Contributors

Andrew D. Bailey, Jr.
Department of Accounting
University of l\textit{I}Iinois at Urbana-
Champaign
jabailer@uiuc.edu

John P. Baron
Department of Business Administration
University of l\textit{I}Iinois at Urbana-
Champaign
j-baron1@uiuc.edu

Martin Bichler
Fisher Center for Management and
Information Technology
Haas School of Business
University of California at Berkeley
bichler@haas.berkeley.edu

Robert W. Blanning
Owen Graduate School of Management
Vanderbilt University
bob.blanning@owen.vanderbilt.edu

Tung X. Bui
Decision Sciences
College of Business Administration
University of Hawaii at Manoa
tbui@busadm.cba.hawaii.edu

Hsinchun Chen
Management Information Systems
Department
University of l\textit{A}rizona
hchen@bpa.arizona.edu

Nian-Shin Chen
Department of Information Management
National Sun Yat-sen University, Taiwan
nschen@mis.nsysu.edu.tw

Ye-Sho Chen
Department of Information Systems and
Decision Sciences
E. J. Ourso College of Business
Administration
Louisiana State University
qmchen@unix1.sncc.lsu.edu

Ai-Mei Chang
Information Resources Management
College
National Defense University
chang@ndu.edu

Soon-Yong Choi
Center for Research in Electronic Commerce,
The University of Texas at Austin
soon@mail.utexas.edu

Gina Colarelli O'Connor
Department of Management and Technology
Rensselaer Polytechnic Institute
occonng@rpi.edu

Daniel G. Conway
Decision and Information Sciences
Warrington College of Business
University of Florida
conwaydg@ufl.edu

Michael H. Dickey
Center for Virtual Organization and Commerce
Louisiana State University
mdickey@lsu.edu

Bill Fulkerson
CIS-Technology Integration
Deere & Company
Moline, IL
wf28155@deere.com

Dennis Galletta
Katz Graduate School of Business
University of Pittsburgh
galletta@vms.cis.pitt.edu

David M. Gardner
Department of Business Administration
University of l\textit{I}Iinois at Urbana-
Champaign
dmgarde@uiuc.edu
Paul Gray  
Department of Information Science  
Claremont Graduate University  
Paul.Gray@cgu.edu

Clyde W. Holsapple  
School of Management  
Carol M. Gatton College of Business and Economics  
University of Kentucky  
cwhols@pop.uky.edu

Andrea L. Houston  
ISDS Department  
Louisiana State University  
ahoust2@lsu.edu

Thomas Huang  
Beckman Institute for Advanced Science and Technology  
Department of Electrical and Computer Engineering  
University of Illinois at Urbana-Champaign  
huang@ifp.uiuc.edu

Magid Igbaria  
Department of Information Science  
Claremont Graduate University  
Magid.Igbaria@cgu.edu

Blake Ives  
Center for Virtual Organization and Commerce  
Louisiana State University  
bives@lsu.edu

Nebojša Jojić  
Beckman Institute for Advanced Science and Technology  
Department of Electrical and Computer Engineering  
University of Illinois at Urbana-Champaign  
jojic@ifp.uiuc.edu

Kshiti D. Joshi  
School of Accounting, Information Systems, and Business Law  
Washington State University  
joshi@cbe.wsu.edu

Bob Justis  
Department of Management  
E.J. Ourso College of Business Administration  
Louisiana State University  
mgjust@unixl.sncc.lsu.edu

Alaina Kanfer  
National Center for Supercomputing Applications  
University of Illinois at Urbana-Champaign  
alaina@ncsa.uiuc.edu

P. K. Kanna  
Department of Marketing  
The Robert H. Smith School of Business  
University of Maryland  
pkannan@rhsmith.umd.edu

Dave King  
Comshare Inc., Ann Arbor  
dking@comshare.com

Stefan Klein  
Institute of Information Systems  
University of Muenster, Germany  
klein@wi.uni-muenster.de

Gary J. Koehler  
Decision and Information Sciences  
Warrington College of Business  
University of Florida  
koehler@ufl.edu

Kai R. Larsen  
Information Science Ph.D. Program  
State University of New York at Albany  
klarsen@acm.org

Christoph Schlueter Langdon  
Beckman Institute for Advanced Science and Technology  
Department of Electrical and Computer Engineering  
University of Illinois at Urbana-Champaign  
cschlutr@uiuc.edu
Meenu Singh
Computer and Technical Sciences
Department
Kentucky State University
msingh@gwmail.kysu.edu

Troy J. Strader
Department of Management
Information Systems
Iowa State University
tstrader@iastate.edu

Chandrasekar Subramaniam
Department of Business Administration
University of Illinois at
Urbana-Champaign
csubrama@uiuc.edu

Kristin M. Tolle
Management Information Systems
Department
University of Arizona
ktolle@bpa.arizona.edu

Efraim Turban
Department of Business Administration
Beckman Institute for Advances Science
and Technology
University of Illinois at
Urbana-Champaign
g-tan@uiuc.edu

Andrew B. Whinston
Department of MSIS, Economics and
Computer Science,
The University of Texas at Austin, TX,
USA
abw@uts.cc.utexas.edu

Jane Kaufman Winn
Southern Methodist University
School of Law
jwinn@mail.smu.edu

B. Rachel Yang
Department of Business Administration
University of Illinois at
Urbana-Champaign
ryang@uiuc.edu

Yueting Zhuang
Beckman Institute for Advanced Science
Department of Electrical and Computer
Engineering
University of Illinois at Urbana-Champaign
yzhuang@ifp.uiuc.edu
World Wide Web Sites

- AC Nielsen, http://www.nielsen.com
- Amazon.com, http://www.amazon.com
- America Online, http://www.aol.com
- Bid Find WWW Auction Search, http://www.bidfind.com
- BonusMail, http://www.bonusmail.com
- Center for Information Systems and Technology Management, http://www.cba.uiuc.edu/research/centers/cistm1.html
- Center for Research in Electronic Commerce, University of Texas at Austin, http://cism.bus.utexas.edu/
- Center for Technology in Government, http://www.ctg.albany.edu/
- Centre for Supply Chain Management Links to other Internet Resources, http://www.up.ac.za/academic/gsofman/logistilinks.htm
- CNET, http://www.cnet.com
- Computerworld, http://www.computerworld.com
- Customer Insites, http://www.customerinsites.com
- CyberCash, Inc., http://www.cybercash.com/
• Data Warehouse Information Center, pwp.starmetinc.com/larryg
• Data Warehouse Institute, http://www.dw-institute.com
• Datamation, http://www.datamation.com
• Data-warehouse.com, http://www.data-warehouse.com
• Deja News Collection of Newsgroups Information, http://www.dejanews.com
• Carnegie Mellon University, http://www.infomedia.cs.cmu.edu/
• University of California at Berkeley, http://elib.cs.berkeley.edu/
• University of California at Santa Barbara, http://alexandria.sdc.ucsb.edu/
• University of Illinois at Urbana-Champaign, http://dli.grainger.uiuc.edu/
• University of Michigan, http://www.si.umich.edu/UMDL/
• Stanford University, http://walrus.standord.edu/diglib/
• D-Lib Magazine and D-Lib Project, http://www.dlib.org
• eBay Personal Trading, http://www.ebay.com
• Egghead.com, http://www.egghead.com/
• Eggleston firewall vendor list, http://www.access.digex.net/~nuance/security.html
• Electronic Commerce Canada Inc., http://www.ecc.ca
• Electronic Commerce-Electronic Data Interchange at NAFTA, http://www.nafia.net
• Electronic Privacy Information Center, http://www.epic.org/
• Etrade, http://www.etrade.com
• Excite, http://live.excite.com/
• Firefly, http://www.firefly.net/
• Forrester Research, Inc., http://www.forrester.com/
• FTQuicken, http://www.FTQuicken.co.uk
• GeoCities, http://www.geocities.com
• Graphic, Visualization & Usability Center, Georgia Institute of Technology, http://www.gvu.gatech.edu/
• GVU Surveys, http://www.gvu.gatech.edu/user_surveys
• Hoovers Company Information, http://www.hoovers.com
• HotMail, http://www.hotmail.com
• i2 Technologies, Inc., http://www.i2.com/
• IBM's Data Modeling Techniques for Data Warehousing, http://publib.boulder.ibm.com/cgi-bin/bookmgr/BOOKS/SG242238/COVER
• InfoMedia, http://www.informedia.de
• International Data Warehousing Association, http://www.idwa.org/
• Internet Engineering Task Force (IETF), http://www.ietf.org
• Internet Trends, http://www.genmagic.com/Internet/Trends/
• Internet Society Site, http://www.isoc.org/
• Internet Travel Network (ITN), http://www.itn.net
• ISWORLD Net on virtual organizations, http://www.iwi.unibe.ch/IM/virtual.html
• Juno, http://www.juno.com
• Kennys Bookstore, http://www.kennys.ie/
• LAN Times, http://www.lantimes.com
• Large Scale Networking group, http://www.ccic.gov/cicrd/pca-wg/lsn.html
• Links on Object Orientation, http://www.rhein-neckar.de/~cetus/software.html
• Lufthansa, http://www.lufthansa.com
• Malaysia Ecommerce Hub, www.ec.com.my
• Manugistics, Inc., http://www.manugistics.com/
• Media Motion Publications, http://www.media-motion.com
• Microsoft Cinemania, http://www.cinemania.msn.com
• Monex Electronic Cash, http://www.monex.com/
• Music Boulevard, http://www.musicblvd.com
• Nasdaq Financial Services, http://www.nasdaq.com
• NetAddress, http://www.netaddress.com
• NetBill Central, http://www.netbill.com/
• NetCheque Network Payment System, http://www.usc.edu/dept/Patents_Copyrights/352w.htm
World Wide Web Sites

- Netscape Communications Corporation, http://home.netscape.com/
- NUA Surveys, http://www.nua.ie
- OFFER Project, http://haas.berkeley.edu/cmit/OFFER
- Oracle, http://www.oracle.com
- Parentsplace, http://www.parentsplace.com
- Preview Travel, http://www.previewtravel.com
- Procter & Gamble, http://www.pg.com/
- Project 2000, Vanderbilt University, http://www2000.ogsm.vanderbilt.edu/
- RelevantKnowledge, http://www.relevantknowledge.com
- RocketMail, http://www.rocketmail.com
- ROI, http://www.research-online.com
- Seniornet, http://www.seniornet.org/
- Software.net, http://www.software.net/
- Sotheby's, http://www.sothebys.com
- Supply Chain Management Group, http://www.uc-council.org/d42.htm
- Surflogic LLC, http://www.surflogic.com
- Surplus Auction, http://www.surplusauction.com
- SurveySite, http://www.surveysite.com
- Travelocity Travel Agent, http://www.travelocity.com
- TrustE, http://www.truste.org
• USA Today, http://www.usatoday.com/
• Virtual Vineyards, http://www.virtualvin.com
• X.509 Public Key Infrastructure, http://www.verisign.com/repository/ietf/draft-ietf-pkix-cmmf-00.txt
• Yahoo! Inc., http://www.yahoo.com/
Index

access control 673
access value 347
Action Mechanisms 379
advertising 19, 24, 90, 91, 123, 125, 126, 129, 142, 147, 148, 149, 150, 154, 160, 162, 172, 173, 174, 176, 177, 197, 198, 199, 209, 215, 216, 217, 257, 437, 498, 533, 600, 649, 729
affective involvement 189, 194
agent history 373
aggregation 157, 167, 168
alliances 464, 499, 505
alternative trade forms 646
analytical buyer 98
applications 61, 199, 263, 267, 273, 274, 276, 308, 321, 333, 335, 336, 368, 417, 539, 540, 544, 547, 548, 553, 576, 619, 629, 726
artificial intelligence 268, 275, 387, 388
asset specificity 96
asset specificity 650
auctioneer 642, 645
Auctioneer 642
auctions 637, 638, 639, 640, 641, 642, 645, 646, 647, 652, 656, 657
Auctions
allocation mechanisms 639
coordination mechanisms 638
distribution mechanism 639
effects 647
framework 641
price determination 638
procurement mechanism 638
authentication 340, 502, 702, 705
authorization 367, 661, 674, 723
automated negotiations 638
banners 158
best practices 247
broker 322, 323, 343
brokerage effect 350, 650
bull-whip effect 472
case-based reasoning 274
channel partners 468
characteristics of an Intelligent Agent 374
cognitive involvement 194
cohort 239, 252
collaboration 252, 351, 430, 544
communication effect 350, 649
component 319, 329, 330, 332, 334, 335, 344, 467, 473, 474, 475, 481, 488, 518
content security 675
ccontrol 299, 349, 363, 388, 414, 497, 542, 545, 661, 664, 673, 697
coordination agent 68
coordination costs 649, 651
coordination mechanisms 638, 649, 650, 653, 654
copyright 349, 362, 363, 368, 369
cost models 358
credit card 316, 717, 723
customer service 458, 472
customer utility 648
customization 16, 161, 168, 170, 330, 419, 426, 431, 438, 465, 482, 529
cycle time 410
data mining 171, 354, 426, 513, 528
digital certificate 689
digital products 21, 154, 221
digital signature 313, 689
digitizable product 97
disintermediation 167
distribution 86, 87, 90, 92, 145, 462, 463, 485, 504, 623, 627, 640
distribution cost 90, 92
distribution mechanism 640
dynamic price determination 647
ECA Characteristics and Examples 381
Economic Issues 386
economics 23, 79, 100, 164, 348, 419, 437, 576, 579, 600, 636, 637, 656, 703, 726, 727, 728
electronic agent 133
electronic data interchange 439, 441
electronic market 80, 82, 85, 88, 90, 93, 95, 97, 98, 99, 504, 643, 656
empowerment 505, 510
encryption 23, 310, 364, 549, 661, 664, 680, 681, 682, 684, 686, 687, 690, 694, 701, 702
enterprise resource planning  448
ethics  386
ethics and legal issues  386
extranet  8, 421, 467, 468, 473, 475, 476,
477, 478, 479, 481, 484, 485, 486,
487, 512, 531, 551
filtering  353, 356, 428
firewall  531, 535, 549, 661, 701, 702,
730
forecasting  122
frequency marketing  522
gateways  367, 368, 369
GVU survey  113, 118
hacker  246, 252, 663, 701, 702, 730
hash functions  689
hidden information  464
hoteling  496, 506
impulse buyer  98
increasing returns  85
inflation  350
information processing  603
information providers  351, 357, 358, 362
information sharing  467, 470, 471, 487
institutional theory  497
intelligent agent  62, 368, 372, 373, 375,
378
interactive marketing  170
interactivity  128, 149, 156, 162, 388, 609
intermediaries  11, 23, 579, 585, 586,
587, 590, 591, 598, 600
Internet advertising  143, 151, 153, 162,
174, 201, 204, 207, 209, 211, 215
Internet involvement  179, 185, 186, 189,
193, 194, 195, 196, 197
Internet marketing  176, 202, 210, 211,
214
Internet policy  245
Internet population  105, 106, 107, 109,
110, 111, 112, 113, 116, 117, 119, 120, 122,
123, 125, 137, 154, 160, 163,
202, 205, 206, 209, 214, 215, 229,
232, 307, 374, 591, 592
interoperability  319, 320, 338, 343, 368
intranet  8, 77, 315, 383, 384, 387, 473,
475, 493, 512, 531, 532, 534, 536,
539, 540, 542, 543, 545, 547, 551,
560, 575, 630, 731
inventory  90, 91, 183, 185, 198, 199,
336, 410, 430, 436, 440, 458, 459,
465, 470, 472
invoice  444, 445, 446, 636
involvement  179, 180, 181, 182, 183,
184, 185, 186, 189, 191, 192, 193,
194, 195, 196, 197, 198, 199, 697, 701
IP spoofing  667, 680
IPSec  680, 702
Java applet  234, 315, 319, 333, 670, 671
John Deere  434, 435, 468, 482, 483, 484,
485, 487
Kerberos  667, 693, 701, 702
knowledge management  19
learning mechanisms  377
legal issues  706
logistic  458, 462, 488, 513, 729
machine learning approaches  379
market cost  88
market research  147, 540, 583, 600
mass customization  20, 431, 432, 470
mass production  459
modular design  433
modularity  23, 432, 437, 455, 456, 457,
465, 466, 474, 487
monetary exchange  502
move to the middle hypothesis  650
multimedia  275, 350, 363, 619
negotiation costs  648
negotiation support  64
network address translation  679
network externality  21, 164
network security  699
non-contractible issues  651
object  319, 321, 322, 323, 324, 325, 328,
330, 344, 619, 692, 731, 732
OLAP  56, 76, 520, 521, 529, 530
OLTP  513
online services  147
openPGP  693, 702
order fulfillment  458, 472
overhead 90, 91
partnership 20, 93, 430
passive sniffing 665, 667
password 673, 674, 702
politics 491, 506
price differentiation 647
privacy 14, 18, 88, 149, 311, 337, 357, 388, 501, 579, 597, 600, 659, 661, 662, 680, 686, 693, 696, 697, 701, 730
procurement 251, 393, 400, 477
product description 430
product development 458
production cost 90
prototyping 249, 636
purchase order 451
quality 651
reengineering 99, 442, 444, 445, 446, 448, 452, 453, 509
re-intermediation 651
reply agent 68
response time 472
retrieval agent 68, 560
risk 88, 100, 129, 131, 183, 199, 375, 645, 648, 705
risk cost 88
role of ECAs 385
RSA 685, 686, 687, 690, 691, 732
rules 422, 455, 528, 644
S/MIME 338, 693, 702
SAP 320, 333, 334, 335, 448, 449, 450, 451, 452, 513, 516, 528, 732
search cost 88, 132, 649
search costs 648
search engines 21, 573
secure sockets layer 686
secure-HTTP 691
segmentation 136
sense and respond 23, 24, 176, 487
service level 458
settlement 509, 641, 645
Social Impacts 387
software agents 20, 62, 64, 67, 373
specialization 475
Strategic positioning 652
supplier utility 647
supply chain 439, 440, 459, 467, 469
supply chain management 459, 467, 469
telecommuters 496, 506, 508
telecommuting 491, 507, 508, 509
teleworking 506
temporary organization 494
ticket auction 640
time compression 503
trade objects 644, 645
trade objects 637, 643
trade rules 644
traditional market 88, 92, 205
transaction phases 644
trust 18, 55, 199, 375, 398, 400, 437, 486, 499, 590, 652, 721, 733
trust 651
types of agents 375
universal access 356
usenet 120, 128, 131, 137, 142, 503
value chain 86
verifone 307, 311
virtual alliances 491, 493, 495, 497, 499, 501, 502, 504, 505
virtual community 163
virtual reality 170
virus 670, 675
web service 20, 240, 241, 250
web site design 245
web technology 3, 62, 407, 468, 473, 478, 482, 485, 486, 487, 516, 528, 651
web-based architecture 531
web-enabled warehouse 511, 512
why are agents important? 373
word-of-mouth 131