

Index

Name Index

Barger, Dave, 74
Bassler, David, 439
Benioff, Mark, 256
Bezos, Jeff, 152
Biczak, Laureen, 398
Blank, Paul, 433
Blumenthal, Richard, 311
Bock, Lazlo, 53
Brin, Sergey, 209, 225
Burnett, Leo, 35

Carr, Nicholas, 152
Casey, Jim, 16
Chatterjee, B., 398
Chung, Anshe, 34
Clark, Sarah, 433
Cohen, Jeff, 74
Columbus, Christopher, 6
Cotton, Rick, 111
Crystal, Darren, 297, 298
Cuban, Mark, 4

Deacetis, Deborah, 370
Deming, W. Edwards, 100
Descartes, Rene, 419
Detelich, Tom, 366
Donnas, The, 311
Dulle, Mark, 395, 396

Eakes, Martin, 365

Filo, David, 209
Ford, Rollin, 219
Francis, Bruce, 257
Frasch, Ron, 23
Friedman, Jason, 327, 328
Friedman, Joe, 327
Friedman, Thomas, 6–7, 327

Golding, Daniel, 153
Goldstein, Mark H., 328
Gray, Jim, 186

Hannifin, Parker, 92
Highsmith, Douglass, 395
Hoover, J. Edgar, 416
Hurd, Mark, 185

Jackson, Michael J., 87
Jobs, Steve, 80
Juran, Joseph, 100

Kant, Immanuel, 419
Konopka, Sheila, 90
Kraut, Robert, 439

Lamb, Archie, 263
Lance, James, 185

LaNeve, Mark, 87
Liker, Jeffrey, 44
Lin, Yung-Sun, 237
Litan, Avivah, 263
Lovell, Roger, 158

MacAskill, Don, 153
Matthews, Pat, 153
Mayer, Marissa, 227
McCann, Chris, 101
McCann, Jim, 101
McKey, Bonnie, 311
Mehta, Bobby, 365
Mitchell, Robert Shelton, 175
Mitnick, Kevin, 236
Montgomery, Kathryn, 441
Morrissette, Cherie, 175
Mott, Randy, 185
Mumford, Michael, 53

Neelman, David G., 75, 76
Nowitzki, Dirk, 4

O'Reilly, Bill, 237
Oberwager, Brad, 98
Omidyar, Pierre, 308
Oxley, Michael, 244

Page, Larry, 209, 225
Parker, W. Douglas, 339
Pasick, Adam, 36
Pell, Barney, 153
Pizzi, Charles, 267
Polisar, Joseph M., 175
Porter, Michael, 82
Pyykkonen, Martin, 309

Reuters, Adam, 36
Rideout, Vicky
Roche, Liz, 76
Rosedale, Philip, 34
Rotenberg, Marc, 416
Ryan, Claude, 16

Sadove, Stephen, 23
Sannier, Adrian, 137
Sarbanes, Paul, 244
Scheck, Barry, 175
Selipsky, Adam, 152
Sheth, Rajen, 136
Shmuger, Marc, 111
Simon, H.A., 335
Simpson, O.J., 175
Skoll, Jeff, 308
Solove, Daniel J., 416
Stewart, Nancy, 186
Stockdale, Howard, 219

Thompson, Greg, 287

Trenga, Thomas, 339
Tupper, Earl, 39

VanDerSnick, Roger, 158

Washkewicz, Donald, 89
Welch, Alex, 297, 298
Whitman, Meg, 309
Winship, Jason, 137
Wise, Brownie, 39

Yang, Jerry, 209

Organizations Index

ABC Cookies, 369
Acxiom, 416
Adidas, 35, 36
Advanced Micro Design (AMD), 7
AdWords, 226
Airborne Express, 16
Ajax Boiler, 206
Alaska Airlines, 284
Alcan Packaging, 61
Allot Communications, 255
AltaVista Babel Fish, 145
Amazon Web Services (AWS), 152
Amazon.com, 81, 90, 91, 93, 112, 152, 153, 240, 300, 310, 327
AMD. See Advanced Micro Design (AMD)
America Online (AOL), 112, 226
American Airlines, 316
American Apparel, 35
American Idol, 320
American Port Services, 276, 277
American University, 441
Ann Taylor, 96
AOL, 204, 227, 321. See America Online (AOL)
Apache, 140, 209
Apple Inc., 8, 79, 81, 85, 112, 310, 328
Arizona State University, 137
Ashford.com, 323
Ask.com, 226
AT&T, 191, 201, 321
AT&T Wireless, 320
AutoNation, 86, 87, 88
Axia NextMedia Corp., 243

B.J.'s Wholesale Club, 243
Bain and Company, 36
Ball State University, 255
Bank Of America, 94
Bank of America, 320
Bank One Corporation, 94
Barnesandnoble.com, 327
Beaver Street Fisheries, 219
Bell, 9
Best Buy, 80, 327, 329
Beth Israel Medical Center, 358

- BigCharts.com, 313
 Bill Blass, 23
 BitTorrent, 110–112
 BizRate.com, 361
 BlackBerry, 213
 Blinkx.com, 211
 Blockbuster, 112, 306
 Blogger.com, 315
 Blue Martini, 327, 328
 BlueNile, 91
 BluePages, 356
 Boeing, 318
 Bon-Ton Stores, 185
 Boston Market, 416
 Bristol-Myers Squibb, 412
 Brocade Communications, 412
 Bureau of Medical Services, 397
 Burger King, 87, 311, 441
 Business Software Alliance, 427
 Buy.com, 323
- Cablevision, 191, 205
 Cardozo School of Law, 175
 Carnegie-Mellon University, 439
 CarsDirect, 107
 Caterpillar Corporation, 99
 Center for Digital Democracy, 441
 Center for Responsible Lending, The, 365, 366
 Champion technologies, 248
 Chanel, 23
 Chase, 94
 CheckFree, 322
 ChoicePoint, 415
 Chrysler Corporation, 86, 87, 88, 99
 CinemaNow, 110–112, 310
 Cingular, 213
 Circuit City, 36, 327, 329
 Citibank, 10, 97, 320
 Citigroup, 99, 121
 Clickshare, 321
 Coca-Cola, 271
 College Board, The, 416
 Comcast, 191
 Compaq, 146
 Compass Bank, 338
 Computer Crime Research Center, 237
 Con-Way Transportation, 347
 Costco, 219
 Counterpane, 255
 Craigslist, 308
 Crayon, 35
 Crescendo Design, 36
 Cross-Country Transport, 71
- Dallas Mavericks, 4–5
 Dartmouth College, 216
 Dassault Systems, 102
 Degree Controls Inc., 128
 Del.icio.us, 298, 355
 Dell, 36, 90, 131, 146, 277
 Dell Computer Corporation, 85
 Deloitte, 268
 Delta Airlines, 101
 Denver Health and Hospital Authority, 127
 Digg, 298, 355
 Dollar Rent-A-Car, 139, 140
 Dorfman Pacific, 395
 DoubleClick, 226, 415
 Dovetail Associates, 370
- Dow Jones News/Retrieval, 58
 Dun & Bradstreet, 416
 DuPont, 359
 Dynamic Smart Cooling, 128
- E*Trade Financial, 131, 313, 327
 EarthLink, 201
 Eastern Mountain Sports (EMS), 331, 332
 eBay, 36, 91, 95, 205, 240, 297, 300, 306, 308, 309
 globalization and, 7
 Elastic Compute Cloud (EC2), 152
 Electronic Privacy Information Center, 416
 Elie Tahari Ltd., 379
 Emerson Network Power, 128
 Enron, 244, 412
 Expedia, 300
 Experian-Scorex, 366
- Facebook, 66, 298, 308
 Fair Isaac Corp, 365
 Famous Footwear, 165
 FBI. See Federal Bureau of Investigation (FBI)
 Federal Bureau of Investigation (FBI), 175
 Federal Express, 215
 Federal Trade Commission (FTC), 421
 FedEx, 6, 43, 93, 316
 Fidelity Homestead, 263
 Financial Corporation, 94
 FleetBoston, 94
 Flickr, 211
 Florida Department of Law Enforcement, 263
 FoodTrader.com, 319
 Ford, 87, 88, 107
 Forrester Research, 136, 179, 206, 264
 Fossil, 434
 Fox Interactive Media, 311
 Fox Network, 320
 Freemerchant.com, 324
 Friendster, 66
- Gainesville Police Department, 263
 Gartner Consulting Firm, 263
 Gartner Group, 179
 General Electric, 94, 98, 137, 416
 General Mills, 441
 General Motors, 98, 99
 George Washington University, 416
 Girl Scouts, 369
 Global Crown Capital, 309
 GM, 87, 88
 GoIndustry, 307
 Google, 6, 7, 52, 53, 81, 85, 91, 97, 111–112, 128, 135, 136, 137, 144, 182, 205, 209, 210, 211, 225, 240, 300, 301, 308, 311, 320, 321
 Google Product Search, 361
 Grokster, 427
 Guardnet, 255
 Guba.com, 110–112
 GUESS Jeans, 65, 96
- Harrah's Entertainment, 171
 Harris interactive, 236
 Haworth Incorporated, 62
 Hershey Foods, 285, 286
 Hewlett-Packard. See HP
 Hewlett-Packard (HP), 115
 Hilton Hotel, 86, 320
- Hired Hand Technologies, 16
 Home Run Derby, 35
 HomeGoods, 262
 Hotjobs.com, 31
 HP, 39, 97, 131, 139, 143, 144, 146
 HSBC, 128
 HSBC Mortgage Services, 365
 Hyatt, 189
- IBM, 35, 66, 97, 98, 102, 115, 116, 125, 131, 139, 144, 356
 IdenTrust, 253
 Ikea, 434
 Information Builders, 9, 379
 InnovationNet, 95
 Institute of Electrical and Electronics Engineers (IEEE), 216
 InStyle, 395
 Intel, 7, 99, 131, 320, 356
 Intel Centrino, 189
 Intel Corporation, 66, 189
 Interactive Session on Organizations, 43, 86, 255, 286, 355
 Interactive Session on People, 338
 Interactive Session on Technology, 237
 Internet Architecture Board (IAB), 202
 Internet Corporation for Assigned Names and Numbers (ICANN), 202
 Internet2, 203
 InterWorld Corp, 327
 Invacare, 287
 iPod, 81, 85
 IRS, 365, 416
 iTunes, 8, 91, 310, 327
 iWay, 331
- J&R Computer World, 327
 J&R Electronics, 327, 328
 J&R Music World, 327
 J.B. Hunt, 290
 J.C. Williams Group, 329
 Javelin Strategy & Research, 237, 264
 JC Penney, 9, 301, 395
 JetBlue, 74, 338
 JPMorgan, 94
 JPMorgan Chase, 94, 103
- K2 Network, 230
 Kaboodle, 310
 Kaiser Family Foundation, 440–441
 Kellwood Co., 276
 Kmart, 285
 Kodak Gallery, 297
 Koret of California, 276
 Kurant, 308
- L.L. Bean, 101, 301, 313
 Lands' End, 85, 314, 317
 Leiner Health Products, 57
 Levi Strauss, 96
 Lexus, 100
 Linden Lab, 34–37, 153
 LinkedIn.com, 66, 356
 Linux, 140
 Lions Gate, 110–112
 LiveJournal.com, 315
 Lockheed Martin, 318
 Louis Vuitton, 23
 Louise's Trattoria, 170

- Loyalty Lab, 327, 328
- MaineCare, 397
- Major League Baseball (MLB), 35
- MapQuest, 71
- Marshalls, 262
- McDonald's, 99
- McKinsey and Company, 65, 356
- Medco Health Solutions, 237
- MeetMoi, 320
- Merrill Lynch, 359
- Metacafe, 111–112
- MGM, 110–112
- Microsoft, 10, 97, 426
- Microsoft Network, 201
- Millsberry.com, 441
- MLB. See Major League Baseball (MLB)
- MobiTV, 320
- Monster.com, 31
- Morpheus, 427
- Movielink, 110–112, 310
- Mozilla, 135
- MSN, 210, 227
- MSNBC, 320
- MTV, 80
- MySimon, 211, 361
- MySpace, 36, 66, 111–112, 177, 178, 227, 297, 298, 308, 311, 321, 356
- Napster, 327, 427
- NASA. See U.S. National Aeronautics and Space Administration (NASA)
- NASCAR. See National Association for Stock Car Auto Racing (NASCAR)
- National Association for Stock Car Auto Racing (NASCAR), 157, 158
- National Basketball Association (NBA), 3–5, 12, 15, 22
- National Highway Traffic Safety Administration, 107
- National Hurricane Center, 121
- National Oceanic and Atmospheric Administration (NOAA), 121
- National Telecommunications and Information Administration (NTIA), 439
- NBA. See National Basketball Association (NBA)
- NBC Universal, 111–112, 227
- Neiman Marcus, 23
- Neoview, 186
- Netflix, 112, 306
- Netscape, 135
- Netscape.com, 299
- NetZero, 201
- New Look, 434
- New York Times, The, 226
- New York University, 358
- News Corporation, 227, 320
- Next-Generation Internet (NGI), 203
- Nike, 314
- Nissan, 320
- Nomura, 189
- Nordstrom, 23, 100
- Northwest Airlines, 316
- Office Depot, 313
- 1-800-Flowers, 35, 101
- Online Management raining Inc. (OMT Inc.), 342
- Oracle, 40, 165, 218, 256, 271
- Oracle-Siebel Systems, 63
- Oscar de la Renta, 23
- Pacific Coast Producers, 219
- Pacific Northwest, 284
- Paramount, 110–112
- Parker Hannifin Corporation, 89
- Parmalat, 412
- Patriots' Trail Girl Scout Council, The, 370
- PayPal, 85, 240, 308, 321
- Pearson Prentice Hall, 145
- PeopleSoft, 218, 271, 280
- Pepsi, 320
- Phoenix Suns, 4–5
- Photobucket, 297, 298, 313
- Pinnacle West Capital Corporation, 381
- Pitney Bowes, 213
- Polaroid, 316
- Pomona Valley Hospital Medical Center, 128
- Potomac Hospital, 206
- Powerset, 153
- Priceline.com, 323
- Procter & Gamble (P&G), 95, 137, 143, 274, 311, 320, 340, 352, 356
- ProStores, 308
- Quad Graphics, 128
- R.E.I., 313
- Radio Shack, 434
- Raytheon, 318
- RealNetworks, 34–37, 310
- RedEnvelope, 91
- Reebok, 35, 96
- Reuters, 36, 313
- Revver, 111–112
- Rhino Entertainment, 80
- Saab U.S.A., 43, 63
- Sabre Airline Solutions of Southlake, 76
- Saks Fifth Avenue, 22, 23
- Salesforce.com, 256, 280
- Sam's Club, 263
- Santa Clara University, 175
- SAP AG, 66, 268, 270
- Schneider Logistics, 290
- Scottrade, 327
- Sears, 36, 84, 301
- Second Life, 34–37
- Secret Sparkle, 311
- Securities and Exchange Commission, 323
- SF Bay Pediatrics, 136
- Shopping.com, 226, 308
- Shutterfly, 297
- Siebel Systems, 280
- Siemens Medical Systems, 358
- Simple Storage Service (S3), 152
- Skidmore, Owings & Merrill LLP, 358
- Skype Technologies, 205, 308
- SmugMug Inc., 153
- Snapfish, 297
- Sony, 99
- Sony Pictures, 110–112
- Sophos, 240
- Southwest Airlines, 139
- SpectorSoft Corporation, 206
- Sprint, 213, 320
- SSA Gobal, 271
- Stanford University, 209
- Starbucks, 99
- StarMedia, 310
- Stonyfield Farms, 316
- StubHub, 308
- StyleHive, 298, 310
- Sun Microsystems, 115, 128, 129, 131, 135, 139, 144, 153, 356
- SunGard Availability Services
- Sunsweet Growers Inc., 293
- Symantec, 255
- Synergy Sports Technology, 4–5, 12, 15
- T-Mobile, 213
- T.J. Maxx, 262
- TAL Apparel Ltd., 9
- Tasty Baking Companies, 267, 268
- Tastykake, 267
- TellMe, 321
- Teradata, 186
- Texas Bar Code Systems, 395
- ThisNext, 310
- Time Warner, 111–112, 205
- TJX Companies, 233, 262, 264
- Tower Records, 79
- TransUnion, 238
- Trend Micro, 238
- Tupperware, 39
- Typepad.com, 315
- U.S. Army, 388
- U.S. Department of Defense, 200, 238, 241
- U.S. Department of Education, 409
- U.S. Department of Homeland Security, 241
- U.S. Department of Justice, 237
- U.S. Federal Trade Commission, 243
- U.S. National Aeronautics and Space Administration (NASA), 21
- U.S. Navy, 392
- U.S. Patent Office, 427
- U.S. Secret Service, 263
- UBS Financial Services, 359
- United Parcel Service (UPS), 6, 15, 16, 17, 43, 93, 316
- Universal, 110–112
- Universal Pictures, 111–112
- University of Oklahoma, 53
- University of Pittsburgh Medical Center, 129
- University of Pittsburgh Medical Center (UPMC), 115, 116
- University of Washington, 175
- University of Wisconsin, 175
- UPS. See United Parcel Service (UPS)
- UPS Supply Chain Services, 276
- US Airways, 339
- US Internet Corp, 128
- USAData, 416
- Valista, 321
- Vanguard's Graphical Performance Series (GPS), 90
- VCast, 321
- Verdiem Corp., 128
- VeriSign, 253, 255
- Verizon Corporation, 9, 191, 213
- Verizon Wireless, 128, 321
- VistaPrint, 314
- Wal-Mart, 8, 79, 80, 81, 84, 90, 112, 185, 186, 218, 219, 240, 263, 277, 301, 327, 395, 432, 433, 434

Wall Street Journal Online, The, 209
 Wall Street Journal, The, 313
 Warner Brothers, 110–112
 Warner Brothers Entertainment, 111–112
 Warner Music Group, 80
 Washington Mutual, 103
 WebFOCUS, 331
 Webmail.us, 152
 WebSphere, 139
 Wells Fargo, 103
 Whirlpool, 275, 357
 Wikipedia, 66, 211, 300
 World Wide Web Consortium,
 The (W3C), 202
 WorldCom, 244, 412
 Worldwide Household International Revolving
 Lending Systems, 365

Xanga.com, 315
 Xerox, 146
 XWave, 397

Yahoo!, 91, 144, 182, 201, 204, 210, 226, 308,
 321, 323, 324
 Yeshiva University, 175
 YouTube, 110–112, 210, 226, 308, 320

Zebra Technologies, 396

International Organizations Index

Activplant, 44
 Australia Trade Now, 182
 Australian Business Register, 182

BAE Systems, 318
 Body Shop International, 174

CIRRUS, 10
 Clarion Malaysia, 102

Deutsche Bank, 248
 Dresdner Kleinwort, 356

Eastman Kodak, 47
 European Union (EU), 422

Fuji, 361

Gucci, 23

HSBC Holdings PLC, 364
 Hyatt Regency Osaka (HRO), 190

IBM, 116
 International Association of Chiefs of Police,
 175
 International Data Corporation, 116, 427

Kazaa, 427
 KeyPost, 253

Lenovo, 146
 Li & Fung, 96

Mandarin Oriental, 8

Nationwide Business Directory of Australia, 182
 Nestlé, 99

Nokia, 356
 NTT DoCoMo, 321

Rolls Royce PLC, 318

Screen Digest, 111–112
 See Me TV, 320
 Sundia, 98
 SwissAir, 64, 65

Toyota Production System (PS), 10, 36, 43, 44,
 98, 312
 TPS. See Toyota Production System (PS)

Virgin Entertainment Group, 205
 Virgin Mobile Australia, 174
 Vodafone Group PLC, 321
 Volkswagen Group, 318
 Volvo, 121

WiPro, 381

Subject Index

3G, 321
 Acceptable use policy (AUP), 247
 Acceptance testing, 376
 Access control, 249–250
 Access data dictionary
 features of, 168
 Accountability, 418, 428
 Accounting
 information systems and, 22–24, 50–51
 Accounts receivable
 system for, 51
 Accumulated balance digital payment
 systems, 321, 322
 Activplant Performance Management
 Systems, 44
 Administrative controls, 245
 Adobe GoLive, 138
 Adobe PageMaker, 134
 Advertising
 on the Internet, 6–7
 Ajax, 138
 America Online, 429
 Analog signals versus digital, 196
 Analytical CRM, 282–283
 Andons, 44
 Antivirus software, 252
 Apple Safari, 242
 Applets, 137
 Application controls, 246
 Application generator, 133
 Application layer, 196
 Application programming languages, 132
 Application proxy filtering, 251
 Application servers, 122
 Application software, 118
 Application software packages, 133, 380
 Artificial intelligence (AI), 346
 Assembly Line Control System (ALCS), 44
 Associations defined, 173
 Attributes defined, 160
 Audio input, 124
 Audio output, 124
 Auditing
 role of, 248
 Authentication, 249
 Authorization policies, 247

Autonomic computing, 127
 Authorization management systems, 247

Bagle as malicious code, 235
 Bandwidth, 200
 Banking, 320
 Batch processing, 125
 Benchmarking, 93, 101
 Benefits determining, 387
 Best practices defined, 93
 Biometric authentication, 250
 BlackBerrys, 5–6, 119
 Blogosphere, 315
 Blogroll, 315
 Blogs, 212
 Bluetooth, 214–215, 233
 Botnet, 237
 Boundaries maintaining personal, 430
 Broadband, 192
 Broadband Cellular Wireless, 216–217
 Bugs, 242
 Bullwhip effect, 273, 274
 Bus topology, 198
 Business
 components of, 41–47
 four functions of, 42
 information systems in, 67–69
 managing, 45–46
 processes of, 43
 Business continuity planning, 248
 Business intelligence (BI), 57, 171.
 See also Decision-support systems (DSS)
 Business models as business objective, 7–10
 defined, 8–9
 Business problems dimensions of, 20
 Business process reengineering, 103
 Business processes competing, 102–105
 defined, 14
 Business-to-business electronic commerce
 (B2B), 313, 317–319
 Business-to-consumer electronic commerce
 (B2C), 313

C, 132
 Cable Communications Policy Act of 1984, 421
 Cable internet connections, 201
 Cable modems, 232
 CAD. See Computer-aided design (CAD)
 Capacity planning, 142
 Career
 information systems, 22–29
 Carpal tunnel syndrome (CTS), 432
 See also Health risks
 Case-based reasoning (CBR), 348
 Cathode rays (CRI), 124
 CD-ROMs (compact disc read-only
 memory), 123
 Cell phones, 5–6, 66, 200
 Cellular systems, 212
 Centralized processing, 121–122
 Centralized systems, 99
 Change management
 defined, 20
 Chat
 as Internet service, 204
 ChicagoCrime.org, 141
 Chief information officer (CIO)
 defined, 68
 Chief knowledge officers (CKO), 68

- Chief privacy officers (CPO), 68
- Chief security officers (CSO), 68
- Child Pornography Act, 240
- Children
 - Internet use and, 439–441
- Children's Online Privacy Protection Act (COPPA), 421
- Choice
 - decision making and, 335
- Classification
 - defined, 173
- Class
 - concept of, 384
- Click fraud, 240
- Clicks-and-mortar, 313
- Clickstream tracking, 314
- Client/server architectures, 122
- Client/server computing, 121, 194
- Clients, 121–122
- Cloud computing, 140
- Clustering
 - defined, 173
- Coaxial cable, 199
- COBOL (Common Business Oriented Language), 132
- Code of conduct
 - professional, 420
- Collaborative filtering, 315
- Common Gateway Interface (CGI), 176
- Communication
 - analogy signals, 196
 - broadband, 192
 - cable internet connections, 201
 - cell phones, 5–6, 66, 200
 - extended star networks, 198
 - fiber optics, 199
 - microwave systems, 199–200
 - social networking and, 306–309
 - topology, 197–198
 - transmission speed, 200
 - trends in, 191–192
 - twisted wire, 198
 - wireless transmission media, 199–200
 - workgroup network model, 197
- Communication networks, 196–200
- Competition
 - globalization and, 97
- Competitive advantage
 - as business objective, 7–10
 - customers and, 83
 - internet and, 90
- Competitive forces model, 82–83
 - internet and, 91
- Competitive strategies
 - customers, 83
 - four basic, 88
- Competitors
 - new, 82–83
 - traditional, 82
- Component-based development, 385
- Computer-aided design (CAD), 102, 357, 385–386
- Computer abuse, 431
- Computer crime
 - abuse and, 430–431
 - defined, 237
 - examples of, 239
- Computer forensics, 244–245
- Computer Fraud and Abuse Act, 240
- Computer hardware
 - defined, 15
 - IT infrastructure and, 117–129
- Computer literacy, 13
- Computer Matching and Privacy Protection Act of 1988, 421
- Computer operation controls, 245
- Computer Security Act of 1987, 421
- Computer software, 118
- Computer Software Copyright Act, 426
- Computer viruses, 234
- Computer vision syndrome (CVS), 435. See also Health risks
- Consumer-to-consumer electronic commerce (C2C), 313
- Content provider, 307
- Control weaknesses, 249
- Controls
 - defined, 231
- Conversion, 376
- Cookies
 - defined, 423
 - explained, 424
- Copyright
 - as intellectual property, 426–427
- Core competency, 94–95
- Corporate firewalls, 251
- Corporate Network Infrastructure, 193
- Cost
 - determining, 386–387
- Cost transparency, 303
- Cracker
 - defined, 236
- Credit card payment systems, 322
- Credit cards
 - technology and, 415
- Crime
 - computer abuse and, 430
- Critical thinking
 - defined, 21
- CRM software, 279–282
- Cross-functional systems, 145
- Cross-selling, 280–282
- Culture
 - defined, 14
- Customer decision-support systems (CDSS), 345
- Customer intimacy, 314
 - as business objective, 7–10
- Customer lifetime value (CLTV), 282–283
- Customer loyalty management
 - process map for, 282
- Customer relationship management systems (CRM)
 - business value of, 283
 - defined, 62–64, 278–279
 - leadership and, 84–85
 - Porter's competitive forces model, 82–83, 91
 - software for, 279–282
- Customer service, 280
- Customers, 83
- Customization, 303, 380
 - e-commerce and, 302
- Cyberbullying, 440–441
- Cyberterrorism, 240
- Cybervandalism, 236
- Cyberwarfare, 240
- Cycle time, 101
- Data
 - defined, 11
 - sale of, 416–417
- Data administration, 179
- Data cleansing, 180
- Data definition, 166
- Data dictionary, 166
- Data flow diagram (DFD), 382
- Data management software, 118, 134
- Data management technology, 118
 - defined, 15
- Data manipulation language, 168
- Data marts, 170
- Data mining, 173–174
- Data protection
 - European directive on, 422
- Data quality
 - ensuring, 179–180
 - system errors and, 429
- Data quality audit, 180
- Data resources
 - managing, 178–180
- Data security controls, 245
- Data visualization, 343
- Data warehouses, 170
- Data workers, 45–46
- Database management system (DBMS)
 - capabilities of, 166–168
 - defined, 165
 - object-oriented, 169
 - object-relational, 169
- Database server, 176
- Databases
 - defined, 159
 - web and, 174–178
- DBMS. See Database management system (DBMS)
- Decentralized systems, 99
- Decision making
 - as business objective, 7–10
 - competitive strategy and, 105
 - databases and, 106
 - decision quality and, 336–337
 - enhanced, 334
 - improving, 70–71, 181, 221, 259, 289–290, 333
 - information systems and, 333–337
 - process of, 335–336
 - stages in, 336
 - supporting technologies and, 336–337
 - using web tools and, 106–107
- Decision support systems (DSS), 55–57, 337–341
 - intelligent systems and, 346–352
- Decisions
 - types of, 334
- Deep packet inspection, 255
- Delivery Information Acquisition Device (DIAD), 16, 17
- Demand planning, 275
- Denial-of-service attacks, 237
- Descartes rule of change, 419
- Design
 - competing on, 100–102
 - decision making and, 335
 - improving quality of, 101–102
- Desktop productivity tools and software packages, 133

- Desktop publishing, 134
- Digital asset management systems, 354
- Digital certificates, 253
- Digital checking, 32, 321
- Digital content, 310
- Digital dashboard, 345
- Digital divide, 432
- Digital goods, 304
- Digital markets, 304
- Digital Millennium Copyright Act (DMCA), 428
- Digital payment systems, 322
- Digital scanner, 124
- Digital signals
 - versus analog, 196–200
- Digital subscriber lines (DSLs), 201, 232
- Digital video discs (DVDs), 123
- Digital wallets, 321, 322
- Direct cutover strategy, 376
- Direct goods, 318
- Direct loans, 409
- Disaster recovery planning, 247, 258
- Disintermediation
 - benefits of, 305
- Disruptive technologies, 96
- Distributed denial-of-service (DDoS), 237
- Distributed processing, 121
- Domain name system (DNS), 201, 202
- Domain network model, 197
- Domestic exporter, 99
- Domestic exporter strategy, 99
- Downstream portion, 272
- Downtime
 - defined, 254–255
 - total cost of ownership and, 143
- Drill down, 345
- Driver's Privacy Protection Act of 1994, 421
- DSS database, 340
- DSS software system, 340
- Due process
 - concept of, 418
- Duplicated systems, 99
- DVDs. See Digital video discs (DVDs)
- Dynamic pricing, 304

- e-business, 67, 286
- e-commerce
 - features of, 302
 - new developments in, 301
- e-government, 67
- e-Government Act of 2002, 421
- e-hubs, 318
- e-mail
 - as Internet service, 204
 - cost of, 203
 - defined, 5–6, 66
- E-mail Threats and Harassment Act, 240
- Economic Espionage Act, 240
- Edge computing platform, 125, 126
- Efficient customer response system, 85
- Electronic billing presentment, 322
- Electronic business. See Electronic commerce
- Electronic commerce
 - defined, 67
 - internet and, 299–313
 - types of, 313–319
- Electronic Communications Privacy Act, 240, 421
- Electronic data interchange (EDI), 317
- Electronic evidence
 - 244–245
- Electronic records management, 243
- Employees
 - threat of, 241–242
- Employer relationship management (ERM), 279–282
- Employment
 - job loss and, 432
- Encryption, 252
- End users, 68
- End-user development, 379–380
- Energy
 - total cost of ownership and, 143
- Enterprise applications, 59–61
 - architecture for, 60
 - challenges of, 283–286
- Enterprise content management systems, 353
- Enterprise resource planning systems (ERP), 59
- Enterprise software, 270–271
- Enterprise solutions, 286
- Enterprise suites, 286
- Enterprise systems
 - business value of, 271
 - defined, 269–270
 - sample of, 60
- Enterprise-wide knowledge management systems, 353
- Entertainment, 310, 320
- Entity
 - defined, 160
- Entity-relationship diagram, 162
- Equal Employment Opportunity (EEO), 52
- Ergonomics, 392–394
- Ethics
 - analysis of, 418–419
 - defined, 412
 - failed ethics and, 412
 - principles of, 419–420
 - relationship with social issues, 413
 - technology trends and, 414–418
- Exchanges, 319
- Executive support systems (ESS), 337
- Expert systems
 - defined, 346–348
 - rules in, 347
- Extended star network, 198
- Extensible markup language (XML), 138–139
- Extranets, 15, 64–65, 212–213

- Fair Credit Reporting Act of 1970, 421
- Fair Information Practices (FIP), 421
- Family
 - boundaries and, 430
- Family Educational Rights and Privacy Act of 1974, 421
- Fault-tolerant computer systems, 254
- Feasibility study, 373
- Federal Managers Financial Integrity Act of 1982, 421
- Feedback, 11
- Fiber optics, 199
- File transfer protocol (FTP), 204
- Finance
 - information systems and, 25, 50–51
- Financial Modernization Act of 1999, 421
- Financial performance
 - analyzing, 69–70
- Financial services, 320
- Firefox, 135
- Firewalls, 212, 250–252, 251

- Firm
 - levels in, 46
- Floating point Operations Per Second (FLOPS), 119
- FLoPS. See Floating point Operations Per Second (FLOPS)
- Foreign key
 - defined, 162
- Formal planning, 392
- Fourth-generation languages
 - categories of, 133
 - defined, 132
- Franchisers, 99
- Freedom of Information Act of 1966, 421
- Fuzzy logic, 349

- Games, 320
- Gantt chart, 392, 393
- General controls, 245–246
- Genetic algorithms, 351
- Geographic information systems (GIS), 344
- Global business
 - system strategies and, 98–99
 - systems configuration and, 100
- Global internet
 - defined, 200–213
- Global positioning system (GPS), 320
 - Global reach
 - e-commerce and, 302
- Global systems
 - configuration of, 99–100
 - defined, 145
- Globalization
 - challenges of, 6–7
- Google Apps, 141
- Google Maps, 138
- GPS. See Global positioning system (GPS)
- Gramm-Leach-Bliley Act, 243, 421, 422
- Graphical user interface (GUI), 130
- Graphics language, 133
- Grid computing, 121
- Group decision-support systems (GDSS), 337, 345
- GUI. See Graphical user interface (GUI)

- Hackers, 232, 236
- Handhelds. See also BlackBerrys; Palm handheld
 - as business tool, 5–6
- Hard drives, 122–125
- Hardware
 - acquisition of, 143
 - defined, 15, 18
 - managing, 141
 - selection of, 374
 - trends in, 125
 - types of, 119–122
- Hardware controls, 245
- Haworth's Transportation Management System (TMS), 62
- HAZUS, 344
- Health Insurance Portability and Accountability Act (HIPAA), 243, 397, 421, 422
- Health risks
 - computers and, 432
- Hertz, 200
- Hidden costs, 142
- High-availability computing, 254–255
- Hotspots, 216
- HTML. See Hypertext markup language (HTML)

- Hubs, 193
- Human resources
 - database for, 166
 - information systems and, 51–52
- Hypertext markup language (HTML), 138, 208
- Hypertext transfer protocol (HTTP), 208–209
- Identity theft, 237
- ILoveYou
 - as malicious code, 235
- IM. See Instant messaging (IM)
- Implementation
 - completing, 374
 - controls, 245
 - decision making and, 335
 - defined, 391
- Indirect goods, 318
- Inference engines, 347
 - Information
 - defined, 11
- Information asymmetry, 304
- Information density, 302, 303
- Information policy, 178–179
- Information requirements, 372
- Information rights, 413, 420–426
- Information system controls, 245
- Information system solution, 372
- Information systems
 - career and, 22–29
 - competitive advantage and, 81–97
 - competitive forces and, 83–90
 - decision making and, 333–337
 - defined, 5–6, 11–13
 - ethics and, 420
 - in business, 67–69
 - literacy, 13
 - managers, 68
 - plan, 388, 389
 - role in business, 47–48
 - services by, 68–69
 - supply chain management and, 62
 - types of, 47–58
- Information systems department, 67
- Information technology
 - business objectives and, 83–84
 - defined, 10–18
 - infrastructure of, 15
- Informed consent
 - defined, 422
- Infrastructure
 - software and, 129–141
 - total cost of ownership and, 143
- Inheritance
 - concept of, 384
- Input devices, 124
- Input technology
 - defined, 11, 122–125
- Installation
 - total cost of ownership and, 143
- Instant messaging (IM), 66, 204
- Intangible benefits, 387
- Intellectual property, 426–428
 - challenges to rights, 427–428
- Intelligence
 - decision making and, 335
- Intelligent agent shopping bots, 211
- Intelligent agents, 351–352
- Intelligent systems
 - decision support and, 346–352
- Intelligent techniques, 337
- Interactive Session on People, 52
- Interactivity, 303
 - e-commerce and, 302
- Internal supply chain, 272
- Internet
 - advertising on, 6–7
 - children and, 439–441
 - competitive advantage and, 90
 - competitive forces and, 91
 - defined, 15, 200–201
 - electronic commerce and, 299–313
 - in Estonia, 238
 - layer, 196
 - music services, 97
 - privacy and, 420–426, 423
 - services, 204–205
 - vulnerability of, 232
 - wireless computer networks, 214–217
- Internet architecture
 - governance and, 202
- Internet protocol (IP) address, 201
- Internet service provider (ISP), 200
- Interorganizational systems, 61–62
- Intersection relation, 163
- Intranets, 15, 64, 212–213
- Intrusion detection systems, 252
- Inventory systems
 - overview of, 50
- Investment workstations, 359
- iPhone, 119, 125
- iPod, 79
- IT infrastructure
 - components of, 118–119
- iTunes, 79
- Java, 135
- JavaScript, 138
- Job loss
 - reengineering, 432
- Jobs
 - interaction-type, 65–67
- Join table
 - defined, 163
- Joint application design (JAD), 382
- Just-in-time strategy, 273
- Kaizen, 44
- Key field
 - defined, 161
- Keyboards, 124
- Knowledge base, 346
- Knowledge management systems, 64, 353–359
- Knowledge network systems, 354
- Knowledge work systems (KWS), 357, 358
- Knowledge workers, 45–46
- Kronos, 433
- Leadership, 84–85
- Learning management systems (LMS), 355
 - collaboration tools and, 354–357
- Legacy systems, 119
- Leisure
 - maintaining boundaries and, 430
- Liability, 428
 - concept of, 418
- Linux, 131, 193, 197
- Local area networks (LANs), 197–198, 233
- Logical view, 165
- Lotus Notes Collaboration Suite, 66
- m-commerce. See Mobile commerce
- Mac OS X, 131
- Magnetic disks, 122–125
- Magnetic ink character recognition, 124
- Magnetic tape, 123
- Mainframes, 120
- Maintenance
 - production and, 377
 - total cost of ownership and, 143
- Malicious code
 - examples of, 235
- Malicious software programs, 234
- Malware, 234
- Managed security service providers (MSSPs), 255
- Management information systems (MIS), 13, 55–57, 337–338
 - sample report, 56
- Manufacturing
 - operation management in, 26–27
- MapReduce, 225
- Market entry costs, 303
- Market niche, 86–90
- Marketing
 - defined, 280
 - information systems and, 25–26
 - interactive, 314
- Marketplace, 301
- Mashups, 141
- Melissa
 - as malicious code, 235
- Menu costs, 304
- Methodologies
 - structured, 382
- Metropolitan area networks (MANs), 198
- Micropayment systems, 321
- Microsoft FrontPage, 138
- Microsoft Internet Explorer, 242
- Microsoft Office 2007, 135
- Microsoft Office Groove, 66
- Microsoft Windows Server, 193
- Microwave systems, 199–200
- Middle management, 45–46
- Midrange computers, 120
- MIMO (multiple input multiple output), 216
- MIS audit, 248
- MiTS Altair 8800, 96
- Mobile commerce, 313, 319–321
- Models, 340
- Modems, 196
- Mozilla, 242
- Multicore processors, 127–129
- Multinational strategy, 99
- MyDoom.A
 - as malicious code, 235
- MySpace, 177, 311, 440–441
- Nanotechnology, 125
- Nanotubes
 - examples of, 126
- National Student Loan Data System
 - misuse of, 410
- Natural languages, 132
- Net marketplaces, 318, 319
- Netsky.P
 - as malicious code, 235
- Network address translation (NAT), 251
- Network economies, 95
- Network interface card (NIC), 192
- Network interface layer, 196

- Network operating system (NOS), 193
- Network traffic
 - controlling, 255
- Networked systems, 99
- Networks
 - client/server computing and, 121–122
 - defined, 15, 192–194
 - large companies and, 193–194
 - monitoring employees and, 206
 - telecommunications technology and, 119, 191–196
- Neural networks, 349–350
- New products
 - as business objective, 7–10
- New York Times, The, 310
- Newspaper
 - readership, 6
- Nonobvious relationship awareness (NORA), 415
- Nonprocedural languages, 132
- Normalization, 163
- Novell, 197
- Novell NetWare, 193

- Obesity. *See also* Health risks
 - computers and, 440–441
- Object-oriented DBMS, 169
- Object-oriented development, 383–384
- Object-relational DBMS, 169
- Objects, 132
- Offshore outsourcing
 - information systems and, 27–28
 - total cost of, 381
- Offshore software, 143
- On-demand computing, 144
- Online analytical processing (OLAP), 172
- Online conferencing
 - as business tool, 5–6
- Online management training, 343
- Online marketplace, 307
- Online processing, 125
- Online transaction processing, 254
- Opera, 242
- Operating systems, 129–141
- Operational CRM, 282–283
- Operational excellence
 - as business objective, 7–10
- Operational management, 45–46
- Opt-in, 423
- Opt-out, 424
- Optical character recognition, 124
- Optical discs, 123
- Optical networks, 199
- Oracle Collaboration Suite, 40
- Oracle Portal, 40
- Order fulfillment
 - process of, 43
- Order report
 - sample of, 163
- Organizational impact analysis, 394
- Organizations
 - as information system, 13–14
- Output
 - defined, 11
- Output devices, 124
- Output technology, 122–125
- Outsourcing, 143–144, 380–381
 - information systems and, 27–28
- Outsourcing security, 259

- P3P, 424, 425
- Packet filtering, 251
- Packet switching, 194
- Page ranking system, 209
- PageRank algorithm, 97
- Palm handheld, 119
- Parallel strategy, 376
- Partner-relationship management (PRM), 279–282
- Patches
 - defined, 242
- Patents
 - defined, 427
- Payment systems, 321
- Payroll system
 - level structure chart for, 384
- PC software tools, 133
- Peer to peer, 197
- Pell grants, 409
- Pen-based input, 124
- People
 - information systems and, 14
- Peripheral devices, 122–125
- Personal area networks (PANs), 214–215
- Personal computers (PC), 119
 - server operating systems and, 130
- Personal digital assistants (PDAs), 213
- Personalization, 303, 314
 - e-commerce and, 302
- PERT charts, 392
- Pharming, 240
- Phased approach, 376
- Phishing, 240
- Phototyping, 378–379
- Physical transmission media, 198–200
- Physical view, 165
- Pivot tables, 343
- Podcasts, 310
- Point-to-Point Tunneling Protocol (PPTP), 208
- Portals, 307, 310
 - defined, 57
- Porter's competitive forces model, 82–83
- Portfolio analysis, 388
- Predictive analysis, 174
- Presentaton graphics, 135
- Price discrimination, 303
- Price transparency, 303
- Primary activities, 92
- Primary key
 - defined, 161
- Printers, 124
- Privacy
 - internet and, 420–426
 - Internet challenges to, 423
 - Privacy Act of 1974, 421
 - Privacy Protection Act of 1980, 421
 - Private exchange, 318
 - Private industrial networks, 318
- Problem-solving
 - approach to, 18–22, 19
 - systems development and, 371–377
- Problems
 - defining, 372
- Process specifications, 383
- Processing
 - defined, 11
- Procurement, 317
- Prodigy, 429
- Product differentiation, 85–86
- Production
 - improving precision, 102–105
 - information systems and, 49–50
 - maintenance and, 377
- Production workers, 45–46
- Products
 - substitute, 83
- Professional codes of conduct, 420
- Profiling
 - defined, 415
- Programmers
 - defined, 68
- Project management
 - defined, 386
 - global scale, 394–396
 - software for, 392
- Project risk
 - managing, 390–391
- Property rights, 413
- Prototyping process, 379
- Public Company Accounting Reform and Investor Protection Act of 2002, 244
- Public key encryption, 253
- Public key infrastructure, 252–254
- Pull-based model, 277
- Pure-play, 313
- Push-based model, 277

- Quality
 - competing on, 100–102
 - defined, 100
 - information systems and, 101–102
 - of life, 414
 - of systems, 413
- QuarkXpress, 134
- Query languages, 132, 133
- Querying, 168

- Radio frequency identification (RTFD), 217–218
- RAID (Redundant Array of Inexpensive Disks), 123
- Rapid application development (RAD), 382
- Record-keeping
 - employees and, 52
- Records
 - defined, 161
- Recovery-oriented computing, 255
- Referential integrity, 163
- Relational database management
 - operations of, 166
- Relationships
 - establishing, 162–165
- Repetitive stress injury (RSI), 432. *See also* Health risks
- Report generator, 133
- Reporting, 138
- Request for proposal, 380
- Responsibility
 - concept of, 418
- RFID
 - wireless sensor networks and, 217
- Rich site summary, 212
- Richness, 303
 - e-commerce and, 302
- Right to Financial Privacy Act of 1978, 421
- Ring topology, 198
- Risk
 - defined, 386
- Risk assessment, 246

- Risk aversion principle, 419
- Risk factors
 - controlling, 392
- Router, 193
- Safe harbor, 423
- Safety stock, 273
- Sales
 - information systems and, 48–49
- Sales force automation (SFA), 280
- Salesforce.com, 257
- SANs. *See* Storage area networks (SANs)
- Sarbanes-Oxley Act (2002), 10, 244
- Sasser.ftp
 - as malicious code, 235
- Scalability, 142
- Scheduling
 - flexibility and, 433
- Scope, 386
- Search costs, 303
- Search engines
 - major, 211
 - marketing on, 209–212
- Secure hypertext transfer protocol (S-HTTP), 253
- Secure Sockets Layer (SSL), 230, 253
- Security
 - challenges to, 232
 - defined, 231
 - outsourcing, 255
 - policies for, 247
 - policy, 247
- Security risk assessment, 258
- Self-service, 314, 316–317
- Semistructured decisions, 335
- Senior management, 45–46
- Sensitivity analysis, 341
- Sensors, 124
- Sequences
 - defined, 173
- Server operating systems
 - personal computers and, 130
- Servers, 119–122
- Service level agreement (SLA), 143
- Service platforms, 286–288
- Service providers, 142, 307
- Service set identifiers (SSIDs), 233
- Service workers, 45–46
- Services, 310
 - as business objective, 7–10
 - location-based, 319–320
 - operation management in, 26
 - substitute, 83
- Shopping bots, 211
- Signals
 - digital versus analog, 196
- Simple computer card
 - components of, 192
- Single suppliers, 161
- Six stigma, 100
- Smart card, 250
- Sniffing, 236
- SOA (Service-Oriented Architecture), 139
- SOAP (Simple Object Access Protocol), 139
- Sobig.F
 - as malicious code, 235
- Social bookmarking, 355
- Social engineering, 242
- Social networking, 66, 304, 306–309
- Social shopping, 310
- Social technology, 304
- e-commerce and, 302
- Software, 118
 - acquisition of, 143
 - as a service, 144
 - development, 375
 - IT infrastructure and, 129–141
 - localization of, 145
 - major types of, 130
 - managing, 141
 - vulnerability of, 242
- Software controls, 245
- Software packages
 - desktop productivity tools, 133
- Software quality
 - ensuring, 255
- Solutions
 - choosing, 373
 - implementing, 374
- Space
 - total cost of ownership and, 143
- Spam, 431
- Spoofing, 236
- Spreadsheet pivot tables, 342
- Spreadsheet software, 134
- Spyware, 234–235, 423
- Star topology, 198
- Stateful inspection, 251
- Storage networking, 123
- Storage technology, 122–125
- Stored value payment systems, 321, 322
- Storage area networks (SANs), 123
- Structure chart, 383
- Structured decisions, 335
- Structured knowledge, 353
- Structured query language (SQL), 168
- Supercomputers, 121
- Supplier intimacy
 - as business objective, 7–10
- Suppliers, 83
- Supply chain management services, 290
- Supply chain management systems (SCM), 61, 271–278, 277–278
 - example of, 62
- Supply chains
 - defined, 272
 - demand-driven, 277
 - execution systems, 275
 - global issues, 276
 - information systems and, 272–275
 - internet and, 276
 - management software, 274–275
 - Nike and, 273
 - planning systems, 274–275
- Support activities, 92
 - total cost of ownership and, 143
- Survival
 - as business objective, 7–10
- Switch, 193
- Syndicators, 313
- Synergies, 94
- System abuse, 231
- System errors
 - data quality and, 429
- System portfolios, 388
- System quality, 413
- System software, 118
- System strategies
 - global business and, 98–99
- System vulnerability, 231
- Systems analysis, 372
- Systems analysts
 - defined, 68
- Systems design, 374
 - specifications of, 374
- Systems development
 - lifecycle of, 378
 - problem solving and, 371–377
- Systems development lifecycle (SDLC), 377
- T1 Lines, 201
- Tangible benefits, 387
- TCO. *See* Total cost of ownership (TCO)
- TCP/IP
 - connectivity and, 195
 - defined, 194
 - Technology
 - information systems and, 14
 - services for, 119
 - trends and ethics, 414
- Technostress, 435. *See also* Health risks
- Telecommunication technology
 - defined, 15
 - networking and, 191–196
- Telecommunications platforms, 125
- Test plans, 376
- Testing, 376
- Third generation (3G) networks, 214
- Thomas Register, 176
- ThomasNet.com, 176
- Title IV loans, 409
- Token, 250
- Topology, 197, 198
- Total cost of ownership (TCO), 142, 143
- Total quality management (TQM), 100
- Touch points, 279
- Touch screens, 124
- Toxic Substances Control Act (1976), 10
- Trade secrets
 - as intellectual property, 426
- Training
 - documentation and, 376
 - total cost of ownership and, 143
- Transaction broker, 307
- Transaction processing systems (TPS), 54–55
- Transmission control protocol/Internet protocol (TCP/IP). *See* TCP/IP
 - reference model of, 195
- Transmission speed, 200
- Transnational strategy, 99
- Transport layer, 196
- Trojan horses, 234–235
- Tuples
 - defined, 161
- Twisted wire, 198
- Two-tiered client/server architecture, 122
- U.S. CAN-SPAM Act of 2003, 431
- U.S. Federal Sentencing Guidelines, 411
- Ubiquity
 - e-commerce and, 302
- UDDI (Universal Description, Discovery, and Integration), 139
- Uniform resource locator, 209
- Unit testing, 376
- Universal standards, 302–303
- e-commerce and, 302
- UNIX, 130, 131
- Unstructured decisions, 335
- Upstream portion, 272
- USB flash drives, 122–125

- User-designer communications gap, 391
- User-resistance
 - overcoming, 392–394
- Utilitarian principle, 419
- Value chain model, 91
 - example of, 92
- Value web
 - defined, 93
 - example, 94
- Video Privacy Act of 1988, 421
- Virtual company, 95
- Virtual private networks, 207–208, 252
- Virtual Reality Modeling Language (VRML), 358
- Virtual reality systems, 358
- Virtual storefront, 307
- Virtual worlds, 67
- Virtualization, 127–129
- Viruses, 234–235
- Visual programming language, 132
- Voice over IP (VoIP), 205, 207, 232

- Wall Street Journal, 310

- War driving, 233
- Web 2.0, 211
- Web browsers, 135
- Web bugs, 423
- Web hosting service, 143
- Web servers, 122, 209–212
- Web services, 138
- Web services description language, 139
- WebEx Internet, 66
- Wi-Fi, 215–216
- Wide area networks (WANs), 198
- Widgets, 141
- Wikipedia, 234
- Wikis, 66–67, 212, 315
- WiMax, 216–217
- Windows, 197
- Windows Server 2003, 131
- Windows Vista, 130, 131
- Windows XP, 131
- Wire Fraud Act, 240
- Wireless advertising, 320
- Wireless computer networks
 - internet access and, 214–217
 - securing, 252
- Wireless handhelds, 5–6, 66
- Wireless internet access
 - Wi-Fi and, 216
- Wireless LAN, 190, 215
- Wireless portals, 321
- Wireless security
 - challenges to, 233
- Wireless sensor networks, 218, 220
- RFID and, 217
- Wireless transmission media, 199–200
- Wiretap Act, 240
- Word processing software, 133
- Workflow management, 103
 - maintaining boundaries and, 430
- Workgroup network model, 197
- WorkQueue, 225
- World Wide Web (www)
 - databases and, 174–178
 - defined, 15, 208
- Worms, 234–235

- XML, 138–139