

# Brief Contents

## About the Authors

Editorial Assistant: Michael Campbell

### PART ONE

## Organizations, Management, and the Networked Enterprise 29

- Chapter 1 Information Systems in Global Business Today 30
- Chapter 2 Global E-business and Collaboration 68
- Chapter 3 Information Systems, Organizations, and Strategy 106
- Chapter 4 Ethical and Social Issues in Information Systems 150

### PART TWO

## Information Technology Infrastructure 191

- Chapter 5 IT Infrastructure and Emerging Technologies 192
- Chapter 6 Foundations of Business Intelligence: Databases and Information Management 238
- Chapter 7 Telecommunications, the Internet, and Wireless Technology 276
- Chapter 8 Securing Information Systems 320

### PART THREE

## Key System Applications for the Digital Age 363

- Chapter 9 Achieving Operational Excellence and Customer Intimacy: Enterprise Applications 364
- Chapter 10 E-commerce: Digital Markets, Digital Goods 398
- Chapter 11 Managing Knowledge 444
- Chapter 12 Enhancing Decision Making 480

### PART FOUR

## Building and Managing Systems 513

- Chapter 13 Building Information Systems 514
- Chapter 14 Managing Projects 554
- Chapter 15 Managing Global Systems 588

Glossary 619

Indexes 631

British Library Cataloguing-in-Publication Data

A catalogue entry for this book is available from the British Library.

1000745431

20 10 17

Typeset in 10.5/12.5pt by Laserwords Singapore