ 179
  Kenneth R. Walsh, Louisiana State University (USA)

On-Line Analytical Processing at Washtenaw Mortgage Company .......... 196
  John H. Heinrichs, Wayne State University (USA)
  William J. Doll, University of Toledo (USA)

Reality of Use and Nature of Change in Small Business:
A Case Study in Inefficient Compromise ................................ 217
  Wita Wojtkowski, Boise State University (USA)
  J. Craig Hardesty, Hewlett-Packard Company (USA)

SAFECO®: Leveraging the Web in a Knowledge-Based Service Industry...... 226
  Debabroto Chatterjee and Leonard M. Jessup
  Washington State University (USA)

Selecting and Implementing an ERP System at Alimentos Peru ............. 244
  J. Martin Santana, Jaime Serida-Nishimura, Eddie Morris-Abarca,
  Ricardo Diaz-Baron, Escuela de Administración de Negocios para Graduados – ESAN, Peru
Tasmanian Police Call Centre Project – Offence Reporting Process ............... 259
Leonie Thomas, University of Tasmania (Australia)

Telemedicine and Business Process Redesign at the Department of Defense ... 270
James A. Rodger, Indiana University of Pennsylvania (USA)
Parag C. Pendharkar, Penn State University at Harrisburg (USA)

Using DSS for Crisis Management ................................................................. 292
Sherif Kamel, American University in Cairo (Egypt)

Information Systems Redesign in a State Social Services Agency ............... 305
Jean-Pierre Kuilboer and Noushin Ashrafi
University of Massachusetts, Boston (USA)

Deliberate and Emergent Changes on a Way Toward
Electronic Document Management .............................................................. 320
Tero Päiväranta, University of Jyväskylä (Finland)
Airi Salminen, University of Waterloo (Canada)

Index .............................................................................................................. 334