TOWARDS THE KNOWLEDGE SOCIETY

eCommerce, eBusiness and eGovernment

October 7–9, 2002, Lisbon, Portugal

Edited by

João L. Monteiro
University of Minho
Portugal

Paula M.C. SWATMAN
University of Koblenz-Landau
Germany

Luis Valadares Tavares
Instituto Superior Técnico
Portugal

KLUWER ACADEMIC PUBLISHERS
BOSTON / DORDRECHT / LONDON
Contents

Preface ................................................................. xi
Committees .................................................................. xiii
Reviewers ................................................................. xv
Acknowledgements .................................................... xvii

Session One – eGovernment

1 Online Voting-Not only a Technical Challenge
   Pia Karger................................................................3
2 The Impact of a Continuous Replenishment Program on Organisational Flexibility
   Evangelia Kopanaki; Steve Smithson......................15
3 Using Competitive Intelligence to Develop an Automated Visa Approval System
   Katherine M. Shelfer; June M. Verner.................31

Session Two – eMarkets

4 Design Components for Information Market Services: A Framework for Research and Practice
   Fons Wijnhoven......................................................49
5 A Multidimensional Dynamic Regulation Model for E-Marketplaces: DYNE
   L. Valadares Tavares; M. J. Pereira; J. S. Coelho........67
6 Measuring to Manage Electronic Commerce Technology: Estimating the Return on E-Commerce Technology
   Thomas J. Housel....................................................83
7 Systematic Design of an E-marketplace for Interior Products
   Hugo ter Doest; Henk Jonkers; Jaap van der Spek; Diederik van Leeuwen; Jaap Reitsma; Joseph Owusu.....97
Session Three – Trust

8 On Long-Term Storage of Digitally Signed Documents
Jon Ølines, Annikken Bonnevie Seip .........................................................115
9 The Role of Trust in the Development of Web-based Customer Relationships
Carola Lange ..................................................................................................131
10 Specifying and Analysing Trust for Internet Applications
Tyrone Grandison; Morris Sloman .................................................................145
11 Integrating Model-based Security Risk Management into eBusiness Systems Development: The CORAS Approach
Theo Dimitrakos; Brian Ritchie; Dimitris Raptis; Jan Øyvind Aagedal; Folker den Braber; Ketil Stølen; Siv Hilde Houmb ..........159

Session Four – Fraud and Security

12 Frauds and Information Technology: Analysis of the Influence on Accounting and Company Systems
Jacqueline Veneroso Alves da Cunha; Edgard B. Cornachione Jr. ..179
13 State-Based Security Policy Enforcement in Component-Based E-Commerce Applications
Peter Herrmann; Lars Wiebusch; Heiko Krumm ........................................195
14 IT Security – A Crucial Success Factor for e-Government!
Martina Rohde; Andreas Schmidt; Timo Hauschild .................................211

Session Five – eBusiness

15 The Supply chain Perspective of e-business Evolution
Vicky Manthou; M. Vlachopoulou; D. Folinas ..............................................229
16 A Peer-to-Peer Business Model for the Music Industry
Nick Gehrke; Markus Anding ........................................................................243
17 Analysing e-business Models
Jonas Hedman; Thomas Kalling .................................................................259

Session Six – Design and Information Systems

18 An Information Extraction Support System from BBS Using Topic Mapping Based on Structure of Conversation with a 3-dimensional Space
Ayako Hiramatsu; Tatsuya Nakae; Hiroshi Shibata; Norihisa Komoda .................................................................273
Towards a Generic e-Market Design
Dirk Neumann; Carsten Holtmann; Henning Weltzien; Christoph Lattemann; Christof Weinhardt

Implementation Aspects of SET/EMV
Pita Jarupunphol; Chris J. Mitchell

Session Seven – eLearning

Initiating eLearning via Workflow Management
Carlo Simon; Nadja Reckmann; Paula M.C. Swatman

An e-Education Platform for Teaching-Learning Processes that are Difficult to Visualize
Jorge López; Narciso Cerpa; Yussef Farran

Applying External Solutions to Organizational Development:
eLearning as a Platform for Internal Growth
Chandana R. Unnithan; Elsie S.K. Chan; Paula M.C. Swatman

Session Eight – eBusiness: B2C and C2B

More Than Just a Lock in the Browser: A Global Consumer-Company Transaction Security Perspective
José Luis Gómez Barroso; César Del Pino González

Eye-Catcher or Blind Spot?
Jens Riegelsberger; M. Angela Sasse; John D. McCarthy

Allan Baird; Rodger Jamieson; Narciso Cerpa

A Voucher-Integrated Trading Model for C2B and C2C E-Commerce System Development
Makoto Iguchi; Masayuki Terada; Yoshitaka Nakamura; Ko Fujimura

Session Nine – Technology and Design

Harmonise: A Solution for Data Interoperability
Mirella Dell’Erba; Oliver Fodor; Francesco Ricci; Hannes Werthner

Using Workflow-based Systems for e-Services Provision
Silvia Llorente; Jaime Delgado

Local Area Network Management
Seppo Sirkemaa; Reima Suomi
Session Ten – Public Services and Health

31 Electronic Prescriptions: Developments in Finland  
Reima Suomi; Lauri Salmivalli .................................................................481
32 Community Usage of the Online Conference Service:  
an Experience Report from three CS Conferences  
Tiziana Margaria; Martin Karusseit........................................................497
33 Public Services: E-Governance and E-Health –  
What are we really talking about? 'A Cure All for all Ills?'  
Bob Roberts; Graham Alsop .................................................................513
34 Electronic Negotiations in a Highly Concurrent Environment  
Willy Picard; Wojciech Cellary .............................................................525

Session Eleven – eBusiness: B2B

35 More than just a transaction: Conceptualising industry-based networks for virtual trading communities  
Linda Wilkins; Paula M.C. Swatman; Tanya Castleman..........................539
36 Agent-based Bidding in Electronic Markets  
Dirk Neumann; Henner Gimpel; Carsten Holtmann;  
Christof Weinhardt .................................................................................553
37 IS Innovation: Adoption of B2B e-Commerce  
Helle Zinner Henriksen; Kim Viborg Andersen;  
Torben Pedersen ..................................................................................569

Session Twelve – Web Design

38 The Myth of WebEDI  
Roman Beck; Tim Weitzel; Wolfgang König .........................................585
39 A Web-Based Recommender System for end-of-use ICT Products  
Angelika I. Kokkinaki; Rommert Dekker; Nikos Karacapilidis;  
Costas Pappis .......................................................................................601
40 Extending Enterprise Portal Capabilities With a Workflow Meta-Component Framework  
Cláudio R.M. Silva; Manuel de Jesus Mendes .....................................615
Session Thirteen – Application of eCommerce and eBusiness

41 Managing Change Toward e-Business: Slovenian and Croatian Perspectives
   Andrej Kovacic; Ales Groznik; Vesna Bosilj Vuksic..........................633

42 Evolution and Success of Online Newspapers
   Markku Sääksjärvi; Teemu Santonen..............................................649

   Ana Rosa del Aguila Obra; Sebastián Bruque Cámara;
   Antonio Padilla Meléndez.................................................................667

44 The Evolution of e-Commerce Strategy and Supply Chain Management Practices in the Steel Manufacturing Industry
   Valerie Baker; Joan Cooper; Lois Burgess; Carole Alcock...............685

Session Fourteen – Procedures for eCommerce and eBusiness

45 Argumentative Procedures in e-Commerce Environments
   Paulo Novais; José Neves; Luis Brito; José Machado......................703

46 Integration of Electronic Services in the Execution of Business Transactions
   Rainer Alt; Stefan Zbornik.................................................................717

47 Is The Answer to the Machine Really in the Machine?
   Nicklas Lundblad..................................................................................733