

Note: Page numbers followed by “f” indicates figures and those followed by “t” indicates tables.

20–80 rule of thumb, 254
80/20 rule, application, 363

A

A/B testing, usage, 411
Access
 controls, 96–99
 governance, cloud data management benefit, 469
Accessibility issues, 63, 64t
Accountability, 62, 477
Account control, 477
Accounting
 AI, usage, 403–407
 information systems, usage, 275–277
Accuracy issues, 63, 64t, 67–68
Actionable business decision, 347
Activation functions (AFs), 397
 location, 397
 swish activation function, 398f
Adaptive authentication, 99
Ad blockers, usage, 195
Ad hoc reports (on-demand reports), 282
Ad targeting (prioritization), ML systems (usage), 411–412
Advanced long-term evolution (XLTE), 223
Advanced Research Project Agency (ARPA), ARPAnet, 160
Advertisements, integration, 261
Advertising, 260–261
 AR examples, 438
 native advertising, 261
 social advertising, 260–261
Adware, 90
Affiliate fraud, 203
Affiliate marketing, fraud, 203–204
Affinity analysis, 336, 337
Affinity portal, 170
 example, 170f
Agent AI, 389
Aggregation, example, 337
Agile development, 372–373, 380
Agile systems development methods, 5
Agriculture industry
 sensors, usage, 234
 software, impact, 19
AI-driven chatbots, 36–37
Alexa (Amazon), 401, 412, 480
Algorithmic trading, AI (usage), 410
Algorithms, 389
 bias, 391
 improvements, 389
Alien software, 90–91
Alignment, characteristics, 53–54
AlphaZero (deep reinforcement learning system), 387
Amazon Web Services (AWS), 479–480
American Civil Liberties Union (ACLU), 67
American’s water supply, 1
Analog signals, 154
Analysis (BPI phase), 39
Analysis, types, 339–340

Analytical CRM system, 306–307
 operational CRM system, relationship, 307f
Analytics. *See* Business analytics
 application, development, 333
Anti-Cybersquatting Consumer Protection Act, 204
Antimalware systems (antivirus software), 100–101
Antivirus (AV) software, 100
Application (app), 12. *See also* Information technology
 deployment, 421
 layer, 157
 program, 12
 software, 456–457
Application portfolio, 358, 360
Application Programming Interface (API), 158
Application service provider (ASP), 362, 364
 operation, 364f
Architectural design, VR examples, 440
Arithmetic logic unit (ALU), 443
Artificial general intelligence, 386
Artificial intelligence (AI), 5, 15, 17, 18, 24, 113, 133, 187, 383–429, 455
 AI-enabled crimes, concern, 388
 applications, 400–403
 assistants, 402
 capabilities, natural intelligence capabilities (contrast), 387t
 description, 384
 e-business ethics, 201–202
 enhancements, 388–389
 ethics, 65–66
 functional usage, 403–422
 in furniture industry, 395
 NFL safety, 18
 usage examples, 403–422
Artificial intelligence operations (AIOps), 421–422
Artificial neural network, 395
Ask the next question, 336, 348
Association for Computing Machinery (ACM), ethics code, 62
Asymmetric encryption, 101
Asynchronous collaboration, 173
Attribute, 117, 139–142
Auction, 187–188
Audience insights (improvement), ML systems (usage), 413
Audit, 94, 404
Auditing, 277
 AI, usage, 404–407
Augmented analytics, 350
Augmented reality (AR), 316, 436–442
 examples, 437–439
 for growth, 245
Authentication, 96, 97–99
 multifactor authentication, 98
 single-factor authentication, 98
Authorization, 96, 99
Automated backups, cloud data management benefit, 469–470

Automated responses, usage, 306
Automated teller machines (ATMs), usage, 53
Automatic translation, usage, 169
Automobiles
 industry, software (impact), 19
 sensors, usage, 231
Autonomous vehicles
 ML systems, usage, 415
 reinforcement learning application, 394
 usage, 24
Avatars, usage, 455

B

BA. *See* Business analytics
Babson College, Salesforce usage, 308
Backbone networks, 153
Back door, 89t
Back propagation, 398
Bait and switch, 250
Bandwidth, 151, 334
Banking, 192–193
Barcodes, 231f
Batch processing, 273
Behavioral feasibility, usages, 369
Behavioral modeling, AI (usage), 409
Behaviors, operations (comparison), 376
Benefits administration, IT support, 280
Berners-Lee, Tim, 166, 167
Best-of-breed approach (ERP), 286
Best practices, 137, 284
Better Business Bureau (BBB), usage, 203
BI. *See* Business intelligence
Bias
 application, 398
 ethics and, 65
 parameter example, 397
Biden, Joe, 163
Bidirectional Encoder Representations from Transformers (BERT), 399
Big Data, 5, 119–125
 advancements, 388
 availability, 125
 changes, 121
 characteristics, 120–121
 components, 120–121
 dataset definition, 120
 defining, 119–120
 dirtiness, 121
 examples, 120
 experiments, organization usage, 122–123
 government operations, 125
 issues, 121
 management, 121–122
 marketing, 125
 operations, 125
 product development, 124
 untrusted sources, 121
 usage, 124–125
 volume/velocity/variety, 120–121
Binary classification, 393

- Binary digit (bit), 116, 154
- Binary form, 444
- Binary relationship, 139
- Biometrics, 97, 99
 - usage, examples, 97
- Bit, 116. *See also* Binary digit
- Bitcoin, 85, 188, 194
- Blacklisting, 101
- Blockchain, 193, 193t, 194
 - Bourbon, 305
- Blocks, 193
- Bloggging, 171, 243
- Blogosphere, 242
- Blogs, 242
- Bluetooth, 219–220
- Bluetooth Smart, 219
- Blu-ray discs, 448
- Book industry, IT (impact), 16–17
- Bot, 89
- Botnet, 77–78, 89, 108
- Bots, 77, 247–251
 - social bots, 248, 249
 - usage, 421
- Bounce rate, 341
- Bracketing, 316
- Break-even analysis, 361, 379
- Brick-and-mortar buildings, 192
- Brick-and-mortar businesses, payment authorization, 190
- Brick-and-mortar organizations, 185
- Bricks-and-clicks businesses, 190
- Bring your own device (BYOD), increase, 44
- Broadband, 152
- Broadband Internet access, 5
- Broadcast media (wireless media), 155
- Broadcast transmission, 213–214
- Broad network access, usage, 462
- Browser extension, 63
- Browsers, 166
- Brute force password cracking, 98, 478
- Budgetary control, 277
- Budgeting, usage, 276
- Bugs, 451
- Bullwhip effect, 315, 315f, 323
- Bundling, 304
- Buses, usage, 443
- Business
 - actionable business decision, 347
 - business case approach, 361, 379
 - business-customer relationship, evolution, 301
 - composable business, 271–272
 - continuity, 96
 - plan, 95
 - dimensions (data organization), 127
 - environment, 41
 - extranet access, 319
 - IT alignment, 53–54
 - models, 186
 - creation, 123
 - partnerships, extranets (usage), 320
 - pressures, 41–57, 41f
 - problem
 - addressing, 367
 - defining, 334–335
 - processes, ERP support, 288–292
 - rules, 139
 - social computing, 253–266
 - societal/political/legal pressures, 44–46
 - taxes/fees, issues, 204–205
- Business activity monitoring (BAM), 40
- Business analytics (BA), 5, 328
 - ask the next question, 336, 348
 - process, 332–336, 334f
 - systems, 15
 - tools, 337
- Business–information technology alignment, 53
- Business intelligence (BI), 328
 - infrastructure, creation, 135
 - strategies, 135
 - systems, 15, 280
- Business model, 187
- Business processes, 31–37, 46
 - assessment, metrics, 31
 - components, 31
 - e-ticket ordering example, 34f
 - examples, 32t
 - execution, 34–35
 - information systems, relationship, 34–36
 - monitoring, 35–36
- Business process improvement (BPI), 31, 38–40
 - phases, 39
- Business process management (BPM), 31, 38–40
- Business process management suite (BPMS), usage, 40
- Business process reengineering (BPR), 31, 38–40
- Business-to-business (B2B) electronic commerce, 161, 184, 187t, 199–200, 206
- Business-to-consumer (B2C) electronic commerce, 184, 187t, 191–199, 206
- Business-to-employee (B2E) electronic commerce, 184, 187t, 206
- Buyers
 - bargaining power, 49
 - site, 188
- Buy-side marketplaces, 199–200
- Byte, 116, 445
- C**
- Cable media, 155
- Cable modems, 154
- Cable TV, 154
- Cache memory, 446
- California Privacy Rights Act (CPRA), 74
- California Virtual Campus, virtual courses, 177
- Call centers, 171
 - web-based call centers, 171
- Campaign management, 304
- Candidates (identification/screening), AI (usage), 417
- CAPTCHA, 91
- Carbon management, 45
- Cardinality, 139
- Career pathing, ML systems (usage), 418
- Cargo management, AR examples, 437
- CASE. *See* Computer-aided software engineering
- Cash flow projections, 276
- Catastrophe and risk modeling, 327–328
- ccTLD. *See* Country-code top-level domain
- Cellular network, 223f
- Cellular radio, 222–223
- Cellular telephones (cell phones), 222
- Census, 198, 217
- Centralized IT departments, 274–275
- Central processing unit (CPU), 432, 442–448
 - cores, 442
 - function, 442–448, 443f
- Certificate authority, 101
- Chamber of Commerce, usage, 203
- Champlain For Reel (Champlain College), 174
- Champy, James, 38
- Channel conflict, 196–197
 - e-tailing issue, 196–197
- Channels, white spaces, 222
- Chatbots, 187
 - abilities, 420
 - examples, 408
 - ML systems, usage, 413
- ChatGPT technology, 383–384
 - advantages, 384
 - applications of, 384
 - ChatGPT-4o, 429
 - detectors, 429
 - disadvantages, 384
 - education, 428
 - human conversation, 384
 - journalism, 429
 - search engines, 429
 - sentiment analysis, 384
 - software engineering, 429
- Chat rooms, 171–172
 - electronic chat rooms, 171–172
- Cheapfakes, 248
- Chief information officer (CIO), role, 5
- China
 - GPS signals, 215
 - microblogging, 243
 - offshoring, 365
 - rise of, 42
 - social media site, 187
- Chips
 - multicore chips, 444
 - technology, advancements, 388
- Cho, Minhee, 263
- Choice phase, 330
- Claim settlements, AI (usage), 409
- Classification, 393
 - Deep Entity Classification (DEC), 416
- Clean sheet perspective, 38
- Clean Water Act, 209
- Clearinghouse, 188
- Clicks-and-mortar organizations, 185
- Clickstream data, 112, 335
- Clients, 159
 - behavioral modeling, AI (usage), 409
- Client/server computing, 159, 460
- Cloud-based ERP system, usage (advantages/disadvantages), 287
- Cloud computing, 5, 365, 461–464
 - advancements, 388
 - benefits, 473–475
 - broad network access, usage, 462
 - characteristics, 462–464
 - concerns/risks, 475–478
 - criminal use, 478
 - defining, 461–462
 - grid computing, relationship, 462
 - impact, 474
 - occurrence, 463–464
 - on-demand self-service, 462
 - privacy concerns, 476
 - regulatory/legal environment, concerns, 477–478
 - reliability, 476
 - services, 468–473
 - utility computing, relationship, 462
 - vendors, 479–482
- Cloud data management, client benefits, 469

- Cloud desktop, 471–472
- CloudLock, usage, 477
- Cloud native, 461
- Cloud services, 473
- Clouds, types, 465–468
- Cloud vendors, geographical diversity, 478
- Cluster analysis, 393
- Coaxial cable, 154, 155
 - views, 156f
- COBIT 5. *See* Control Objectives for Information and related Technology
- Code of ethics, 62. *See* Ethics
- Cognitive computing, emergence, 24
- Collaboration, 173
 - network application, 173–176
- Collaborative consumption, 255–256
 - market, company (list), 256
- Collaborative CRM system, 302
- Collaborative production, 255
- Collaborative robots (cobots), industrial robots (contrast), 23
- Colocation, 467
- Commercial imaging, 216–217
- Commercial portal (public portal), 170
- Common good approach (ethics), 61
- Communications, 171–173
 - capabilities, 455
 - channel, 154–156
 - controls, 100–103
 - media, 154–156
 - network applications, 171–173
 - technologies, 432
 - unification, 172
 - wireline communications channels, advantages/disadvantages, 155t
- Communities
 - building, 252
 - power, 263
- Compact disk, rewritable (CD-RW), 447–448
- Compact disk, written (CD-R), 447–448
- Compact disk read-only memory (CD-ROM), 447–448
- Comparative reports, 282
- Competition, digital products price (impact), 50
- Competitive advantage, 30, 47–54
 - achievement, 55
 - creation, 33
 - strategies, 52–53, 53f
 - technology-enabled, 57
- Competitive forces model (Porter), 48–50, 48f
 - Web, impact, 48–50
- Competitors, entry (threat), 49
- Compliance issues, AI (usage), 410
- Component-based development, 375, 380
- Composable banking, 295
- Composable business, 271–272
- Composable system, 295
- Composite key, 144
- Computer
 - code, writing, 362
 - computer-based file, data hierarchy, 116f
 - handheld, 434–435
 - hierarchy, 433–435
 - memory, 445–448
 - network, 151–154
 - programs, 452
 - types, 433–435
 - vision, 400–401
 - AI, usage, 412
- Computer-aided software engineering (CASE), 375. *See also* Integrated CASE
- Computer-assisted design (CAD), 13
- Computer-assisted manufacturing (CAM), 13
- Computer-based information system (CBIS), 11
 - capabilities, 12t
 - components, 11f
 - overview, 9–16
 - types, 12–16
- Computer-integrated manufacturing (CIM), 278
- Computerized decision analysis, framework, 331–332
- Computing
 - edge computing, 466
 - resources (pooling), cloud computing (usage), 463
 - serverless computing, 472
- Concerned Home Office Associates, false positives, 417
- Configured mass customization, 47
- Configure-to-order, 289
- Confirmsaming, 250
- Connectivity, 139
- Consumer
 - consumer-generated media, 243
 - information consumers, 135
 - segmentation, 47
- Consumer Protection Act, 204
- Consumer-to-consumer (C2C) electronic commerce, 184, 187t, 206
- Consumerworld, resources, 204
- Contactless payments symbol, 190f
- Contact management system, 303
- Containers, 376
- Content, source (consideration), 247
- Content moderating, Twitter-X, 249–250
- Continuous application development, 365
- Continuous computing, practice, 3
- Continuous delivery, 421
- Continuous integration, 421
- Continuous speech, 457
- Contract Intelligence (COiN), 408
- Contract terms (extraction), AI (usage), 404
- Control (BPI phase), 39
- Control Objectives for Information and related Technology (COBIT 5) (ISACA creation), 94
- Controls, 95, 106, 277
- Control unit, 443
- Convenience, 226–227
- Conversational AI system, 383
- Conversational commerce, 187t, 206
- Conversational marketing, 257, 261
- Convolutional neural networks (CNNs), 399
- Cookie consent pop-ups, 251
- Cookies, 91
 - tracking cookies, 91
 - tracking history storage, 201
- Copyright, 87
 - protection, issues, 205
- Copyright Act, 88
- Core developers, 454
- Corporate clouds, 466
- Corporate environment, ethics, 62–63
- Corporate portal, 170
- Corporate social networks, usage, 252
- Cortana (Microsoft), 401
- Cost-benefit analysis, 361
- Cost leadership strategy, 52
- Cost reduction, measure, 38
- Countermeasures, 95
- Country-code top-level domain (ccTLD), 164
- COVID-19, 200
 - Bluetooth, 219
 - distance education, 176
 - jobless benefits, 87
 - layoff, 200
 - outbreak, 344
 - post-pandemic challenges, 316
 - treatment, 37
- Cross-departmental process, 288
- Cross-functional processes, 31–34
- Cross-selling, 304
- Cross-site scripting, 158
- Crowdfunding, 255
 - platforms, investment sources, 193t
- Crowdsourcing, 174–175
- Crowds, power, 263
- Cryptocurrencies
 - decentralization, 194
 - usage, 188
- Currencies, financial transaction management, 276
- Currency exchange/remittances, financial technology (usage), 193t
- Custom approach (ERP), 286
- Customer
 - bargaining power, 49
 - churn, 79
 - prediction, ML systems (usage), 410–411
 - customer-facing CRM applications, 303–304, 322
 - customer-touching CRM applications, 304–306, 322
 - data (analysis), analytical CRM system (usage), 306
 - experience, 458
 - focus, 46
 - identity, management, 302
 - information (management), RPA bots (impact), 37
 - intimacy, 299
 - lifetime value, 299
 - microsegmentation, 123
 - needs, understanding/identification, 303
 - orientation strategy, 53
 - personalization (prioritization), ML systems (usage), 411–412
 - power, 42–43
 - ratings/reviews, 257
 - satisfaction measurement, 38
 - search/comparison capabilities, 304
 - segments, discovery, 394
 - service
 - AR examples, 437
 - e-mail/automated response, 306
 - RPA bots, impact, 37
 - service/support, 303
 - single face presentation, 333
 - touch point, 301, 301f
- Customer interaction center (CIC), 303
- Customer relationship management (CRM), 13, 322
 - concept, 300
 - defining, 299–302
 - ERP, impact, 291–292
 - process, 300f

- Customer relationship management (*continued*)
 - social computing, usage, 263
 - software solutions, SaaS provider, 364
 - strategy, 300
 - systems, 280, 299–301
 - Cyberattack
 - American's water supply, 1
 - London Hackney Borough, 80–81
 - water utility, 27–28
 - Cybercrime, 80
 - Cybercriminals, 93
 - blockchain usage, 211
 - targets, 88
 - Cybermall, 188, 192
 - Cybersecurity, 28, 378
 - Cybersquatting, 204
 - Cyberterrorism, 78, 92, 105
 - Cyberwarfare, 78, 92, 105
 - Cyborgs, 247–251
 - Cycle/fulfillment time reduction, measure, 38
- D**
- Dark patterns, 250–251
 - Dark Web, 165
 - Dashboards, 15, 350–353
 - capabilities, 350, 351t
 - performance dashboard, sample, 351f
 - Data. *See also* Big Data; Personal data
 - aggregators, profiler examples, 67
 - amount, increase, 111
 - breaches, 78–79
 - direct cost, 78–79
 - capture/storage. *See* Processes
 - clickstream data, 112
 - communications, 213, 214
 - connectivity, 139
 - consideration, 136
 - consolidation, 302
 - cookies, merchant combination, 198
 - cube, 127, 129f
 - democratization, 469
 - dirty data, 121
 - file (table), 115
 - first normal form, example, 142f
 - generation, sources, 112
 - global generation, 119
 - governance, 113–114, 135
 - requirements, 467
 - hierarchy, 116–117, 116f
 - historical data, maintenance, 126
 - hot data, 122
 - inconsistency, 115
 - independence, 115
 - independent data marts, 131
 - integration, 127, 131
 - integrity, 115
 - isolation, 115
 - items, 9
 - lake, 133t
 - leakage, 267
 - management, 111–114, 335, 347
 - difficulties, 111–113
 - importance, 110–111
 - TPS process, impact, 273f
 - mart/warehouse, 126–135, 146, 336
 - characteristics, 126–127
 - description, 126–127
 - integration, 127
 - multidimensionality, 127
 - nonvolatility, 127
 - metadata, 127, 132, 134
 - mining, 304, 337–338
 - model, 117
 - organizational analysis, 123
 - organization (business dimensions), 127
 - packets, 157
 - point-of-sale (POS) data, 112
 - points, analysis, 124
 - poisoning, 388
 - quality, 134–135
 - improvement, cloud data management benefit, 470
 - raw data, collection, 141f
 - redundancy, 115
 - representation, 10f
 - rot, 112
 - security, 115
 - segregation, 477
 - sensing, 128
 - sensitive personal data, composition, 71
 - silo, 112
 - social media data, 112
 - sources, 198
 - development, 112
 - storage, 131–133
 - streams, 112
 - Big Data changes, 121
 - structured data, 118
 - third-party data, 127
 - transactional data, 114
 - transborder data flows, 71
 - transfer, privacy issues, 71–72
 - transmission, 155, 160
 - unstructured data, 118
 - users, 135
 - values, 376, 422–426
 - visualization, 350
 - warehouse
 - enterprise data warehouse, 131
 - environment, 127–135
 - framework, 128f
 - website data, 127
 - Database management system (DBMS), 116f, 117, 141
 - Databases, 11, 11f, 117
 - approach, 115–118
 - architectures, 117
 - example, 118f
 - personal data, theft, 87
 - personal information, storage, 69
 - schema, 132
 - systems, advantages/disadvantages, 115–116
 - Data brokers, 109–110
 - Data dictionary, 139
 - Data-driven turkey, 338
 - Data governance, 113–114
 - Data items, 9
 - Data lakes, 132
 - Datasets, 122
 - Dates, checking, 247
 - Decentralized IT departments, 275
 - Decentralized platforms, 249–250
 - Deceptive design pattern, 250
 - Decisional roles (managers), 329
 - Decision Intelligence, 409
 - Decision making
 - dimensions, 331–332
 - phases, 330, 330f
 - process, phases, 330
 - Decisions, 329
 - matrix, 332
 - nature, 332
 - Decision-support framework, 331f
 - Decision-support systems (DSSs), 336, 338–340
 - Deep Blue, 386
 - Deep Entity Classification (DEC), 416
 - Deepfakes, 247–251
 - Deep features, 416
 - Deep learning, 389–395
 - Deep neural network, 396
 - Deep web, 165
 - Defense-in-depth, 95
 - Defense mechanisms, location, 96f
 - Define (BPI phase), 39
 - Define (Design Thinking step), 374
 - Define, measure, analyze, improve, and control (DMAIC), 39
 - Deliver (SCM component), 313
 - Deliverable, 369
 - Demand forecast, 315
 - Dematerialization, 211, 212f
 - Demilitarized zone (DMZ), 100
 - Denial-of-service attack, 89, 89t
 - Deontology approach (ethics), 61
 - Departmental information system, 12
 - De-provisioning, 478
 - Descriptive analytics, 336, 337–342
 - applications, examples, 340–342
 - BA tools, 337–340
 - examples, 347–348
 - Design phase, 330
 - Design Thinking, 380
 - steps, 374–375
 - Desktop-as-a-Service (DaaS) model, 471
 - Desktop in the cloud, 471
 - Development and operations (DevOps), 380, 421
 - bots, 421
 - software development, 373–374, 421
 - Dial-up modems, 154
 - Differentiation
 - measure, 38
 - strategy, 52
 - Digital certificate, 101
 - Digital content creators, blockchain (usage), 196t
 - Digital dashboards, 15
 - Digital divide, 45
 - COVID-19, 163
 - overcoming, 163
 - Digital dossier, 66–67
 - Digital nomads, 172
 - Digital online payments, 190–191
 - Digital radio, 218
 - Digital signals, 154
 - Digital subscriber line (DSL), 152
 - modems, operation, 152
 - Digital transformation, 5
 - Digital twins, 232, 419
 - Digital video disc (DVD), 448
 - Direct conversion, 370
 - Direct sales, 259–260
 - Dirty data, 121
 - Disabilities (opportunities), IT (impact), 22
 - Disaster recovery, 469–470

- cloud data management benefit, 469–470
 - plan, 95
 - Discovery, 167–171
 - Discrete speech, 457
 - Disintermediation, 192
 - Distance learning (DL), 176–177
 - Distributed denial of service (DDoS) attack, 89, 89t
 - Distributed processing, 159
 - Distribution portals, 320
 - DMAIC. *See* Define, measure, analyze, improve, and control
 - Documentation, 452
 - Domain names, 164
 - legal issue, 204
 - Domain name system (DNS), 164
 - Doomscrolling, 248
 - Double fail, 98
 - Downstream supply chain segment, 312
 - Drill-down reports, 282
 - Drilling down, 337
 - Driverless cars
 - prescriptive analytics examples, 349
 - usage, 19
 - Drones
 - surveillance concerns, 68–69
 - usage, 23–24
 - DSSs. *See* Decision-support systems
 - Dumb cards, usage, 97
 - Dumb terminals, 460
 - Dumpster diving, 87
 - Dynamic pricing models, ML systems (usage), 411
 - Dynamic resource allocation, reinforcement learning application, 394
- E**
- Eavesdropping, 218
 - E-business ethics, 201–202
 - E-commerce, social, 239–240
 - Economic feasibility, usage, 369
 - Economic forecasting, 276
 - Economic order quantity (EOQ) model, 278
 - Edge computing, 466
 - EDI. *See* Electronic data interchange
 - Education
 - AR examples, 438–439
 - network applications, 176–177
 - online usage, National Center for Education Statistics survey, 176
 - VR examples, 441
 - EDW. *See* Enterprise data warehouse
 - Effectiveness, focus, 31
 - Efficiency, focus, 31
 - E-learning, 176–177
 - Electronic banking (e-banking), financial technology (usage), 193t
 - Electronic business (e-business), 47, 185–191
 - definitions/concepts, 185–186
 - ethical issues, 201–205
 - legal issues, 201–205
 - Electronic cards, 189–190
 - Electronic catalogs, components, 187
 - Electronic chat rooms, 171–172
 - Electronic checks (e-checks), 188
 - Electronic commerce (e-commerce) (EC), 5, 14, 47, 184, 185–191
 - benefits/limitations, 191
 - business models, 186t
 - definitions/concepts, 185–186
 - and e-business, 47
 - implementation, 188
 - legal/ethical issues, 202–205
 - mechanisms, 188–191
 - overview, 185–191
 - systems, 14
 - transactions, 210
 - types, 186–187
 - usage, 201
 - volume, B2B proportion, 199
 - Electronic credit cards (e-credit cards)
 - process, 189f
 - usage, 189–190
 - Electronic customer relationship management (e-CRM), 304
 - Electronic data interchange (EDI), 317–319, 323
 - impact, 318f
 - Electronic discovery (e-discovery) software, usage, 20
 - Electronic exchanges, 200
 - Electronic Frontier Foundation, 165
 - Electronic government (e-government), 187t, 206
 - Electronic mail (e-mail), 171, 195
 - response, 306
 - Electronic malls (e-malls), 188, 192
 - Electronic marketplace (e-marketplace), 188
 - Electronic payment mechanisms, 188–191
 - Electronic procurement (e-procurement), 200
 - Electronic retailing (e-tailing), 192
 - issues, 196–199
 - Electronic storefronts, 192
 - Electronic surveillance, 67–69
 - Ellen from Next Play (app), 418
 - EMA. *See* Expense management automation
 - Embedded LANs, 153
 - Empathize (Design Thinking step), 374
 - Employees
 - benefits/protections, absence, 256
 - cloud computing, impact, 474
 - development, 264–265
 - health (monitoring/improvement), AI (usage), 419–420
 - health/safety, IT (impact), 21
 - monitoring, AI (usage), 418–419
 - monitoring systems, 103
 - negligence, impact, 79
 - organization exit (identification), ML systems (usage), 418
 - records, IT support, 280
 - relationship management, IT support, 280
 - training, 264
 - EMV. *See* Europay, MasterCard, and Visa
 - Encryption, 101–102
 - asymmetric encryption, 101
 - public-key encryption, 101, 102f
 - End-to-end supply chain visibility, ML systems (usage), 416
 - End-user development, 368t, 374, 380
 - Energy management, 233
 - Engagement, process, 247
 - Engineering, VR examples, 440
 - Enterprise
 - computing, 460
 - coverage, 94
 - data, 120
 - information portals, 170
 - network, 153–154, 153f
 - portals, 170
 - Enterprise data warehouse (EDW), 131, 132
 - Enterprise resource planning (ERP), 278, 287
 - application, integration, 287–288
 - cloud-based ERP system, usage (advantages/disadvantages), 287
 - Great Plains Health Alliance, 357
 - implementation failure, causes, 285–286
 - implementation software-as-a-service, 286–287
 - interorganizational processes, 291–292
 - modules, 285t
 - support, 288–292
 - Enterprise resource planning (ERP) systems, 14, 120, 127, 282–288
 - approaches, 286
 - benefits/limitations, 283–286
 - decision support, 284
 - documents collection, 291
 - ERP II systems, 283, 284f
 - implementation, 286–287
 - integrated processes, 292f
 - on-premise ERP implementation, 286
 - organizational flexibility/agility, 283
 - quality/efficiency, 284
 - Enterprise Risk Management (ERM)
 - framework, steps, 94
 - Enterprise social networks, 252
 - Enterprise-wide analytics (support), infrastructure (development), 333
 - Entertainment
 - AR examples, 438
 - MR examples, 442
 - VR examples, 441
 - Entity, 117, 139
 - third-party entities, 248–251
 - Entity-relationship (ER) diagram, 139
 - modeling, 139–141
 - Entry barrier, 49
 - Environmental Protection Agency (EPA), 28
 - EOQ. *See* Economic order quantity
 - Equipment
 - remaining useful life (RUL), 414
 - theft, 84, 86–87, 105
 - UWB usage, 220
 - Ergonomic product, 21
 - ERP implementation, 286–287
 - Error exploitation, 477
 - Espionage, 85, 105
 - Ethernet, 156
 - local area, 152f
 - Ethernet cable, 156
 - Ethical dilemma, 59–60
 - Ethics, 46, 60. *See also* Corporate environment
 - alternative actions, evaluation, 61
 - artificial intelligence (AI), 65–66
 - code, 62
 - common good approach, 61
 - decision, 62
 - outcome, action/reflection, 61–62
 - quality, poorness, 62
 - deontology approach, 61
 - fairness approach, 61
 - frameworks, 60–62
 - steps, 62

- Ethics (*continued*)
 information technology (IT), relationship, 63–65
 issues, 60–66
 recognition, 61
 misbehavior, 62
 rights approach, 61
 utilitarian approach, 61
- E-ticketing process, process activities, 33, 34f
- Europay, MasterCard, and Visa (EMV) smart cards, 189–190, 189f, 190f
- European Directive on Data Protection, 70
- European Union (EU), changes, 42
- Evil twin attack, 218
- Exabyte, 446
- Exception reports, 282
- Exchange points, 161
- Exchanges, 200
- Expense management automation (EMA), financial transaction management, 276–277
- Expert ratings/reviews, 257
- Expert systems (ESs), 15, 390
 machine learning, contrast, 390
- Explicit knowledge, 136
- Exposure, 79
- Extensible markup language (XML), 483
 tagging, example, 483f
- Extract, transform, and load (ETL), 132
- Extranet, 161, 319–320
 structure, 319f
- F**
- Fabrication plants (fabs), 444
- Facial recognition systems, tricking, 388
- Facilities, design/management, 45
- Factories, AI (usage), 414
- Facts, checking, 247
- Failover, 467
- Fair Information Practices Standard (FTC), 70
- Fairness approach (ethics), 61
- Fake accounts, 416
- Fake followers, 248
- Fake news, 247–251
- Fake profiles, types (DEC identification), 416
- Fake review, 202, 388
- False information, 247–248
- False positives, 391–392
 Concerned Home Office Associates claims, 416–417
 discovery, AI (usage), 409
- Farmers, profile purchases, 203
- Fashion industry, software (impact), 19
- Fast Identity Online (FIDO), creation, 99
- Fat clients, 159, 434
- Feasibility study, 369
- Feature selection, analysis, 394
- Federal Aviation Administration (FAA), 69
- Federal Bureau of Investigation (FBI)
 data breach announcement, 107
 records seizure, 107
- Federal Communications Commission (FCC), 152
- Federal Information Security Management Act (FISMA), 477
- Federal Trade Commission (FTC)
 Fair Information Practices Standard, 70
 privacy violations, 63
- Feedback
 obtaining, 262
 tactile feedback, 455
- Fiber-optic cable, 155t, 156, 178
 connection, 149, 178
 views, 156f
- Fiber-to-the-home (FTTH), 162
- Field, 116
- Fifth-generation (5G) cellular networks, 223–224
- File management environment, data management, 115
- File server, 153
- Filter bubble, 258
- Finance
 AI, usage, 407–410
 information systems, usage, 275–277
 predictive analytics examples, 347–348
- Financial flows, 312
- Financial forecasting, 276
- Financial markets, manipulation, 388
- Financial planning/budgeting, 276
- Financial ratio analysis, 277
- Financial services, mobile commerce application, 227–228
- Financial services industry, IT (impact), 19
- Financial technology (Fintech), 193
 banks, operation, 276
- Financial transactions, management, 276–277
- Fintech, 193
- Firewalls, 28, 100, 100f, 158–159, 252
- First generation (1G) cellular networks, 223
- First normal form, 142
 example, 142f
- Fixed disk drives, 447
- Flash drive, 448
- Flash memory devices (memory cards), 448
- Flight simulators, usage, 439–440
- Folksonomies, 242
- Food and Nutrition Service (FNS), cloud computing usage, 484
- Food Trust Network (IBM), 196t
- Footprint, 213–214
- Ford, Henry, 47
- Foreign Corrupt Practices Act, 405
- Foreign Corrupt Practices Act, violation, 405
- Foreign key, 118, 138, 144
- Forward auctions, 188
- 4G4GLTE5G5GUWG, 225–226
- Fourth generation (4G) networks, 223
- Fraud, presence, 202
- Fraud Center (National Consumer League), 204
- Frequently asked questions (FAQs), 306
- Front-office processes, 302
- Fulfillment process, 289–290, 290f, 294
 improvement, 298
- Functional area information systems (FAISs), 12, 274–282
 absence, 280
 activities support, 281t
- Functional dependency, 141, 142f
 example, 142f
- Functional exchanges, 200
- Functions-as-a-Service (FaaS), 472
- Funding, financial technology (usage), 193t
- G**
- Galileo (EU GPS), 214
- Gaming-as-a-Service (GaaS), 475
- Gas industry, prescriptive analytics examples, 350
- General Data Protection Act (GDPA), 477
- General Data Protection Regulation (GDPR), 62, 71, 468
- Generally Accepted Accounting Principles (GAAP), transaction transparency, 104
- Generative adversarial networks (GANs), 400
- Generative AI (GenAI), 113–114
- Generative Pre-trained Transformer (GPT), 400
- Generic supply chains, 312f
- Generic top-level domain (gTLD), 164
- Geocoding, 353
- Geofence warrants, 68
- Geofencing, 67–68
- Geographical diversity, 478
- Geographic information system (GIS), 350, 353
- Geostationary-earth orbit (GEO), 213
 satellites, location, 213, 214
- Geotagging, 68, 242
- Gesture recognition, 436, 455
- Gigabyte, 446
- GIS. *See* Geographic information system
- Global Ad-Blocking Behavior Report (GlobalWebIndex), 195
- Globalization, 42, 172
 examples, 42
- Global positioning systems (GPSs), 214–215
 commercial use, 215
 geofencing, 68
 loss, RTI International estimation, 215
 navigators, 211
 sensors, usage, 68
 usage, 19
- Global stock exchanges, financial transaction management, 276
- Goal-seeking analysis, 339–340
- Google Analytics, 341, 342
- Google Cloud Platform, 481–482
- Google Fiber, 162
- Governance, management (separation), 95
- Government
 Big Data operations, 125
 predictive analytics examples, 345
 regulations, compliance, 45–46
- Government-to-business (G2B) electronic commerce, 187t
- Government-to-citizen (G2C) electronic commerce, 184, 187t
- Gramm-Leach-Bliley Act, 46
- Graphical user interfaces (GUIs), 455
 usage, 22
- Graphics processing units (GPUs)
 importance, 334
 invention, 444–445
- Green IT, 45
- Grid computing, 462
 cloud computing, relationship, 462
- Grocery shopping, AR examples, 437
- Group purchasing, 200
- Group shopping, 258–259
- gTLD. *See* Generic top-level domain
- H**
- Hammer, Michael, 38
- Handheld computer, 434–435
- Haptic interface, 455
- Hard drives, 447
 examples, 447f
- Hardware, 11, 11f
 components, 432
 expenses, reduction, 463
 strategic hardware, issues, 432–433

- Health care (healthcare)
 AR examples, 439
 information technology (IT), impact, 24–25
 MR examples, 442
 predictive analytics examples, 346
 sensors (usage), 234
 VR examples, 441–442
- Health Insurance Portability and Accountability Act (HIPAA), 46, 468
- Heap, Imogen, 196t
- High-end CRM systems, 300
- Historical data, maintenance, 127
- Holograms, MR examples, 442
- Home page, 165
- Hospitality, sensors (usage), 234
- Hot data, 122
- Hotspot, 220
- Hotspotter, 218
- HTML. *See* Hypertext markup language
- Hub and spoke, 131
- Human–AI collaboration, 387
- Human data-entry devices, 435
- Human errors/mistakes, 81–83, 83t
- Human intelligence, mimicking, 386
- Human resource information system (HRIS)
 applications, 279
- Human resources (HR)
 AI, usage, 417–420
 Big Data, usage, 124
 development, 280
 information (processing), RPA bots (impact), 37
 management
 information systems, usage, 279–280
 predictive analytics examples, 345
 social computing, usage, 264–266
 support activity, 52
 planning/management, 280
- Human resources information system (HRIS), 12
- Hybrid clouds, 465, 466–467
- Hybrid IT departments, 275
- Hyperautomation, 378
- Hyperlink, 165
- Hyperparameters, 397
- Hypertext, 165
- Hypertext markup language (HTML), 166, 483
 HTML5, 483
 wrapper, screenshot, 483f
- Hypertext Transport Protocol (HTTP), 165
- I**
- ICASE. *See* Integrated CASE
- Ideate (Design Thinking step), 374
- Identification (ID) cards, usage, 97
- Identifiers, 139
- Identity theft, 87
- IIoT. *See* Industrial Internet of Things
- Image recognition, AI (usage), 409
- Imbalanced classification, 393
- Impersonation, 87
- Implementation, 366, 370, 380
- Implementation management, 40
- Improve (BPI phase), 39
- Inbound logistics (inputs) (manufacturing company activity), 51, 52
- Independent data marts, 131
- India
 e-business ethical/legal issues, 201
 intelligent marketing campaigns, 413
 rise of, 42
- Individual social responsibility, 45
- Industrial Internet of Things (IIoT), 230–231, 297–298
- Industrial robots, cobots (contrast), 23
- Industries
 extranets, usage, 319–320
 firms, rivalry, 50
 IT, impact, 16–20
- Industrywide portal, 171
- Infinite scroll, 248
- Information, 9
 access, 229
 agents, 403
 consumers, 135
 customization, 242
 discovery, 167–171
 ethics, 46
 example, 10
 extortion, 85–86, 105
 attacks, methods, 85
 false information, 247–248
 information-based industries, substitutes (threat), 50
 managerial drill-down, 36
 overload, 44
 personal information, storage, 69
 portals, 170
 presence, 69–70
 privacy, 66
 producers, 135
 representation, 10f
 security, 79–81
 controls, 95–104
 importance, 78
 sharing, 316
 silo, 122, 282
- Informational roles (managers), 329
- Information privacy, 66
- Information resources
 management, 7–8
 organizational protections, 93–94
 protection, difficulties, 93t
- Information security, 79
- Information system (IS), 3, 9, 64, 77, 79
 auditing, 94
 business processes, relationship, 34–36
 capabilities, 12t
 careers, job opportunities, 7
 deliberate threats, 84–92
 department, role (change), 8t
 description, 328
 development resources, allocation efficiency, 359
 environment, 360
 examples, 281t
 function, 13f
 objectives/constraints, 359
 human errors/mistakes, 81–83, 83t
 importance, 22–25
 operational plan elements, 360
 planning process, 359f
 social engineering, impact, 84
 study, reasons, 2–9
 support, breadth, 13–14
- unintentional threats, 81–84
 usage, 274–282
 advantage, 35
- Information technology (IT), 2, 3, 9. *See also* Green IT
 applications
 acquisition, strategies, 362–366
 custom development, usage, 365–366
 ethical issues, 63
 leasing, 363–364
 origin, determination, 362, 380
 outsourcing, 365
 planning/justifying, 358–361
 architecture, 358–359
 business, alignment, 53–54
 buy option, advantages/limitations, 363t
 career opportunities, 5–7
 components, 11
 ethics, relationship, 63–65
 impact, 16–22, 24–25
 informed user, role, 3–5
 infrastructure, 11, 192–193, 460
 components, 460
 evolution, 460
 investment
 benefits, assessment, 361
 cost-benefit analysis, 361
 costs, assessment, 360–361
 evaluating/justifying, 360–361
 jobs, 6t
 managerial usage, 14
 misuse, 78
 organizational usage, 12f
 planning, 358–360
 platform, 11
 prewritten application
 customization, 363
 purchase, 362–363
 requests, 420
 resource
 control, absence, 287
 evolution, 79
 services, 11
 steering committee, 359, 365
 strategic plan, 359
 support, 41–47, 41f, 280, 317–320
 reasons, 331–332
 systems, examples, 13
 tools, 277
- Informed user, 3–5
- Infrastructure
 development, 333
 support activity, 52
- Infrastructure-as-a-Service (IaaS), 469–470, 469f
- In-house logistics/materials management, 277
- Innovation strategy, 53
- Inpainting, 400
- Inputs (business process component), 31
- Input technologies, 432, 435–436
- Inrupt Project, 166–167
- Insourcing, 365
- Instagram, 3, 18
- Instance, 117
- Instant connectivity, 226–227
- Instant messaging, 172
- Institute of Electrical and Electronics Engineers (IEEE), wireless computer network standards, 221

- Insurance
 - AI, usage, 409–410
 - claim processors, 14
 - predictive analytics examples, 345
 - Integrated CASE (ICASE), 368t
 - tools, 372, 375
 - Intellectual capital (intellectual assets), 136
 - Intellectual property, 87
 - compromises, 87–88
 - Intelligence phase, 330
 - Intelligent behavior, examination, 386
 - Intelligent marketing campaigns, ML systems (usage), 413–414
 - Intelligent mobile hotspot, 221
 - Intercom, 429
 - Intermediaries, functions, 192
 - Internal clouds, 466
 - Internal supply chain segment, 312
 - Internationalized country-code top-level domain (IDN ccTLD), 164
 - International Systems Audit and Control Association (ISACA), COBIT 5 (creation), 94
 - International/U.S. environmental laws, impact, 45
 - Internet (Net), 160–167
 - access, 161–164, 219–226
 - addresses, 163–164
 - advancements, 388
 - backbone, 160, 161f
 - bulletin boards, information (presence), 69–70
 - connection methods, 162t
 - fraud, presence, 202
 - future, 164
 - layer, 157
 - organizational server farms, Internet (relationship), 464f
 - remote tribes, 64–65
 - under sea, 149–150
 - structure of, 149–150
 - telephony, 172
 - Internet2, 164
 - Internet Assigned Numbers Authority (IANA), ICANN operation, 164
 - Internet banking, financial technology (usage), 193t
 - Internet Corporation for Assigned Names and Numbers (ICANN)
 - Add Grace Period addition, 204
 - address coordination, 164
 - Internet of Things (IoT), 5, 163, 209–210, 230–235
 - applications, 221, 234
 - description, 230
 - devices, cybercriminal targets, 88
 - examples of, 231
 - 5G, impact, 224
 - Industrial IoT, 230–231
 - in sewers, 237–238
 - transmission, 224t
 - Internet of Trains project (Siemens), 232
 - Internet over satellite (IoS), 215–216
 - company usage, examples, 215–216
 - Internet Protocol (IP), 157
 - address, 163
 - attacker access, 91–92
 - data, 165
 - Internet Service Provider (ISP), 161, 163
 - cost effective, 163
 - pornography requirement, 161
 - Interorganizational information systems (IOSSs), 14, 314, 317, 319
 - Interorganizational processes, 291–292
 - Interpersonal roles (managers), 329
 - Intrabusiness applications, 229
 - Intranet, 160
 - Intrusion detection systems, 28
 - Inventory
 - management, 278
 - replenishment, 316
 - usage, 315
 - Investing, financial technology (usage), 193t
 - Investment management, 277
 - Invoices
 - auditing, AI (usage), 404–407
 - automation system, delay (AI repair), 405
 - fraud, 406
 - processing, RPA bots (impact), 37
 - iPad (Apple), innovation, 44
 - IP addresses, 163–165
 - iPhone (Apple), improvements, 211
 - IS operational plan, 360
- J**
- Jobs
 - elimination, IT (impact), 20
 - job market sites, usage, 196t
 - location, 266
 - sites, job searcher usage, 265
 - Jobs Intelligence Maestro (JIM), 417
 - Joins, 141–144
 - operation, 144
 - Joint application design (JAD), 368t, 372
 - Joint ventures, extranets (usage), 320
 - Journalism, blockchain (usage), 196t
 - Jump drive, 448
 - Junction tables (bridge tables), 140
 - Just-in-time (JIT) inventory systems, 315, 323
- K**
- Kasparov, Garry, 386
 - Key fob, usage, 407
 - Key indicator reports, 282
 - Key performance indicators (KPIs), 351
 - Keystroke dynamics, 97
 - Keystroke loggers (keyloggers), 90, 91
 - Kilobyte, 445
 - Knowledge, 9, 136
 - production, 110
 - representation, 10f
 - usage, steps, 137
 - workers, 15
 - Knowledge management (KM), 136–137
 - concepts/definitions, 137
 - importance, 110
 - Knowledge management systems (KMSs), 136–137
 - cycle, 137, 137f
- L**
- Laptop computers, 434, 434f
 - Large language models (LLMs), 402
 - Leadership in Energy and Environmental Design (LEED) certification, 45, 266
 - Lead scoring accuracy (improvement), ML systems (usage), 410
 - Least privilege, 99
 - Ledger, records, 193
 - Legacy infrastructures, 192–193
 - Legacy IT systems, cloud computing concern/risk, 476
 - Legacy spaghetti, 476
 - Legal profession, software (impact), 20
 - Lending, financial technology (usage), 193t
 - Liability, 62
 - Light Fidelity (Li-Fi), 222
 - Linear regression, 336, 347, 393
 - Line-of-sight communication, 212
 - LinkedIn, 3, 19
 - Liquidation goods, disposal, 259
 - Local area network (LAN), 152–153, 460
 - embedded LANs, 153
 - usage, 161
 - Location-based advertising, 236
 - Location-based applications/services, 229
 - Location-based commerce (L-commerce), 229
 - Logic bombs, 82, 89
 - Logistic regression, 336
 - Long tail, 192
 - Long-term evolution (LTE), 223
 - Loss function, 423, 424
 - Low-code cloud services, 472–473
 - Low-code development, 376–378
 - Low-code development platform (LCDP), 376–378
 - Low-earth-orbit (LEO), 213, 214
 - constellations, 215
 - satellites, location, 215–216
 - Lower CASE tools, 375
 - Loyalty programs, 306
 - impact, 49, 50
- M**
- Machine-generated data, 120
 - Machine instruction cycle, 444
 - Machine learning (ML), 384, 389–395
 - algorithms, usage, 401
 - bias, 391
 - expert systems, contrast, 390
 - problem, developer approach, 391
 - supervised ML, 390
 - traditional programming, contrast, 389–390
 - types, 392f
 - Machine learning (ML) systems
 - bias, data (impact), 391
 - capabilities, 413
 - development, bias (consideration), 391
 - integration, 406
 - transportation application, 415–416
 - underspecification, 391
 - Machine-to-machine (M2M) revolution, 230
 - Magnetic disks, 447
 - Magnetic tape, 447
 - Mail, theft, 88
 - Mainframe computers, 433–434
 - stand-alone mainframes, 460
 - Mainframe terminal, 460
 - Main memory, 446
 - Make (SCM component), 313
 - Make-to-order, 46–47, 314
 - Malware, 88
 - Management, 329
 - control, 332
 - by exception, 282
 - governance, separation, 95
 - Management Cockpit Room, 352, 352f

- Management information systems (MISs)
 - AI, usage, 420–422
 - function, 7
 - Managers
 - decision making, 329–332
 - IT support, reasons, 331–332
 - job, 329
 - change, IT (impact), 20
 - roles, 329
 - Manning, Bradley, 466
 - Manufacturing, AR examples, 437
 - Manufacturing companies, activities, 51
 - Manufacturing resource planning (MRP II), 278
 - Many-to-many relationship, 140, 141f
 - Market basket analysis, 337
 - Marketing, 304
 - affiliate marketing, fraud, 203–204
 - AI, usage, 410–414
 - Big Data, relationship, 125
 - conversational marketing, 257
 - effectiveness, 301
 - industry, IT (impact), 19
 - information systems, usage, 277
 - manufacturing company activity, 51
 - predictive analytics examples, 343–344
 - social computing, 260–263
 - viral marketing, 261
 - Market pressures, 42–43
 - Market research, 261
 - conducting, social networks (usage), 262–263
 - Facebook, usage, 262, 267
 - LinkedIn, usage, 263, 267
 - X, usage, 262, 267
 - Mashups, 252, 253f
 - Mass customization, 47
 - Massively parallel processing, 122
 - Massive open online courses (MOOCs), 177
 - Master data, 114
 - management, 114
 - Material flows, 312
 - Material publication, foreign languages (usage), 169
 - Material requirements planning (MRP), 278
 - Measure (BPI phase), 39
 - Mechanical Turk (Amazon), 399
 - Media sharing, 244
 - Medium-earth-orbit (MEO), 213, 214
 - satellites, location, 213
 - Medium-range wireless networks, 220–222
 - Megabyte, 445
 - Memory
 - cache memory, 446
 - capacity, 445–446
 - compact disc read-only memory, 447–448
 - computer memory, 445–448
 - flash memory devices (memory cards), 448
 - main memory, 446
 - random access memory (RAM), 443, 444, 446
 - read-only memory (ROM), 446
 - stick, 448
 - Merchant
 - internet merchant account, 190
 - payment, 190
 - price maximization, 198
 - Messages, test-marketing, 262
 - Messaging apps, 186–187
 - usage, 187
 - Metadata, 128, 132, 134
 - Metasearch engines, 168
 - Metropolitan area network (MAN), 152
 - Microblogging, 171, 243, 267
 - Microcomputers, 434
 - Microgrid, 196f
 - Micropayments, growth, 227
 - Microprocessors, 442
 - parts, 443f
 - usage, 334
 - Microsoft Azure, 480–481
 - Microwave transmission, 212, 235
 - footprint, 213–214
 - Middle managers (reduction), IT (impact), 20
 - Middlemen, functions, 192
 - MiFi. *See* Mobile Wi-Fi
 - Military robots, misuse, 388
 - Miners, 194
 - Minimum viable product (MVP), 373
 - Misconduct, SEC accusation, 62–63
 - Misdirection, 250–251
 - Missed Scan Detection (Walmart), 417
 - Mission (IS function), 360
 - Mission-critical applications, on-site servers (usage), 467
 - Mixed reality (MR), 436–442
 - examples, 442
 - Mobile advertising, 229
 - Mobile banking, financial technology (usage), 193t
 - Mobile commerce (m-commerce), 187t, 206, 227
 - applications, 227–230
 - Mobile computing, 5, 210, 226–230, 460
 - Mobile CRM system, 308, 322
 - Mobile devices
 - apps, 193t
 - usage, 229
 - Mobile financial applications, 236
 - Mobile portal, 229
 - Mobile robotics, UWB usage, 220
 - Mobile wallet (m-wallet), 227–228
 - Mobile Wi-Fi (MiFi), 221–222
 - Mobility, 226
 - Models, representations/abstractions, 338
 - Model T (Ford), 47
 - Money
 - cybercriminals, 93
 - saving, cloud computing (impact), 474
 - Monitoring, AI (usage), 408
 - Monolithic systems, 271, 272
 - Moore, Gordon, 444
 - Moore's law, 444–445
 - Motherboard, 446
 - Motion control gaming consoles (interface), 455
 - Motion picture industry, IT (impact), 19–20
 - Multichanneling, 197
 - Multiclass classification, 393
 - Multicore chips, 444
 - Multidimensional data analysis, 337
 - Multidimensional database, relational
 - database (equivalence), 130f
 - Multidimensional structure, 127
 - Multifactor authentication, 28, 98
 - Multifactor authorization, 98
 - Multilabel classification, 393
 - Multimedia elements, usage, 483
 - Multinational corporations, global operation, 42
 - Multiple clouds (multiclouds), 467
 - Multiple linear regression, 393
 - Multiple regression, 336
 - Music industry
 - digitization/blockchain usage, 196t
 - information technology (IT), impact, 17
 - Musk, Elon, 216
 - MVP. *See* Minimum viable product
- N**
- Nanometer, 444
 - Nanosatellites, usage, 216
 - Narrow AI, 386
 - National Retail Federation, 316
 - National Security Agency (NSA), 466
 - Native advertising, 261
 - Natural intelligence capabilities,
 - artificial intelligence capabilities (contrast), 387t
 - Natural language processing, 401–402
 - leveraging, 408
 - Natural user interfaces (NUIs), 455
 - Near-field communication (NFC), 220
 - Negative reviews, 254
 - Net present value (NPV) method, usage, 361, 379
 - Network, 11, 11f
 - applications, 167–177
 - controls, 100, 106
 - fundamentals, 154–160
 - interface layer, 157
 - processing, types, 159–160
 - protocols, 156–158
 - server, 153
 - trusted network, 79
 - untrusted network, 79
 - Network access points (NAPs), 161
 - Networking, 252
 - Neural network (NN), 334, 395–400
 - applications, 399–400
 - design, 422–426
 - example, 397f
 - input node, value entry, 422–423
 - iterations, 423f–425f
 - nodes, types, 396f
 - parameters, examples, 397
 - training, 397–399
 - Newsgroups, information (presence), 69–70
 - Nextdoor, 252
 - No-code cloud services, 472–473
 - No-code development, 376–378
 - Nodes, 194, 396
 - arrangement, 396
 - bias, 423
 - types, 396f
 - Normalization, 141–144, 147
 - North American Free Trade Agreement (NAFTA), usage, 42
 - NoSQL databases, impact, 122, 421, 479
 - Notebook computers, 434, 434f
- O**
- Obama, Barack, 78
 - Object-oriented (OO) development, 368t, 375–376, 380
 - Object-oriented (OO) system, 375
 - Objects, properties/data values, 376
 - Office of Biometric Identity Management (OBIM) program (DHS), terrorism protection, 46

- Offshoring, 365
 - Offsite disaster recovery, 474
 - Oil industry, prescriptive analytics
 - examples, 350
 - Omnichannel competitive advantage, 29–30
 - Omni-channel marketing, 301
 - Onboarding, 264
 - AI, usage, 418
 - On-demand CRM system, 307–308
 - On-demand reports, 282
 - On-demand self-service, 462
 - One Laptop Per Child (OLPC) project, 45
 - One-to-many relationship, 140, 140f
 - One-to-one relationship, 140
 - Online advertising, 206
 - crisis, 195
 - e-commerce issues, 195
 - Online analytical process, usage, 126–127
 - Online analytical processing (OLAP),
 - 127, 336, 337
 - Online job market, e-commerce issues, 196t
 - Online retailers, payment authorization, 190
 - Online returns, 316–317
 - Online review
 - fake review, 202, 388
 - negative review, 254
 - Online securities trading, 206
 - e-commerce issues, 196t
 - Online service industries, 192–196
 - Online transaction processing (OLTP), 126, 274
 - Online travel services, 196t, 206
 - On-premise computing, 461
 - On-premise ERP implementation, 286
 - Open-source CRM system, 308–309, 323
 - Open-source software, 453–454
 - usage, 365
 - Open systems, 453
 - Operating costs, reduction, 298
 - Operating system (OS), 455
 - Operational control, 332
 - Operational CRM system, 302–307
 - analytical CRM system, relationship, 307f
 - Operational effectiveness strategy, 53
 - Operational systems, 114, 128
 - Operation/maintenance, 365, 370, 380
 - Operations
 - behaviors, comparison, 376
 - management, information system
 - (usage), 278
 - manufacturing/testing, manufacturing
 - company activity, 51
 - personnel, decisions, 278
 - Opportunity, risk (differentiation), 94
 - Optical discs, usage, 447
 - Optical storage devices, 447
 - Opt-in model, 70
 - Opt-out model, 70
 - Orbits, types, 214
 - Order fulfillment
 - e-tailing issue, 197
 - process, 289–292
 - Organizational server farms, Internet
 - (relationship), 464f
 - Organizational strategic plan, 358
 - Organizational transformation, support, 333
 - Organizations
 - alignment, characteristics, 53–54
 - authentication, biometrics (usage), 97
 - data lakes, benefits, 132
 - employees, support, 14–15
 - experiments, conducting, 123
 - flexibility/competitiveness (improvement),
 - cloud computing (impact), 474–475
 - functional areas
 - Big Data, usage, 124–125
 - composition, 54–55
 - goals, risk (relationship), 94
 - inclusion, 311
 - infiltration, 87
 - information resources, vulnerability
 - (increase), 79
 - information systems, types, 15t
 - IT impact, process, 16–22, 24–25
 - LAN, usage, 161
 - pain point, 127
 - performance/responses, 41f
 - reach (increase), e-commerce (impact), 184
 - responses, 46–47
 - social responsibility, 44–45
 - web service benefits, 483
 - Outbound logistics (storage/distribution)
 - (manufacturing company activity), 51
 - Outcome as a service, 232–233
 - Outputs (business process component), 31
 - Output technologies, 432, 436
 - Outsourcing, 365
 - Overstock, disposal, 259
- P**
- P2P. *See* Peer-to-peer
 - P3P. *See* Platform for Privacy Preferences
 - Package, 456
 - Packets, 157
 - Packet switching, 157, 158f
 - Paid-for media space, 261
 - Paperwork automation, AI (usage), 408
 - Parallel conversion, 370
 - Parameters, examples, 397
 - Partnerships, 150
 - Passphrase, 98
 - Password, 97
 - brute force password cracking, 98
 - double fail, 98
 - managers, 98
 - selection, 83t
 - Passwordless authentication, 99
 - Password managers, 98
 - Patent, 87
 - Pay-as-you-go access, 461
 - Payment Card Industry's Data Security
 - Standard (PCI DSS), 477–478
 - Payments
 - from customer, 289
 - gateways, 190
 - Pay-per-usage model, 465
 - Payroll
 - records, IT support, 280
 - RPA bots, impact, 37
 - Peer-to-peer (P2P)
 - lending, 255
 - payment, 193t
 - process/processing, 159
 - Performance dashboard, sample, 351f
 - Personal application software, 456, 456t
 - Personal area network (PAN), 152, 219
 - Personal computers (PCs), 434
 - stand-alone personal computers, 460
 - Personal data
 - handling, safe harbor framework, 72
 - theft, 78, 87
 - Personal finance, financial technology
 - (usage), 193t
 - Personal identification number (PIN), double
 - fail, 98
 - Personal information, storage, 69
 - Personalized pricing, e-tailing issue, 197–198
 - Person-to-person (P2P) lending platforms, 193t
 - Petabyte, 446
 - Phased conversion, 370
 - Phishing, 85, 87, 89–90
 - attack, 89t
 - Phishing attack, 89–90
 - Photography industry, IT (impact), 18
 - Photo tagging, 68
 - Physical controls, 95–96, 106
 - Pilot conversion, 370
 - Piracy, 88
 - illegality, 452
 - Plain old telephone system (POTS), 154
 - Plan (SCM component), 313
 - Platform-as-a-Service (PaaS), 468, 469f,
 - 470–471
 - Platform for Privacy Preferences (P3P), 70
 - Platforms, 376
 - low-code development platform (LCDP),
 - 376–378
 - PLUS Real-Time Location System (Time
 - Domain), 236
 - Point-of-sale (POS) data, 112, 335
 - Polymorphic virus, 89t
 - POM. *See* Production/operations management
 - Portals, 169–171, 320
 - Porter, Michael, 48
 - Precision agriculture, 19
 - Predictive analytics, 119, 336, 342–348
 - applications, examples, 343–346
 - BA tools, 342
 - consequences, 346
 - examples, 347–348
 - Predictive maintenance, 232–233
 - ML systems, usage, 414
 - Prescriptive analytics, 336, 348–350
 - applications, examples, 349–350
 - BA tools, 349
 - Presence services, 172
 - Presentation tools, 350–353
 - usage, 336
 - Price
 - analysis, 13
 - comparison, RPA bots (impact), 37
 - maximization, 198
 - Primary activities, 51
 - Primary key, 118, 138, 139
 - composite key, 144
 - Primary memory, secondary storage
 - (contrast), 447f
 - Primary storage, 432, 445, 446
 - Privacy, 66–72. *See also* Information
 - cloud computing concerns, 476
 - codes, 70
 - enhancement, 103
 - ethics and, 66
 - geofencing, 67–68
 - international aspects, 71–72
 - issues, 63, 64t, 201
 - policies, 70
 - rights, application, 66
 - zuckering, 250
 - Private cloud, 465f, 466
 - Privilege, 99

- Privileged credential abuse (cessation), ML systems (usage), 416
- Problem structure (decision-making dimension), 331–332
- Procedures, 11
- Processes. *See* Business processes
 - data, capture/storage, 34, 35
 - inclusion, 311
 - performance, monitoring, 34, 35–36
- Procurement, 199–200
 - portals, 320
 - process, 288, 289, 289f
 - support activity, 52
- Product
 - analysis, 13
 - counterfeit products, removal, 417
 - customization, 305
 - development (support activity), 52
 - life cycle, 281t, 312
 - owner, role, 373
 - recognition, computer vision (usage), 412
- Production
 - AI, usage, 414
 - process, 288, 290–291, 291f, 294
- Production/operations management (POM)
 - AI, usage, 414–417
 - information systems, usage, 278
 - planning, 278
 - predictive analytics examples, 344–346
- Productivity, 329
 - measure, 38
- Product life cycle management (PLM), 278–279
- Profile, mistakes (avoidance), 265
- Profiling, 67
- Program, debugging, 370
- Programmers, 367
- Programming, 366, 370, 380, 452
 - traditional programming, machine learning (contrast), 389–390
- Project management, 360
- Promotion analysis, 13
- Propagation
 - back propagation, 398
 - delay, 214
- Property issues, 63, 64t
- Proprietary software, 453
- Protocol, 156
- Prototype (Design Thinking step), 375
- Prototyping, 368t, 375, 380
- Public clouds, 465, 465f
- Public Company Accounting Oversight Board (PCAOB), 104
- Public exchanges, 200
- Public-key encryption, 101
- Public portal, 170
- Public switched telephone system, 223f
- Pull model, 290
 - push model, contrast, 314
- Purchase order (PO)
 - creation, 289
 - fulfillment (contrast), EDI (impact), 318f
- Purchasing, 199–200
 - profile, development, 304
- Purchasing cards, 189
 - e-cards, comparison, 189–190
- Pure play organizations, 185
- Push model, 290
 - pull model, contrast, 314
- Q**
- Quality
 - assurance, 421
 - measure, 38
- Quality control, 278
 - ML systems, usage, 414
- Quality of life, IT (impact), 22
- Quantum computing, 433
- Queryable Earth (platform), 217
- Query by example (QBE), 138
- Query languages, 138, 146
- Quick response (QR) codes, 231, 231f
- R**
- Radio antennas/towers, usage, 223
- Radio-based communication, usage, 219
- Radio-frequency identification (RFID)
 - chips, usage, 231
 - reader, 231, 231f
 - tags, usage, 311
 - technology, 231
- Radio frequency (RF) jamming, 218
- Radio transmission, 217, 236
- Rail Navigation System, usage, 220
- Random access memory (RAM), 443, 444, 446
 - instructions, 443, 444, 446
- Randomly scheduled rewards, 248
- RankBrain (Google), 411
- Ransomware, 85
 - attacks, methods, 85
 - costs, 85
 - London Hackney Borough, 80–81
 - protection, 85–86
 - spreading, 80–81
- Ransomware-as-a-service, 85
- Rapid application development (RAD), 368t, 372, 380
- Rapid prototyping development process, SDLC (contrast), 373f
- Ratings (social computing), 257–258
- Raw data, collection, 141f
- Read-only memory (ROM), 446
- Read-only web, 166
- Real estate, VR examples, 441
- Really Simple Syndication (RSS), 242, 267
- Real-time CRM system, 310, 323
- Real-time pricing, 411
- Recommendations (social computing), 257–258
- Recommendation systems
 - ML, usage, 413
 - reinforcement learning application, 394
- Record, 117
- Recruiting, 264
 - AI, usage, 417–418
 - industry, IT (impact), 19
- Recruitment
 - information systems, usage, 280
 - RPA bots, impact, 37
- Recurrent neural networks (RNNs), 399
- Regional agreements, impact, 42
- Registers, 446
- Regression analysis, 392
- Regular ID cards (dumb cards), usage, 97
- Regulatory issues, AI (usage), 410
- Reinforcement learning, 394
- Relational databases, 128, 129f
 - model, 117–118
 - multidimensional database, equivalence, 130f
 - operations, fundamentals, 138–144
- Relational Database Service, 479
- Relationships, 139
 - many-to-many relationship, 140, 141f
 - one-to-many relationship, 140, 140f
 - one-to-one relationship, 140
 - social network, 244
- Remaining useful life (RUL), 414
- Remittances, financial technology (usage), 193t
- Remote job entry, 460
- Remote tribes, 64–65
- remote tribes, internet access, 64–65
- Repeating groups, 142
- Reports, 280, 282
- Request for quotation (RFQ), usage, 188
- Resource allocation, 360
- Resources (business process component), 31
- Responsibility, 62
- Retail
 - AR examples, 438
 - MR examples, 442
 - VR examples, 440
- Return (SCM component), 313
- Return consolidation centers, 317
- Return on investment (ROI), measure, 361, 379
- Return problems, 316–317
- Reverse auctions, 188
- Reverse outsourcing, 365
- Reviews
 - example, 259f
 - fake. *See* Fake reviews
 - online. *See* Online review
 - social computing, 257–258
 - sponsored, 257
- Rewards program, 306
- Rights approach (ethics), 61
- Risk, 93
 - acceptance, 94
 - assessment, 94
 - limitation, 94
 - management, 93
 - AI, usage, 409–410
 - mitigation
 - functions, 94
 - strategies, 94
 - opportunity, differentiation, 94
 - transference, 94, 105
- Risk modeling, 327–328
- Robo-advisors, usage, 408
- Robotic process automation (RPA), 36–37
 - applications, 377–378
 - attended RPA, 377
 - benefits of, 378
 - customer service, 377–378
 - cybersecurity, 378
 - description, 377
 - healthcare, 377
 - hybrid RPA, 377
 - returns processing, 377
 - unattended RPA, 377
- Robotics, 401
 - ML systems, usage, 414, 415
 - usage, 401
- Robots, 23
 - control, 394
 - industrial robots, cobots (contrast), 23
 - revolution, 23–24
- Rogue access point, 218
- Rogue trading, AI (usage), 408
- Roll up, 337

- Routers, 153
- Routine reports, 280, 282
- Russia
 - hackers, 92
 - Ukraine invasion, 86
- S**
- Sabotage, 86
- Safe harbor framework, 72
- Sales (manufacturing company activity), 51
- Sales force automation (SFA), 303
- Sales orders, RPA bots (impact), 37
- Sarbanes-Oxley Act, 46, 104, 113, 477
 - mandates, 94
- Satellites
 - connections, 162
 - footprints, comparison, 214f
 - Internet over satellite (IoS), 215–216
 - nanosatellites, usage, 216
 - satellite radio (digital radio), 218
 - telecommunications satellites, types, 213t
 - transmission, 213, 235–236
- SCADA. *See* Supervisory control and data acquisition
- Scalability/savings, cloud data management
 - benefit, 469
- Schnatter, John, 263
- SCM. *See* Supply chain management
- Scope creep, 369
- Screen scrapers/grabbers, 91
- Scrum approach, 373
- Scrum master, role, 373
- SDLC. *See* Systems development life cycle
- Search engines, 168
- Secondary key, 118, 138
- Secondary storage, 432, 445, 446–448
 - primary memory, contrast, 447f
- Second generation (2G) networks, 223
- Second normal form, 142, 143f
 - example, 143f
- Secure socket layer (SSL), 103
- Securities and Exchange Commission (SEC), 104
- Security, 79. *See also* Information
 - AI, usage, 408–409, 420
 - cloud computing concern, 477
 - improvement, 469
 - issues, 477
 - ML systems, usage, 416–417
 - threats, 82f
- Security-as-a-service (SECaaS), 472
- Self-driving cars
 - reinforcement learning application, 394
 - usage, 24
- Sell-from-stock, 289
- Sell-side marketplaces, 199
- Semantic markup, 166
- Semantic (read-write- execute) web, 166
- Semi-supervised learning, 393
- Sensitive personal data, composition, 71
- Sensitivity analysis, 339
- Sensor data, 120, 335
- Sentiment analysis, 346
 - ML systems, usage, 411
- Serverless computing, 472
- Servers, 159, 434
 - farms, 463, 463f
 - organizational server farms, Internet (relationship), 464f
 - on-site servers, usage, 467
 - optimization, ML algorithms (usage), 420
 - virtualization, 463
- Service level agreements (SLAs), 287
- Service-oriented architecture, 482–484
- Services
 - customization, 305
 - management, ML systems (usage), 420
 - manufacturing company activity, 51
- Service Set Identifier (SSID), 218
- SFA. *See* Sales force automation
- Shadow IT, 374
- SHAKEN/STIR (implementation), FCC
 - provision (passage), 212
- Shallowfakes (cheapfakes), 248
- SharePoint Workspace (Microsoft), 159
- Shopping
 - communities/clubs, 259
 - group shopping, 258–259
 - social computing, usage, 257–260
- Short message service, 172
- Short-range wireless networks, 219–220
- Showrooming, 197
- Shrinkage rates, 417
- Signature recognition, 97
- Silver, Nate, 345
- Simple linear regression, 393
- Simple object access protocol (SOAP), 484
- Single-factor authentication, 98
- Siri (Apple), 401
- Site analysis, 13
- Six Sigma, usage, 38, 39
- Slack, 88, 173, 264, 377
- SLAs. *See* Service level agreements
- Slicing and dicing, 337
- Small-to-medium enterprises (SMEs), 287
 - electronic credit card usage, 189
- Smart cities, 232
- Smart factories, 232, 414, 415
- Smart home, 231
- Smart ID cards, usage, 97
- Smartphones
 - dematerialization, 211, 212f
 - disadvantages, 211–212
- Smart stores, 231–232
- Social advertising (social ads), 260–261, 267
- Social analytics, 252
- Social apps, 261
- Social bots, 248, 249
 - cyborgs/trolls, combination, 248, 249
- Social capital, 244
- Social collaboration, 252
- Social commerce, 187t, 206, 253
 - benefits/risks, 253–255, 254t, 256
 - examples, 253
 - usage, 253
- Social computing, 5, 240
 - company engagement, 254
 - customer relationship management, 263
 - fundamentals, 253–256
 - human resource management, 264–266
 - marketing, 260–263
 - shopping, 257–260
- Social customer relationship management (social CRM), 310, 323
 - examples, 310
- Social data, 120
- Social e-commerce, 239–240
- Social engineering, 84
- Social graph, 244
- Social intelligence, 252, 262
- Social interface, 455
- Social marketplaces, 259–260
 - example, 260f
- Social media
 - advertisements, 261
 - data, 112, 335
 - platforms, issues, 247
 - profile, mistakes (avoidance), 265
 - psychological measures, 248
- Social network, 244
 - corporate social networks, usage, 252
 - enterprise social networks, 252
 - problems, 247–251
 - usage, 262–263
- Social networking, 244–247
 - sites, information (presence), 69–70
 - websites, 244–247
 - categories, 246t
- Social publishing, 252
- Social (read-write) web, 166
- Social responsibility, 44–45
- Social shopping, 257, 267
 - ratings/reviews/recommendations, 257–258
- Society, information systems (importance), 22–25
- Software, 11, 11f, 451
 - agility, 453
 - attacks, 88, 89t
 - types, 89t
 - defects, 453
 - development, AI (usage), 421
 - industry, IT (impact), 17
 - issues, 452–454
 - licensing, 452–453
 - suite, 456
 - testing, 421
 - theft, commercial value (BSA Global Software Piracy Study), 88
 - update, 453
 - versioning, 421
- Software-as-a-service (SaaS), 286–287, 308, 364, 471–472
 - ERP implementation, 286–287
 - vendor, 362, 364
- Software-defined networks (SDNs), 153
- Sole ownership, 150
- Solid-state drives (SSDs), 447, 447f
- Source (SCM component), 313
- Source-data automation, 436
- Source systems, 127–128
- Southern New Hampshire University, virtual
 - courses, 177
- Spam, 91, 119
- Spamming, 195
- Spamware, 91
- Spear phishing, 85, 89
 - attacks, 89t
- Speech recognition, 401
 - software, 456, 457
- Sponsored reviews, 257
- Sports industry, IT (impact), 17
- Spyware, 90
- SQL injection, 158
- SSID. *See* Service Set Identifier
- SSL. *See* Secure socket layer
- Stakeholder needs, meeting, 94
- Stalkerware, 90
- Stand-alone mainframes, 460
- Stand-alone personal computers, 460

- Standardized pricing, 197
 - Start-ups, 275
 - Stock markets, manipulation, 388
 - Stored-value money cards, 189
 - Stowing process, 400
 - Strategic hardware, issues, 432–433
 - Strategic information systems (SISs), 47–54
 - Strategic planning, 94, 332
 - Strategic systems, usage, 46
 - Street View imagery, 441
 - Strong AI, 386
 - Structured data, 118
 - Structured decisions, 331
 - Structured query language, 138, 146
 - NoSQL databases, impact, 122
 - Students database, example, 118f
 - Subsea cabling, 150
 - Substitute products/services, threat, 50
 - Supercomputers, 433
 - Superposition, 445
 - Supervised learning, 392–393
 - Supervised machine learning, 389–390
 - Supervised self-driving cars, 349–350
 - Supervisory control and data acquisition (SCADA), 91–92, 388
 - attacks, 91–92, 231
 - systems, 112
 - Super Wi-Fi, 222
 - Supplemental Nutrition Assistance Program (SNAP), SNAP Retail Locator (usage), 484
 - Suppliers
 - bargaining power, 49
 - tiers, 312
 - Supply chain management (SCM), 161, 233, 313–317
 - components, 313–314
 - ERP, impact, 291–292
 - information technology (IT) support, 317–320
 - systems, 298
 - Supply chains, 14, 311–313
 - AI, usage, 415–416
 - blockchain, usage, 196t
 - flows, 312–313
 - generic, 312f
 - information, collection, 311
 - optimization
 - ML systems, usage, 415–416
 - reinforcement learning application, 394
 - problems, 314–315
 - inventories, usage, 315–316
 - solutions, 315–317
 - segments, 312f
 - structure/components, 311–313
 - visibility, 311
 - Support activities, 51
 - components, 52
 - Surface web, 165
 - Surfing, 166
 - Survey invitations, Facebook (usage), 262
 - Sustainability, cloud data management
 - benefit, 469
 - Swish activation function, 398f
 - Symbiotic relationship, 166
 - Symbiotic web, 166
 - Synchronous collaboration, 173
 - Systems, 1
 - acquisition methods, advantages/disadvantages, 368t
 - analysis, 366, 369, 380
 - analysts, 366, 367
 - design, 366, 369, 380
 - development
 - methods/tools, alternatives, 371–378
 - process, alternative, 471
 - tools, 374–378
 - investigation, 366, 367–369, 380
 - outputs/inputs, 369
 - requirements, 369
 - software, 454–455
 - function, 452f
 - stakeholders, 367
 - technical options, specification, 367
 - updating, 370
 - Systems development life cycle (SDLC), 366–370, 368t
 - rapid prototyping development process, contrast, 373f
 - supporting tools, 367f
 - tasks, 366
 - user/developer involvement, comparison, 367f
- T**
- Table, 117
 - junction tables (bridge tables), 140
 - Tablet computers, 434, 435f
 - Tacit knowledge, 136
 - Tactile feedback, 452
 - Tag, 242
 - Tagging, 242. *See also* Geotagging; Photo tagging
 - geotagging, 68, 242
 - importance, 68
 - XML tagging, example, 483f
 - Taleo (Oracle), 471
 - Targeting, 250
 - Taxes, AI (usage), 404
 - TCP/IP. *See* Transmission Control Protocol/Internet Protocol
 - Team, role, 373
 - Technical debt, 470
 - Southwest airlines, 470
 - Technical feasibility, usage, 369
 - Technical specialists, 367
 - Technological innovation/obsolescence, 44
 - Technology. *See also* Information technology
 - development (support activity), 52
 - emerging technologies, impact, 320
 - pressures, 44
 - Technology-enabled competitive advantage, 57
 - Telecommunications satellites, types, 213t
 - Telecommuting, 172–173
 - Teleconferencing, 175–176
 - Telehealth, 43
 - Telematics, 123
 - Telemetry, 229, 236
 - applications, 229–230
 - Telepathic web, 166
 - TelePresence (Cisco), 175
 - Telepresence systems, 175, 175f
 - example, 175f
 - Terabyte, 446, 465, 474
 - Terminals, example, 352f
 - Ternary relationship, 139
 - Terrorists attacks, protection, 46
 - Test (Design Thinking step), 375
 - Testing, 366, 370, 380
 - Text-mining algorithms, usage, 124
 - Thin clients, 159, 434
 - Third generation (3G) networks, 223
 - Third normal form, 142
 - example, 143f
 - Third-party data, 127
 - Third-party entities, 248–251
 - Threat, 79
 - deliberate threats, 84–92
 - security threats, 82f
 - Three-way match, 289, 291
 - Thumb drive, 448
 - Time pressure, impact, 331
 - Time signal, usage, 214
 - TLS. *See* Transport layer security
 - Tokens, usage, 97
 - Top-level domain (TLD), 164
 - Traceability, 194
 - Tracking, 250
 - privacy issue, 201
 - Tracking cookies, 91
 - Tracr (De Beers), 196t
 - Trade secret, 87
 - Trading, financial technology (usage), 193t
 - Traditional analytics, 350
 - Traditional firewalls, 158–159
 - Traditional programming, machine learning (contrast), 389–390
 - Training
 - AR examples, 437
 - MR examples, 442
 - VR examples, 439–440
 - Transaction, 272
 - Transactional data, 114
 - Transactional systems, 127, 128
 - Transaction processing system (TPS), 14, 272–274
 - process, impact, 273f
 - Transborder data flows, 71
 - Transformer models, 399–400
 - Translate (Google), 169f
 - Translator app (Microsoft), 169
 - Transmission Control Protocol/Internet Protocol (TCP/IP), 157–158
 - protocols, usage, 157–158
 - reference model, layers, 157f
 - Transmission speed, importance, 334
 - Transparency, ethics and, 65
 - Transportation
 - AR examples, 437
 - ML systems, usage, 415
 - sensors, usage, 233
 - Transport layer, 157
 - Transport layer security (TLS), 103
 - Travel
 - AR examples, 439
 - VR examples, 441
 - Travel services, e-commerce issues, 196t
 - Trends (discovery), ML systems (usage), 413
 - Trespass, 85, 105
 - Trojan horse, 89, 89t
 - Trolls, 247–251
 - troll farm, 248
 - TruckNet app, 171
 - Trust, importance, 255
 - Trust API (Google), usage, 99
 - TRUSTe (authenticity seal), 203
 - Trusted network, 79
 - Trusted organization, impersonation, 87
 - Tunneling, 103, 103f
 - Twisted-pair wire, 155, 155f
 - Twitter, 86, 88, 112, 243, 249, 429

U

Ubiquity, 226
 Ultra-wideband (UWB), 220
 Unary relationship, 139
 Unified communications, 172
 Uniform resource locator (URL), 165
 Unintended consequences, ethics and, 66
 Unintentional threats, 81–84
 United Kingdom Bribery Act, 405
 United States-Mexico-Canada Agreement (USMCA), impact, 42
 Universal description, discovery, and integration (UDDI) protocol, 484
 Universal Serial Bus (USB) ports, usage, 448
 University of Maryland, virtual courses, 177
 University of Phoenix, virtual courses, 177
 Unmanned aerial vehicles (UAVs), usage, 23
 Unstructured data, 118
 Unstructured decisions, 331
 Unsupervised learning, 393–394
 Untrusted network, 79
 Updates, cloud data management benefit, 469–470
 Upper CASE tools, 375
 Upselling, 304
 Upstream supply chain segment, 312
 USA PATRIOT Act, 46
 User-driven analysis, 328
 User experience (UX), 455
 User-misclassified accounts, 416
 Users, 366
 interfaces, 369
 privacy, enhancement, 103
 requirements, collection, 421
 U.S.-EU Safe Harbor, 476
 U.S. National Security Agency (NSA), 148
 Utilitarian approach (ethics), 61
 Utility computing, 308, 462
 cloud computing, relationship, 462

V

Value, addition, 52
 Value-added services, usage, 192
 Value-added tax (VAT), 204
 Value chain, 51
 model (Porter), 51–52, 51f
 Value system, 52
 Vandalism, 86
 Vanilla approach (ERP), 286
 Vendor-managed inventory (VMI), 316
 Vendors
 services, 365
 social commerce benefits, 267
 Vertical clouds, 468
 Vertical farming, 343
 Vertical integration, 315
 Video blogs (Vlogs), 242–243
 Videoconference, 175
 Video conferencing, 175–176
 Video game industry, IT (impact), 17

Video industry, IT (impact), 17
 Video interview analysis, AI (usage), 418
 Violating accounts, 416
 Viral marketing, 261
 Virtual close, financial transaction management, 276
 Virtual collaboration, 173
 Virtual group (virtual team), 173
 Virtualized services, cloud computing (occurrence), 463–464
 Virtual machine, 376, 463
 Virtual organizations (pure play organizations), 185
 Virtual private network (VPN), 103, 103f, 161
 technology, 319
 usage, 161
 Virtual reality (VR), 436–442
 examples, 439–442
 Virtual universities, 177
 Virus, 89, 89t
 VirusScan (McAfee), 100
 Visible web, 165
 Vision Transformers (ViT), 400
 Visualization. *See also* Data methods, 350
 Visual search, 168
 Vlogs (video blogs), 242–243
 Voice, 172
 communication, 172
 portal, 229
 recognition, 97, 456
 Voice-over-Internet Protocol (VoIP), 172
 Volatile RAM, 446
 Voluum (software program), 203
 Vulnerability, 79

W

War driving, 218
 Water utility cyberattack, 27–28
 Weak AI, 386
 power, 386
 Wearable computers, 435
 Weather data, predictions, 347
 Web. *See* World Wide Web
 Web 2.0. *See* World Wide Web
 Webcrawlers, 168
 Web domain names, 204
 Weblogs, 242
 Web services, 482
 Web services description language (WSDL) protocol, 483, 484
 Website, 165
 data, 127
 example, 259f
 experiments (improvement), ML systems (usage), 411
 Weights (parameter example), 397
 Whaling attack, 89t
 What-if analysis, 339
 Whitelisting, 101

White spaces, 222
 Wide area network (WAN), 153
 feasibility, testing, 160
 global WAN, 160
 Wide-area wireless networks, 222–225
 Wi-Fi 6, usage, 221
 Wi-Fi Direct, 221
 Wi-Fi Protected Access 2 (WPA2), 218
 Wikipedia, 243–244
 Wikis, 243–244
 Wireless, term (usage), 210
 Wireless access points, usage, 220, 220f
 Wireless broadband, 222, 223
 Wireless computer networks, 219–226
 IEEE standards, 221
 Wireless devices, 211–212
 Wireless Fidelity (Wi-Fi), 220
 Wireless local area network (WLAN), 218, 220
 Wireless media, 155
 advantages/disadvantages, 213t
 Wireless security, 218
 Wireless sensor, 231
 Wireless technologies, 211–218
 Wireless transmission media, 212–218
 Wireline communications channels,
 advantages/disadvantages, 155t
 Wireline media, 155
 WLAN. *See* Wireless local area network
 Work (employees), IT (impact), 20–21
 Workday, 279
 Workflow, 173
 applications, mobile devices (usage), 229
 Workforce, changes, 42
 Work-in-process inventory, 315, 323
 World Trade Organization (WTO),
 international trade supervision, 42
 World Wide Web (Web) (WWW), 164–167
 development, 165
 read-only web, 166
 semantic (read-write-execute) web, 166
 services, 482–484
 social (read-write) web, 166
 strength, 168
 symbiotic web, 166
 telepathic web, 166
 Web 2.0, 241–253
 web-based call centers, 171
 web pages, personalization, 305
 Worm, 89, 89t
 WPA2. *See* Wi-Fi Protected Access 2

X

XLTE. *See* Advanced long-term evolution

Y

Year 2000 (Y2K), expenses, 360

Z

Zettabyte, 446
 Zuckerberg, Mark, 244, 250

