

# MN1505 Foundations in Digital Enterprise

View Online



---

[1]

7 Reasons Why You Should Learn How to Use Excel:

<https://www.activia.co.uk/blog/seven-reasons-why-you-should-learn-how-to-use-excel>.

[2]

10+ Reasons to Use Access (And a Few Reasons Not To) | TechRepublic: 2008.

<https://www.techrepublic.com/blog/10-things/10-plus-reasons-to-use-access-and-a-few-reasons-not-to/>.

[3]

10 IT Basics That Business Managers Need to Know | TechRepublic: 2016.

<https://www.techrepublic.com/blog/10-things/10-it-basics-that-business-managers-need-to-know/>.

[4]

10 Simple Design Rules to Make Word Documents Look Professional and Beautiful | Make Use Of: 2022. <https://www.makeuseof.com/tag/design-rules-word-documents/>.

[5]

Appan, R. and Browne, G.J. 2012. The Impact of Analyst-Induced Misinformation on the Requirements Elicitation Process. MIS Quarterly. 36, 1 (2012), 85–106.

[6]

Apple Inc. Five Forces Analysis (Porter's Model) | Panmore Institute: 2019.  
<http://panmore.com/apple-inc-five-forces-analysis-porters-model-case-study>.

[7]

Apple Value Chain Analysis | Business Research Methodology: 2021.  
<https://research-methodology.net/apple-value-chain-analysis/>.

[8]

Aral, S. 2007. Productivity Effects of Information Diffusion in Networks. MIT Center for Digital Business.

[9]

Aron, R. 2005. Just Right Outsourcing: Understanding and Managing Risk. Journal of Management Information Systems. 22, 2 (2005), 37–55.

[10]

Association for Project Management | The Professional Body for Project Management:  
<https://www.apm.org.uk/>.

[11]

Avison, D. and Fitzgerald, G. 2006. Information Systems Development: Methodologies, Techniques and Tools. McGraw-Hill Education.

[12]

Avison, D. and Fitzgerald, G. 2006. Information Systems Development: Methodologies, Techniques and Tools. McGraw-Hill Education.

[13]

Avison, D.E. and Shah, H.U. 1997. The Information Systems Development Life Cycle: A First Course in Information Systems. McGraw-Hill.

[14]

Banker, R.D. 2011. Cio Reporting Structure, Strategic Positioning, and Firm Performance. *MIS Quarterly*. 35, 2 (2011), 487–504.

[15]

Barton, D. and Court, D. 2012. Making Advanced Analytics Work For You. *Harvard Business Review*. 90, 10 (2012), 78–83.

[16]

Bo, X. and Benbasat, I. 2007. E-Commerce Product Recommendation Agents: Use, Characteristics, and Impact. *MIS Quarterly*. 31, 1 (2007), 137–209.

[17]

Bocij, P. 2008. An Introduction To Acquiring and Developing BIS. *Business Information Systems: Technology, Development and Management*. Financial Times Prentice Hall. 279–318.

[18]

Bocij, P. 2008. Systems Analysis. *Business Information Systems: Technology, Development and Management*. Financial Times Prentice Hall. 373–416.

[19]

Boehm, B.W. 1988. A Spiral Model of Software Development and Enhancement. *Computer*. 21, 5 (1988), 61–72. DOI:<https://doi.org/10.1109/2.59>.

[20]

Browne, G.J. and Rogich, M.B. 2001. An Empirical Investigation of User Requirements Elicitation: Comparing the Effectiveness of Prompting Techniques. *Journal of Management Information Systems*. 17, 4 (2001), 223–249.

[21]

Brynjolfsson, E. 2011. Strength in Numbers: How Does Data-Driven Decisionmaking Affect Firm Performance? SSRN Electronic Journal. (2011).  
DOI:<https://doi.org/10.2139/ssrn.1819486>.

[22]

Brynjolfsson, E. 2005. VII Pillars Of Productivity [open access]. Optimize. 22 (2005).

[23]

Bughin, J. et al. 2011. How Social Technologies Are Extending the Organization. Survey. November (2011).

[24]

Business Continuity and Disaster Recovery Planning: The Basics | CSO Online: 2021.  
<http://www.csoonline.com/article/2118605/disaster-recovery/pandemic-preparedness-business-continuity-and-disaster-recovery-planning-the-basics.html>.

[25]

Carr, N.G. 2003. IT Doesn't Matter. Harvard Business Review. 81, 5 (2003), 41-49.

[26]

Chaffey, D. 2015. Digital Business and E-Commerce Management: Strategy, Implementation and Practice. Pearson.

[27]

Chaffey, D. 2014. Digital Business and E-Commerce Management: Strategy, Implementation and Practice.

[28]

Chatterjee, S. 2015. The Behavioral Roots of Information Systems Security: Exploring Key Factors Related to Unethical IT Use. *Journal of Management Information Systems*. 31, 4 (2015), 49–87.

[29]

Chen, I.J. and Popovich, K. 2003. Understanding Customer Relationship Management (CRM). *Business Process Management Journal*. 9, 5 (2003), 672–688.  
DOI:<https://doi.org/10.1108/14637150310496758>.

[30]

Christensen, C.M. et al. 2015. What Is Disruptive Innovation? *Harvard Business Review*. December (2015).

[31]

Chui, M. 2010. The Internet of Things. *McKinsey Quarterly*. 2 (2010), 70–79.

[32]

Cloud Computing News - IaaS, SaaS, PaaS, Data Security, CIO, Analysis - Cloud Tech News: <http://www.cloudcomputing-news.net/>.

[33]

Computer Glossary, Computer Terms - Technology Definitions and Cheat Sheets from WhatIs.com - The Tech Dictionary and IT Encyclopedia: <http://whatis.techtarget.com/>.

[34]

Creasey, S. 2016. Data Analytics Paved Way for Leicester Win. *Computer Weekly*. (2016), 4–7.

[35]

Data Management Platforms - Using Big Data to Power Marketing Performance - eMarketer: 2013.

<https://web.archive.org/web/20150509153317/http://www.emarketer.com/Webinar/Data-Management-PlatformsUsing-Big-Data-Power-Marketing-Performance/4000073>.

[36]

Date, C.J. 2004. An Introduction to Database Systems. Pearson/Addison Wesley.

[37]

Davenport, T.H. 2013. Analytics 3.0. Harvard Business Review. 91, 12 (2013), 64–72.

[38]

Davenport, T.H. et al. 2012. How 'Big Data' Is Different. MIT Sloan Management Review. Fall (2012).

[39]

Davenport, T.H. 2011. Know What Your Customers Want Before They Do. Harvard Business Review. 89, 12 (2011), 84–92.

[40]

Davenport, T.H. 1998. Putting the Enterprise into the Enterprise System. Harvard Business Review. 76, 4 (1998), 121–131.

[41]

Davenport, T.H. and Patil, D.J. 2012. Data Scientist: The Sexiest Job Of the 21st Century. Harvard Business Review. 90, 10 (2012), 70–76.

[42]

Deiser, R. and Newton, S. 2013. Six Social-Media Skills Every Leader Needs. McKinsey Quarterly. 1 (2013), 62–75.

[43]

Dhillon, G. 2007. Principles of Information Systems Security: Text and Cases. Wiley.

[44]

DSDM Consortium: <https://web.archive.org/web/20160304231401/https://www.dsdm.org/>.

[45]

Easterby-Smith, M. and Lyles, M.A. 2011. Handbook of Organizational Learning and Knowledge Management. John Wiley.

[46]

Easterby-Smith, M. and Lyles, M.A. 2011. Handbook of Organizational Learning and Knowledge Management. John Wiley.

[47]

Eckerson, W. Big Data Analytics: Profiling the Use of Analytical Platforms in User Organizations.

[48]

Elmasri, R. and Navathe, S. 2014. Fundamentals of Database Systems. Pearson.

[49]

FOLDOC - Computing Dictionary: <http://foldoc.org/>.

[50]

Gold, A.H. et al. 2010. Strategies for Improving Systems Development Project Success

[open access]. Issues in Information Systems. XI, 1 (2010), 164–173.

[51]

Gorry, G.A. and Morton, M.S.S. 1989. A Framework for Management Information Systems. Sloan Management Review. 30, 3 (1989), 49–62.

[52]

GRAPHIC: America's Digital Divide, in 2 Maps | Politico: 2018.  
<https://www.politico.com/agenda/story/2018/02/07/digital-divide-in-america-graphic-000639>.

[53]

Guillemette, M.G. and Paré, G. 2012. Toward a New Theory of the Contribution of the It Function in Organizations. MIS Quarterly. 36, 2 (2012), 529–551.

[54]

Hackbarth, G. and Kettinger, W.J. 2000. Building an E-Business Strategy. Information Systems Management. 17, 3 (2000), 78–94.

[55]

Hau, Y.S. 2013. The Effects of Individual Motivations and Social Capital on Employees' Tacit and Explicit Knowledge Sharing Intentions. International Journal of Information Management. 33, 2 (2013), 356–366. DOI:<https://doi.org/10.1016/j.ijinfomgt.2012.10.009>.

[56]

Hitt, L.M. et al. 2002. Investment in Enterprise Resource Planning: Business Impact and Productivity Measures. Journal of Management Information Systems. 19, 1 (2002), 71–98.

[57]



Hoffer, J.A. et al. 2016. Modern Database Management. Pearson.

[58]

Hoffer, J.A. et al. 2016. Modern Database Management. Pearson.

[59]

How to Determine Cloud TCO | Information Management Online: 2013.

<https://web.archive.org/web/20210126185934/https://www.information-management.com/news/how-to-determine-cloud-tco>.

[60]

Information Management | IT Business News:

<https://web.archive.org/web/20210602202347/https://www.information-management.com/>.

[61]

Inmon, W.H. 2005. Building the Data Warehouse. Wiley.

[62]

Insights & Publications | McKinsey & Company: <http://www.mckinsey.com/insights>.

[63]

Iriana, I. and Buttle, F. 2008. Strategic, Operational, and Analytical Customer Relationship Management. Journal of Relationship Marketing. 5, 4 (2008), 23–42.

[64]

Jashapara, A. 2011. Knowledge Management: An Integrated Approach. Financial Times Prentice Hall.

[65]

Jashapara, A. 2004. Knowledge Management: An Integrated Approach. Pearson Education Limited.

[66]

Killen, C.P. and Hunt, R.A. 2013. Robust Project Portfolio Management: Capability Evolution and Maturity. International Journal of Managing Projects in Business. 6, 1 (2013), 131-151. DOI:<https://doi.org/10.1108/17538371311291062>.

[67]

Klein, R. and Rai, A. 2009. Interfirm Strategic Information Flows in Logistics Supply Chain Relationships. MIS Quarterly. 33, 4 (2009), 735-762.

[68]

Kling, R. 2000. Learning About Information Technologies and Social Change: The Contribution of Social Informatics. Information Society. 16, 3 (2000), 217-232.

[69]

Knowledge Workers - Who They Are and What They Do | CFI: 2022.  
<https://corporatefinanceinstitute.com/resources/knowledge/other/knowledge-workers/>.

[70]

Kroenke, D.M. and Auer, D.J. 2016. Database Processing: Fundamentals, Design, and Implementation. Pearson.

[71]

Kumar, K. and Van Hillegersberg, J. 2000. ERP Experiences and Evolution. Communications of the ACM. 43, 4 (2000), 22-26.

[72]

Laudon, K. and Laudon, J. 2015. Building Information Systems and Managing Projects. Essentials of Management Information Systems. Pearson Education Ltd.

[73]

Laudon, K. and Laudon, J. 2015. Building Information Systems and Managing Projects. Essentials of Management Information Systems.

[74]

Laudon, K. and Laudon, J. 2015. Building Information Systems and Managing Projects. Essentials of Management Information Systems.

[75]

Laudon, K. and Laudon, J. 2015. Ethical and Social Issues in Information Systems. Essentials of Management Information Systems. Pearson Education Ltd.

[76]

Laudon, K. and Laudon, J. 2015. Ethical and Social Issues in Information Systems. Essentials of Management Information Systems.

[77]

Laudon, K. and Laudon, J. 2015. Foundations of Business Intelligence: Databases and Information Management. Essentials of Management Information Systems. Pearson Education Ltd.

[78]

Laudon, K. and Laudon, J. 2015. Foundations of Business Intelligence: Databases and Information Management. Essentials of Management Information Systems.

[79]

Laudon, K. and Laudon, J. 2015. Improving Decision Making and Managing Knowledge.

## Essentials of Management Information Systems.

[80]

Laudon, K. and Laudon, J. 2015. Securing Information Systems. Essentials of Management Information Systems. Pearson Education Ltd.

[81]

Laudon, K. and Laudon, J. 2015. Securing Information Systems. Essentials of Management Information Systems.

[82]

Laudon, K.C. and Laudon, J.P. 2015. Essentials of Management Information Systems. Pearson Education Ltd.

[83]

Laudon, K.C. and Laudon, J.P. 2014. Essentials of Management Information Systems.

[84]

Laudon, K.C. and Laudon, J.P. 2014. Essentials of Management Information Systems.

[85]

Laudon, K.C. and Laudon, J.P. 2014. Essentials of Management Information Systems.

[86]

Laudon, K.C. and Laudon, J.P. 2015. Essentials of Management Information Systems. Pearson Education Ltd.

[87]

Laudon, K.C. and Laudon, J.P. 2014. Essentials of Management Information Systems.

[88]

Laudon, K.C. and Laudon, J.P. 2015. Essentials of Management Information Systems.  
Pearson Education Ltd.

[89]

Laudon, K.C. and Laudon, J.P. 2014. Essentials of Management Information Systems.

[90]

Laudon, K.C. and Laudon, J.P. 2014. Essentials of Management Information Systems.

[91]

Laudon, K.C. and Laudon, J.P. 2014. Essentials of Management Information Systems.

[92]

Laudon, K.C. and Laudon, J.P. 2015. Essentials of Management Information Systems.  
Pearson Education Ltd.

[93]

Laudon, K.C. and Laudon, J.P. 2015. Essentials of Management Information Systems.  
Pearson Education Ltd.

[94]

Laudon, K.C. and Laudon, J.P. Essentials of Management Information Systems.

[95]

Laudon, K.C. and Laudon, J.P. 2015. Opening Case: Rugby Football Union Tries Big Data. Essentials of Management Information Systems. Pearson Education Ltd.

[96]

Laudon, K.C. and Laudon, J.P. 2015. Opening Case: Rugby Football Union Tries Big Data. Essentials of Management Information Systems. Pearson Education Ltd.

[97]

Laudon, K.C. and Laudon, J.P. 2015. Opening Case: Rugby Football Union Tries Big Data. Essentials of Management Information Systems. Pearson Education Ltd.

[98]

Laudon, K.C. and Laudon, J.P. 2015. Opening Case: Rugby Football Union Tries Big Data. Essentials of Management Information Systems. Pearson Education Ltd.

[99]

Lee, D.-J. 2011. Managing Consumer Privacy Concerns in Personalization: A Strategic Analysis of Privacy Protection. MIS Quarterly. 35, 2 (2011), 423-A8.

[100]

Lindstrom, L. and Jeffries, R. 2004. Extreme Programming and Agile Software Development Methodologies. Information Systems Management. 21, 3 (2004), 41-52.

[101]

Luzak, J. 2014. Privacy Notice for Dummies? Towards European Guidelines on How to Give 'Clear and Comprehensive Information' on the Cookies' Use in Order to Protect the Internet Users' Right to Online Privacy. Journal of Consumer Policy. 37, 4 (2014), 547-559.

[102]

Majchrzak, A. 2013. The Impact of Shaping on Knowledge Reuse for Organizational Improvement With Wikis. *MIS Quarterly*. 37, 2 (2013), 455-A12.

[103]

Maklan, S. 2011. Why CRM Fails -- and How to Fix It. *MIT Sloan Management Review*. 52, 4 (2011), 77-85.

[104]

Marchand, D.A. and Peppard, J. 2013. Why IT Fumbles Analytics. *Harvard Business Review*. 91, 1 (2013), 104-112.

[105]

McAfee, A. 2004. Do You Have Too Much IT? *MIT Sloan Management Review*. 45, 3 (2004), 18-22.

[106]

McAfee, A. 2011. What Every CEO Needs to Know About The Cloud. *Harvard Business Review*. 89, 11 (2011), 124-132.

[107]

McAfee, A. and Brynjolfsson, E. 2012. Big Data: The Management Revolution. *Harvard Business Review*. 90, 10 (2012), 60-68.

[108]

McFarlan, F.W. 1984. Information Technology Changes the Way You Compete. *Harvard Business Review*. 62, 3 (1984), 98-103.

[109]

Olson, D.L. 2014. *Supply Chain Information Technology*. Business Expert Press.

[110]

Olson, D.L. Supply Chain Information Technology.

[111]

Oz, E. 1992. Ethical Standards for Information Systems Professionals: A Case for a Unified Code. MIS Quarterly. 16, 4 (1992), 423–433.

[112]

PMI | Project Management Institute: <http://www.pmi.org/>.

[113]

Porter, M.E. 1980. Competitive Strategy: Techniques for Analyzing Industries and Competitors. Free Press.

[114]

Porter, M.E. 1979. How Competitive Forces Shape Strategy. Harvard Business Review. 57, 2 (1979), 137–145.

[115]

Porter, M.E. 2001. Strategy and the Internet. Harvard Business Review. 79, 3 (2001), 62–78.

[116]

Porter, M.E. and Millar, V.E. 1985. How Information Gives You Competitive Advantage. Harvard Business Review. 63, 4 (1985), 149–160.

[117]



Radadia, J. 2010. Breaking the Bad Data Bottlenecks. Information Management Magazine. (2010).

[118]

Rai, A. et al. 2006. Firm Performance Impacts of Digitally Enabled Supply Chain Integration Capabilities. MIS Quarterly. 30, 2 (2006), 225–246.

[119]

Sahay, B.S. and Gupta, A.K. 2003. Development of Software Selection Criteria for Supply Chain Solutions. Industrial Management & Data Systems. 103, 2 (2003), 97–110.  
DOI:<https://doi.org/10.1108/02635570310463429>.

[120]

Seddon, P.B. 2010. A Multi-Project Model of Key Factors Affecting Organizational Benefits From Enterprise Systems. MIS Quarterly. 34, 2 (2010), 305-A11.

[121]

Semantic Web | W3C: <https://www.w3.org/standards/semanticweb/>.

[122]

Shein, E. 2015. Companies Proactively Seek Out Internal Threats. Communications of the ACM. 58, 11 (2015), 15–17. DOI:<https://doi.org/10.1145/2820423>.

[123]

Shi, Y. 1996. A Consensus Ranking for Information System Requirements. Information Management & Computer Security. 4, 1 (1996), 10–18.  
DOI:<https://doi.org/10.1108/09685229610114169>.

[124]

Silberschatz, A. et al. 2011. Database System Concepts. McGraw-Hill.

[125]

Sircar, S. 2001. Revolution or Evolution? a Comparison of Object-Oriented and Structured Systems Development Methods. *MIS Quarterly*. 25, 4 (2001), 457-471.

[126]

Smith, J. 2002. Managing Your IT Total Cost of Ownership. *Communications of the ACM*. 45, 1 (2002), 101-106.

[127]

Smith, M.S. 2015. Protecting Privacy in an IoT-Connected World. *Information Management Journal*. 49, 6 (2015), 36-39.

[128]

Soliman, K. 2003. ASPs: Do They Work? *Information Systems Management*. 20, 4 (2003), 50-57.

[129]

Solitander, M. and Solitander, N. 2010. The Sharing, Protection and Thievery of Intellectual Assets. *Management Decision*. 48, 1 (2010), 37-57.  
DOI:<https://doi.org/10.1108/00251741011014445>.

[130]

Stahl, B.C. 2011. Teaching Ethical Reflexivity in Information Systems: How to Equip Students to Deal With Moral and Ethical Issues of Emerging Information and Communication Technologies. *Journal of Information Systems Education*. 22, 3 (2011), 253-260.

[131]

Subramanian, G.H. 2009. Balancing Four Factors in System Development Projects. *Communications of the ACM*. 52, 10 (2009), 118-121.

DOI:<https://doi.org/10.1145/1562764.1562794>.

[132]

Survey Finds ERP Software Project Overruns 'Distressingly Common' | Computerworld: 2012.  
<http://www.itworld.com/article/2723501/enterprise-software/survey-finds-erp-software-project-overruns--distressingly-common-.html>.

[133]

Susarla, A. 2003. Understanding the Service Component of Application Service Provision: An Empirical Analysis of Satisfaction With Asp Services. MIS Quarterly. 27, 1 (2003), 91-123.

[134]

The 10 Vs of Big Data | TDWI - Upside: 2017.  
<https://tdwi.org/articles/2017/02/08/10-vs-of-big-data.aspx>.

[135]

The Digital Divide | Politico: <https://www.politico.com/agenda/issue/the-digital-divide>.

[136]

The Digital Enterprise | McKinsey: 2013.  
<https://www.mckinsey.com/business-functions/digital-mckinsey/our-insights/the-digital-enterprise>.

[137]

Top 10 Reasons for ERP Failure (And How to Avoid It) | ERP Focus: 2023.  
<https://www.erpfocus.com/erp-failure-10-reasons-why-your-erp-project-could-crash-article-540.html>.

[138]

Utterback, J.M. and Acee, H.J. 2005. Disruptive Technologies: An Expanded View. International Journal of Innovation Management. 9, 1 (2005), 1–17.  
DOI:<https://doi.org/10.1142/S1363919605001162>.

[139]

Wall, T. 2019. 'I'm 57 and My Parents Have to Feed Me': The Universal Credit Digital Obstacle Course. Guardian. (Mar. 2019).

[140]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[141]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[142]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[143]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[144]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[145]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[146]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[147]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[148]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[149]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[150]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[151]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[152]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[153]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[154]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[155]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[156]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[157]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[158]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[159]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[160]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[161]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[162]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[163]

Wallace, P.M. 2015. Introduction to Information Systems. Pearson.

[164]

Wallace, P.M. 2015. Knowledge Management and E-Learning. Introduction to Information Systems. Pearson.

[165]

Wallace, P.M. 2015. Project Management and Strategic Planning. Introduction to Information Systems. Pearson.

[166]

Wang, Y. 2013. Social Influence and Knowledge Management Systems Use: Evidence From Panel Data. MIS Quarterly. 37, 1 (2013), 299–313.

[167]

Wang, Y. et al. 2013. Social Influence and Knowledge Management Systems Use: Evidence From Panel Data. MIS Quarterly. 37, 1 (2013), 299–313.

[168]

Watson, H.J. 2006. Real-Time Business Intelligence: Best Practices at Continental Airlines. Information Systems Management. 23, 1 (2006), 7–18.

[169]

Web 3.0 Gives Business Smarter Infrastructure | Baseline: 2011.  
<http://www.baselinemag.com/c/a/Intelligence/Web-30-Gives-Business-Smarter-Infrastructure-576336>.

[170]

What is RFID Used for in the Real World? | RFIDinsider: 2013.  
<http://blog.atlasrfidstore.com/what-is-rfid-used-for-in-applications>.

[171]

Why Big Data Is on the Rise | Foreign Affairs: 2013.  
<https://www.foreignaffairs.com/articles/2013-04-03/rise-big-data>.

[172]

Woodcock, N. 2011. Social CRM as a Business Strategy. Journal of Database Marketing & Customer Strategy Management. 18, 1 (2011), 50–64.

[173]

Wulf, V. and Jarke, M. 2004. The Economics of End-User Development. Communications of the ACM. 47, 9 (2004), 41–42.

[174]

2015 Cost of Cyber Crime Study: United Kingdom.

[175]

2017 Cost of Cyber Crime Study | Accenture - Accenture-2017-CostCyberCrimeStudy.pdf.

[176]

DIGITAL SKILLS for the UK ECONOMY: A Report by ECORYS UK. Department for Business & Skills, Department for Culture Media & Sport.

[177]

SAP Digital Business Services: How do you become an intelligent enterprise? | YouTube.

[178]

State of Cybersecurity: Implications for 2015.



[179]

The Nature of Tech: Digital Business Automation | YouTube.

[180]

The US Open is powered by the IBM Cloud | YouTube.

[181]

2013. Top 5 Reasons ERP Implementations Fail and What You Can Do About It. Ziff Davis.

[182]

Understanding Distributed Denial of Service Attacks | YouTube.

[183]

2016. World Development Report 2016 - Main Message: Digital Dividends.

[184]

2017. World Investment Report 2017 - Chapter IV: Investment and Digital Economy.