

MN1505 Foundations in Digital Enterprise

View Online



[1]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015.

[2]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015
[Online]. Available:
<https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5176483>

[3]

K. C. Laudon and J. P. Laudon, Essentials of Management Information Systems, 11th
ed./Global edition. Harlow, England: Pearson Education Ltd, 2015.

[4]

K. C. Laudon and J. P. Laudon, Essentials of Management Information Systems. 2014
[Online]. Available:
<http://ezproxy01.rhul.ac.uk/login?url=http://www.dawsonera.com/depp/reader/protected/external/AbstractView/S9781292075013>

[5]

'Insights & Publications | McKinsey & Company'. [Online]. Available:
<http://www.mckinsey.com/insights>

[6]

'FOLDOC - Computing Dictionary'. [Online]. Available: <http://foldoc.org/>

[7]

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

[8]

'Information Management | IT Business News'. [Online]. Available: <https://web.archive.org/web/20210602202347/https://www.information-management.com/>

[9]

'The Nature of Tech: Digital Business Automation | YouTube'. [Online]. Available: https://www.youtube.com/watch?v=_UtVvdetCVQ

[10]

'SAP Digital Business Services: How do you become an intelligent enterprise? | YouTube'. [Online]. Available: https://www.youtube.com/watch?v=okM4ym_Tmfc

[11]

'The US Open is powered by the IBM Cloud | YouTube'. [Online]. Available: <https://www.youtube.com/watch?v=izTQwUpLXSU>

[12]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015.

[13]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015
[Online]. Available:
<https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5176483>

[14]

K. C. Laudon and J. P. Laudon, 'Opening Case: Rugby Football Union Tries Big Data', in
Essentials of Management Information Systems, 11th Global Edition., Harlow, England:
Pearson Education Ltd, 2015.

[15]

K. C. Laudon and J. P. Laudon, Essentials of Management Information Systems. 2014
[Online]. Available:
<https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5138246>

[16]

S. Creasey, 'Data Analytics Paved Way for Leicester Win', Computer Weekly, pp. 4-7, 2016
[Online]. Available:
<http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=115641005&site=ehost-live>

[17]

'The Digital Enterprise | McKinsey', Nov. 01, 2013. [Online]. Available:
<https://www.mckinsey.com/business-functions/digital-mckinsey/our-insights/the-digital-enterprise>

[18]

E. Roth, '10 Simple Design Rules to Make Word Documents Look Professional and Beautiful | Make Use Of', May 09, 2022. [Online]. Available:
<https://www.makeuseof.com/tag/design-rules-word-documents/>

[19]

M. E. Shacklett, '10 IT Basics That Business Managers Need to Know | TechRepublic', Apr. 04, 2016. [Online]. Available:

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

[20]

'DIGITAL SKILLS for the UK ECONOMY: A Report by ECORYS UK'. Department for Business & Skills, Department for Culture Media & Sport [Online]. Available: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/492889/DCMSDigitalSkillsReportJan2016.pdf

[21]

'World Investment Report 2017 - Chapter IV: Investment and Digital Economy'. pp. 156-220, 2017 [Online]. Available: https://unctad.org/en/PublicationChapters/wir2017ch4_en.pdf

[22]

R. Kling, 'Learning About Information Technologies and Social Change: The Contribution of Social Informatics.', Information Society, vol. 16, no. 3, pp. 217-232, 2000 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=3533085&site=ehost-live>

[23]

E. Brynjolfsson, 'VII Pillars Of Productivity [open access]', Optimize, no. 22, 2005 [Online]. Available: http://www.georgeschussel.com/wp-content/uploads/articles/NY6420050502_erik.pdf

[24]

'7 Reasons Why You Should Learn How to Use Excel'. [Online]. Available: <https://www.activia.co.uk/blog/seven-reasons-why-you-should-learn-how-to-use-excel>

[25]

S. Harkins, '10+ Reasons to Use Access (And a Few Reasons Not To) | TechRepublic', Aug. 15, 2008. [Online]. Available:

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

[26]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015.

[27]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015 [Online]. Available:
<https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5176483>

[28]

D. Chaffey, Digital Business and E-Commerce Management: Strategy, Implementation and Practice, 6th Edition. Harlow, England: Pearson, 2015.

[29]

D. Chaffey, Digital Business and E-Commerce Management: Strategy, Implementation and Practice, 6th Edition. 2014 [Online]. Available:
<https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5174231>

[30]

K. C. Laudon and J. P. Laudon, 'Opening Case: Rugby Football Union Tries Big Data', in Essentials of Management Information Systems, 11th Global Edition., Harlow, England: Pearson Education Ltd, 2015.

[31]

K. C. Laudon and J. P. Laudon, Essentials of Management Information Systems. 2014 [Online]. Available:
<https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5138246>

[32]

M. Chui, 'The Internet of Things', McKinsey Quarterly, no. 2, pp. 70–79, 2010 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=49469625&site=ehost-live>

[33]

'Semantic Web | W3C'. [Online]. Available: <https://www.w3.org/standards/semanticweb/>

[34]

X. Bo and I. Benbasat, 'E-Commerce Product Recommendation Agents: Use, Characteristics, and Impact', MIS Quarterly, vol. 31, no. 1, pp. 137–209, 2007 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=23963841&site=ehost-live>

[35]

T. Shaw, 'Web 3.0 Gives Business Smarter Infrastructure | Baseline', Apr. 06, 2011. [Online]. Available: <http://www.baselinemag.com/c/a/Intelligence/Web-30-Gives-Business-Smarter-Infrastructure-576336>

[36]

G. Hackbarth and W. J. Kettinger, 'Building an E-Business Strategy', Information Systems Management, vol. 17, no. 3, pp. 78–94, 2000 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=3185578&site=ehost-live>

[37]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015.

[38]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015
[Online]. Available:
<https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5176483>

[39]

M. E. Porter, 'Strategy and the Internet', Harvard Business Review, vol. 79, no. 3, pp.
62-78, 2001 [Online]. Available:
<http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=4147416&site=ehost-live>

[40]

N. G. Carr, 'IT Doesn't Matter', Harvard Business Review, vol. 81, no. 5, pp. 41-49, 2003
[Online]. Available:
<http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=9720881&site=ehost-live>

[41]

K. C. Laudon and J. P. Laudon, Essentials of Management Information Systems, 11th
ed./Global edition. Harlow, England: Pearson Education Ltd, 2015.

[42]

K. C. Laudon and J. P. Laudon, Essentials of Management Information Systems. 2014
[Online]. Available:
<https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5138246>

[43]

A. McAfee, 'Do You Have Too Much IT?', MIT Sloan Management Review, vol. 45, no. 3, pp.
18-22, 2004 [Online]. Available:
<http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=12856174&site=ehost-live>

[44]

F. W. McFarlan, 'Information Technology Changes the Way You Compete', Harvard Business Review, vol. 62, no. 3, pp. 98–103, 1984 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=4120899&site=ehost-live>

[45]

M. E. Porter, 'How Competitive Forces Shape Strategy', Harvard Business Review, vol. 57, no. 2, pp. 137–145, 1979 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=3867673&site=ehost-live>

[46]

M. E. Porter and V. E. Millar, 'How Information Gives You Competitive Advantage', Harvard Business Review, vol. 63, no. 4, pp. 149–160, 1985 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=8500002422&site=ehost-live>

[47]

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

[48]

C. M. Christensen, M. E. Raynor, and R. McDonald, 'What Is Disruptive Innovation?', Harvard Business Review, no. December, 2015 [Online]. Available: <https://hbr.org/2015/12/what-is-disruptive-innovation>

[49]

J. M. Utterback and H. J. Acee, 'Disruptive Technologies: An Expanded View', International Journal of Innovation Management, vol. 9, no. 1, pp. 1–17, 2005, doi: 10.1142/S1363919605001162.

[50]

J. Dudovskiy, 'Apple Value Chain Analysis | Business Research Methodology', Feb. 23,

2021. [Online]. Available: <https://research-methodology.net/apple-value-chain-analysis/>

[51]

E. Ferguson, 'Apple Inc. Five Forces Analysis (Porter's Model) | Panmore Institute', Feb. 22, 2019. [Online]. Available: <http://panmore.com/apple-inc-five-forces-analysis-porters-model-case-study>

[52]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015.

[53]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015 [Online]. Available: <https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5176483>

[54]

K. C. Laudon and J. P. Laudon, Essentials of Management Information Systems, 11th ed./Global edition. Harlow, England: Pearson Education Ltd, 2015.

[55]

K. C. Laudon and J. P. Laudon, Essentials of Management Information Systems. 2014 [Online]. Available: <https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5138246>

[56]

T. H. Davenport, P. Barth, and R. Bean, 'How "Big Data" Is Different', MIT Sloan Management Review, no. Fall, 2012 [Online]. Available: <http://sloanreview.mit.edu/article/how-big-data-is-different/>

[57]

A. McAfee and E. Brynjolfsson, 'Big Data: The Management Revolution', Harvard Business Review, vol. 90, no. 10, pp. 60-68, 2012 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=79996279∓site=ehost-live>

[58]

J. Radadia, 'Breaking the Bad Data Bottlenecks', Information Management Magazine, 2010 [Online]. Available: http://www.information-management.com/issues/20_3/breaking_the_bad_data_bottlenecks-10017895-1.html

[59]

G. Firican, 'The 10 Vs of Big Data | TDWI - Upside', Feb. 08, 2017. [Online]. Available: <https://tdwi.org/articles/2017/02/08/10-vs-of-big-data.aspx>

[60]

K. N. Cukier and V. Mayer-Schoenberger, 'Why Big Data Is on the Rise | Foreign Affairs', 2013. [Online]. Available: <https://www.foreignaffairs.com/articles/2013-04-03/rise-big-data>

[61]

R. Elmasri and S. Navathe, Fundamentals of Database Systems, 6th Edition. Harlow, Essex: Pearson, 2014 [Online]. Available: <https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5248269>

[62]

D. M. Kroenke and D. J. Auer, Database Processing: Fundamentals, Design, and Implementation, 14th Edition. Boston: Pearson, 2016 [Online]. Available: <https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5185586>

[63]

A. Silberschatz, H. F. Korth, and S. Sudarshan, Database System Concepts, 6th Edition. New York: McGraw-Hill, 2011.

[64]

C. J. Date, An Introduction to Database Systems, 8th Edition. Boston: Pearson/Addison Wesley, 2004.

[65]

W. H. Inmon, Building the Data Warehouse, 4th Edition. Indianapolis: Wiley, 2005 [Online]. Available: <https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=239420>

[66]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015.

[67]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015 [Online]. Available: <https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5176483>

[68]

K. C. Laudon and J. P. Laudon, 'Opening Case: Rugby Football Union Tries Big Data', in Essentials of Management Information Systems, 11th Global Edition., Harlow, England: Pearson Education Ltd, 2015.

[69]

K. C. Laudon and J. P. Laudon, Essentials of Management Information Systems. 2014 [Online]. Available: <https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5138246>

[70]

P. B. Seddon, 'A Multi-Project Model of Key Factors Affecting Organizational Benefits From Enterprise Systems', *MIS Quarterly*, vol. 34, no. 2, pp. 305-A11, 2010 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=50036083∓site=ehost-live>

[71]

T. H. Davenport, 'Putting the Enterprise into the Enterprise System.', *Harvard Business Review*, vol. 76, no. 4, pp. 121-131, 1998 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=780261∓site=ehost-live>

[72]

K. Kumar and J. Van Hillegersberg, 'ERP Experiences and Evolution', *Communications of the ACM*, vol. 43, no. 4, pp. 22-26, 2000 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=12070056∓site=ehost-live>

[73]

C. Kanaracus, 'Survey Finds ERP Software Project Overruns "Distressingly Common" | Computerworld', Jul. 12, 2012. [Online]. Available: <http://www.itworld.com/article/2723501/enterprise-software/survey-finds-erp-software-project-overruns--distressingly-common-.html>

[74]

L. M. Hitt, D. J. Wu, and X. Zhou, 'Investment in Enterprise Resource Planning: Business Impact and Productivity Measures.', *Journal of Management Information Systems*, vol. 19, no. 1, pp. 71-98, 2002 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=6976829∓site=ehost-live>

[75]

'Top 5 Reasons ERP Implementations Fail and What You Can Do About It'. Ziff Davis, 2013 [Online]. Available: https://cdn2.hubspot.net/hub/52892/file-345156864-pdf/docs/Top_5_Reasons_ERP_Implementations_Fail.pdf

[76]

T. Miller, 'Top 10 Reasons for ERP Failure (And How to Avoid It) | ERP Focus', Feb. 26, 2023. [Online]. Available: <https://www.erpfocus.com/erp-failure-10-reasons-why-your-erp-project-could-crash-article-540.html>

[77]

R. Klein and A. Rai, 'Interfirm Strategic Information Flows in Logistics Supply Chain Relationships', *MIS Quarterly*, vol. 33, no. 4, pp. 735–762, 2009 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=44988648∓site=ehost-live>

[78]

A. Rai, R. Patnayakuni, and N. Seth, 'Firm Performance Impacts of Digitally Enabled Supply Chain Integration Capabilities', *MIS Quarterly*, vol. 30, no. 2, pp. 225–246, 2006 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=21145595∓site=ehost-live>

[79]

D. L. Olson, *Supply Chain Information Technology*, 2nd Edition., vol. The Supply and Operations Management Collection. New York, NY: Business Expert Press, 2014.

[80]

D. L. Olson, *Supply Chain Information Technology*, vol. Supply and Operations Management Collection. [Online]. Available: <https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=1778603>

[81]

J. Thrasher, 'What is RFID Used for in the Real World? | RFIDinsider', Aug. 22, 2013. [Online]. Available: <http://blog.atlasrfidstore.com/what-is-rfid-used-for-in-applications>

[82]

I. Iriana and F. Buttle, 'Strategic, Operational, and Analytical Customer Relationship Management', *Journal of Relationship Marketing*, vol. 5, no. 4, pp. 23-42, 2008 [Online]. Available:
https://librarysearch.royalholloway.ac.uk/permalink/f/1cm8pdv/TN_cdi_scopus_primary_46629238

[83]

N. Woodcock, 'Social CRM as a Business Strategy', *Journal of Database Marketing & Customer Strategy Management*, vol. 18, no. 1, pp. 50-64, 2011 [Online]. Available:
<http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=60097258∓site=ehost-live>

[84]

T. H. Davenport, 'Know What Your Customers Want Before They Do', *Harvard Business Review*, vol. 89, no. 12, pp. 84-92, 2011 [Online]. Available:
<http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=67484704∓site=ehost-live>

[85]

S. Maklan, 'Why CRM Fails -- and How to Fix It.', *MIT Sloan Management Review*, vol. 52, no. 4, pp. 77-85, 2011 [Online]. Available:
<http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=63008085∓site=ehost-live>

[86]

I. J. Chen and K. Popovich, 'Understanding Customer Relationship Management (CRM)', *Business Process Management Journal*, vol. 9, no. 5, pp. 672-688, 2003, doi:
10.1108/14637150310496758.

[87]

P. M. Wallace, *Introduction to Information Systems*, 2nd Edition. Boston: Pearson, 2015.

[88]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015 [Online]. Available:
<https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5176483>

[89]

K. C. Laudon and J. P. Laudon, 'Opening Case: Rugby Football Union Tries Big Data', in Essentials of Management Information Systems, 11th Global Edition., Harlow, England: Pearson Education Ltd, 2015.

[90]

K. C. Laudon and J. P. Laudon, Essentials of Management Information Systems. 2014 [Online]. Available:
<https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5138246>

[91]

P. Bocij, 'An Introduction To Acquiring and Developing BIS', in Business Information Systems: Technology, Development and Management, 4th Edition., Harlow: Financial Times Prentice Hall, 2008, pp. 279–318.

[92]

K. Soliman, 'ASPs: Do They Work?', Information Systems Management, vol. 20, no. 4, pp. 50–57, 2003 [Online]. Available:
<http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=11015720&site=ehost-live>

[93]

A. Susarla, 'Understanding the Service Component of Application Service Provision: An Empirical Analysis of Satisfaction With Asp Services', MIS Quarterly, vol. 27, no. 1, pp. 91–123, 2003 [Online]. Available:
<http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=9284305&site=ehost-live>

[94]

V. Wulf and M. Jarke, 'The Economics of End-User Development', *Communications of the ACM*, vol. 47, no. 9, pp. 41-42, 2004 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=14376975∓site=ehost-live>

[95]

R. Aron, 'Just Right Outsourcing: Understanding and Managing Risk', *Journal of Management Information Systems*, vol. 22, no. 2, pp. 37-55, 2005 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=18908193∓site=ehost-live>

[96]

B. S. Sahay and A. K. Gupta, 'Development of Software Selection Criteria for Supply Chain Solutions', *Industrial Management & Data Systems*, vol. 103, no. 2, pp. 97-110, 2003, doi: 10.1108/02635570310463429.

[97]

J. Smith, 'Managing Your IT Total Cost of Ownership.', *Communications of the ACM*, vol. 45, no. 1, pp. 101-106, 2002 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=11934594∓site=ehost-live>

[98]

J. Kern, 'How to Determine Cloud TCO | Information Management Online', Mar. 07, 2013. [Online]. Available: <https://web.archive.org/web/20210126185934/https://www.information-management.com/news/how-to-determine-cloud-tco>

[99]

A. McAfee, 'What Every CEO Needs to Know About The Cloud', *Harvard Business Review*, vol. 89, no. 11, pp. 124-132, 2011 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=67003261∓site=ehost-live>

[100]

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

[101]

D. Avison and G. Fitzgerald, Information Systems Development: Methodologies, Techniques and Tools, 4th Edition. London: McGraw-Hill Education, 2006.

[102]

G. H. Subramanian, 'Balancing Four Factors in System Development Projects', Communications of the ACM, vol. 52, no. 10, pp. 118–121, 2009, doi: 10.1145/1562764.1562794.

[103]

B. W. Boehm, 'A Spiral Model of Software Development and Enhancement', Computer, vol. 21, no. 5, pp. 61–72, 1988, doi: 10.1109/2.59.

[104]

S. Sircar, 'Revolution or Evolution? a Comparison of Object-Oriented and Structured Systems Development Methods.', MIS Quarterly, vol. 25, no. 4, pp. 457–471, 2001 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=6406420&site=ehost-live>

[105]

'DSDM Consortium'. [Online]. Available: <https://web.archive.org/web/20160304231401/https://www.dsdm.org/>

[106]

K. Laudon and J. Laudon, 'Foundations of Business Intelligence: Databases and Information

Management', in Essentials of Management Information Systems, 11th ed./Global edition., Harlow, England: Pearson Education Ltd, 2015.

[107]

K. Laudon and J. Laudon, 'Foundations of Business Intelligence: Databases and Information Management', in Essentials of Management Information Systems, 2015 [Online]. Available: <https://ebookcentral-proquest-com.ezproxy01.rhul.ac.uk/lib/rhul/detail.action?docID=5138246>

[108]

K. Laudon and J. Laudon, 'Building Information Systems and Managing Projects', in Essentials of Management Information Systems, 11th ed./Global edition., Harlow, England: Pearson Education Ltd, 2015.

[109]

K. Laudon and J. Laudon, 'Building Information Systems and Managing Projects', in Essentials of Management Information Systems, 2015 [Online]. Available: <https://ebookcentral-proquest-com.ezproxy01.rhul.ac.uk/lib/rhul/detail.action?docID=5138246>

[110]

P. Bocij, 'Systems Analysis', in Business Information Systems: Technology, Development and Management, 4th Edition., Harlow: Financial Times Prentice Hall, 2008, pp. 373–416.

[111]

D. Avison and G. Fitzgerald, Information Systems Development: Methodologies, Techniques and Tools, 4th Edition. London: McGraw-Hill Education, 2006.

[112]

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

[113]

G. J. Browne and M. B. Rogich, 'An Empirical Investigation of User Requirements Elicitation: Comparing the Effectiveness of Prompting Techniques', *Journal of Management Information Systems*, vol. 17, no. 4, pp. 223-249, 2001 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=4326066&site=ehost-live>

[114]

Y. Shi, 'A Consensus Ranking for Information System Requirements', *Information Management & Computer Security*, vol. 4, no. 1, pp. 10-18, 1996, doi: 10.1108/09685229610114169.

[115]

L. Lindstrom and R. Jeffries, 'Extreme Programming and Agile Software Development Methodologies', *Information Systems Management*, vol. 21, no. 3, pp. 41-52, 2004 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=13352756&site=ehost-live>

[116]

R. Appan and G. J. Browne, 'The Impact of Analyst-Induced Misinformation on the Requirements Elicitation Process', *MIS Quarterly*, vol. 36, no. 1, pp. 85-106, 2012 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=71143099&site=ehost-live>

[117]

J. A. Hoffer, V. Ramesh, and H. Topi, *Modern Database Management*, 12th Edition. Upper Saddle River: Pearson, 2016.

[118]

J. A. Hoffer, V. Ramesh, and H. Topi, *Modern Database Management*, 12th Global Edition. Boston, [Massachusetts]: Pearson, 2016 [Online]. Available:

<https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5185641>

[119]

P. M. Wallace, *Introduction to Information Systems*, 2nd Edition. Boston: Pearson, 2015 [Online]. Available:
<https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5176483>

[120]

P. M. Wallace, *Introduction to Information Systems*, 2nd Edition. Boston: Pearson, 2015.

[121]

K. C. Laudon and J. P. Laudon, *Essentials of Management Information Systems*, 11th ed./Global edition. Harlow, England: Pearson Education Ltd, 2015.

[122]

E. Brynjolfsson, 'Strength in Numbers: How Does Data-Driven Decisionmaking Affect Firm Performance?', *SSRN Electronic Journal*, 2011, doi: 10.2139/ssrn.1819486.

[123]

T. H. Davenport and D. J. Patil, 'Data Scientist: The Sexiest Job Of the 21st Century', *Harvard Business Review*, vol. 90, no. 10, pp. 70–76, 2012 [Online]. Available:
<http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=79996214&site=ehost-live>

[124]

D. Barton and D. Court, 'Making Advanced Analytics Work For You', *Harvard Business Review*, vol. 90, no. 10, pp. 78–83, 2012 [Online]. Available:
<http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=79996092&site=ehost-live>

[125]

W. Eckerson, 'Big Data Analytics: Profiling the Use of Analytical Platforms in User Organizations'. [Online]. Available:
<http://tdwi.org/%7E/media/8E51AC2BE2664D83BF1F503BED557105.pdf>

[126]

H. J. Watson, 'Real-Time Business Intelligence: Best Practices at Continental Airlines', Information Systems Management, vol. 23, no. 1, pp. 7-18, 2006 [Online]. Available:
<http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=19141701∓site=ehost-live>

[127]

T. H. Davenport, 'Analytics 3.0', Harvard Business Review, vol. 91, no. 12, pp. 64-72, 2013 [Online]. Available:
<http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=92545710∓site=ehost-live>

[128]

D. A. Marchand and J. Peppard, 'Why IT Fumbles Analytics', Harvard Business Review, vol. 91, no. 1, pp. 104-112, 2013 [Online]. Available:
<http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=84424084∓site=ehost-live>

[129]

L. Fisher, 'Data Management Platforms - Using Big Data to Power Marketing Performance - eMarketer', Oct. 24, 2013. [Online]. Available:
<https://web.archive.org/web/20150509153317/http://www.emarketer.com/Webinar/Data-Management-PlatformsUsing-Big-Data-Power-Marketing-Performance/4000073>

[130]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015 [Online]. Available:
<https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5176483>

[131]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015.

[132]

K. C. Laudon and J. P. Laudon, Essentials of Management Information Systems, 11th ed./Global edition. Harlow, England: Pearson Education Ltd, 2015.

[133]

K. C. Laudon and J. P. Laudon, Essentials of Management Information Systems. [Online]. Available: <https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5138246>

[134]

S. Aral, 'Productivity Effects of Information Diffusion in Networks'. MIT Center for Digital Business, 2007 [Online]. Available: http://ebusiness.mit.edu/research/papers/2007.07_Aral_Brynjolfsson_Van%20Alstyne_Productivity%20Effects%20of%20Information_234.pdf

[135]

J. Bughin, A. H. Byers, and M. Chui, 'How Social Technologies Are Extending the Organization', Survey, no. November, 2011 [Online]. Available: <https://web.archive.org/web/20170317102159/http://www.mckinsey.com/industries/high-tech/our-insights/how-social-technologies-are-extending-the-organization>

[136]

R. D. Banker, 'Cio Reporting Structure, Strategic Positioning, and Firm Performance', MIS Quarterly, vol. 35, no. 2, pp. 487-504, 2011 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=60461880&site=ehost-live>

[137]

M. G. Guillemette and G. Paré, 'Toward a New Theory of the Contribution of the It Function

in Organizations.', MIS Quarterly, vol. 36, no. 2, pp. 529-551, 2012 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=74717006&site=ehost-live>

[138]

R. Deiser and S. Newton, 'Six Social-Media Skills Every Leader Needs', McKinsey Quarterly, no. 1, pp. 62-75, 2013 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=85277123&site=ehost-live>

[139]

G. A. Gorry and M. S. S. Morton, 'A Framework for Management Information Systems', Sloan Management Review, vol. 30, no. 3, pp. 49-62, 1989 [Online]. Available: <http://search.proquest.com.ezproxy01.rhul.ac.uk/docview/1302988972?accountid=11455>

[140]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015 [Online]. Available: <https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5176483>

[141]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015.

[142]

P. M. Wallace, 'Project Management and Strategic Planning', in Introduction to Information Systems, Second edition., Boston: Pearson, 2015 [Online]. Available: <https://ebookcentral-proquest-com.ezproxy01.rhul.ac.uk/lib/rhul/detail.action?docID=5176483>

[143]

K. Laudon and J. Laudon, 'Building Information Systems and Managing Projects', in

Essentials of Management Information Systems, 2015 [Online]. Available:
<https://ebookcentral-proquest-com.ezproxy01.rhul.ac.uk/lib/rhul/detail.action?docID=5573684>

[144]

A. H. Gold, G. L. Gray, C. G. Jones, and D. W. Miller, 'Strategies for Improving Systems Development Project Success [open access]', *Issues in Information Systems*, vol. XI, no. 1, pp. 164-173, 2010 [Online]. Available: <http://dare.uvu.vu.nl/handle/1871/49064>

[145]

C. P. Killen and R. A. Hunt, 'Robust Project Portfolio Management: Capability Evolution and Maturity', *International Journal of Managing Projects in Business*, vol. 6, no. 1, pp. 131-151, 2013, doi: 10.1108/17538371311291062.

[146]

N. Weinberg, 'Business Continuity and Disaster Recovery Planning: The Basics | CSO Online', Mar. 25, 2021. [Online]. Available:
<http://www.csoonline.com/article/2118605/disaster-recovery/pandemic-preparedness-business-continuity-and-disaster-recovery-planning-the-basics.html>

[147]

'Association for Project Management | The Professional Body for Project Management'. [Online]. Available: <https://www.apm.org.uk/>

[148]

'PMI | Project Management Institute'. [Online]. Available: <http://www.pmi.org/>

[149]

P. M. Wallace, *Introduction to Information Systems*, 2nd Edition. Boston: Pearson, 2015 [Online]. Available:
<https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5176483>

[150]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015.

[151]

K. Laudon and J. Laudon, 'Securing Information Systems', in Essentials of Management Information Systems, 11th ed./Global edition., Harlow, England: Pearson Education Ltd, 2015.

[152]

K. Laudon and J. Laudon, 'Securing Information Systems', in Essentials of Management Information Systems, 2015 [Online]. Available:
<https://ebookcentral-proquest-com.ezproxy01.rhul.ac.uk/lib/rhul/detail.action?docID=5573684>

[153]

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

[154]

'2015 Cost of Cyber Crime Study: United Kingdom'. [Online]. Available:
<https://web.archive.org/web/20160207182639/http://cybersecuritysummit.co.uk/wp-content/uploads/2015/06/2015-UK-CCC-FINAL-3.pdf>

[155]

'2017 Cost of Cyber Crime Study | Accenture - Accenture-2017-CostCyberCrimeStudy.pdf'. [Online]. Available:
https://www.accenture.com/t20170926T072837Z__w__/us-en/_acnmedia/PDF-61/Accenture-2017-CostCyberCrimeStudy.pdf

[156]

'State of Cybersecurity: Implications for 2015'. [Online]. Available:

http://www.isaca.org/cyber/Documents/State-of-Cybersecurity_Res_Eng_0415.pdf

[157]

E. Shein, 'Companies Proactively Seek Out Internal Threats', *Communications of the ACM*, vol. 58, no. 11, pp. 15–17, 2015, doi: 10.1145/2820423.

[158]

'Understanding Distributed Denial of Service Attacks | YouTube'. [Online]. Available: <https://www.youtube.com/watch?v=NogCN78XN2w#action=share>

[159]

K. Laudon and J. Laudon, 'Ethical and Social Issues in Information Systems', in *Essentials of Management Information Systems*, 11th ed./Global edition., Harlow, England: Pearson Education Ltd, 2015.

[160]

K. Laudon and J. Laudon, 'Ethical and Social Issues in Information Systems', in *Essentials of Management Information Systems*, 2015 [Online]. Available: <https://ebookcentral-proquest-com.ezproxy01.rhul.ac.uk/lib/rhul/detail.action?docID=5573684>

[161]

J. Hendel and T. Doherty, 'GRAPHIC: America's Digital Divide, in 2 Maps | Politico', Jul. 02, 2018. [Online]. Available: <https://www.politico.com/agenda/story/2018/02/07/digital-divide-in-america-graphic-000639>

[162]

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

[163]

T. Wall, "'I'm 57 and My Parents Have to Feed Me": The Universal Credit Digital Obstacle Course', *Guardian*, Mar. 2019 [Online]. Available:
<https://www.theguardian.com/society/2019/mar/18/57-parents-feed-me-universal-credit-digital-obstacle-course>

[164]

S. Chatterjee, 'The Behavioral Roots of Information Systems Security: Exploring Key Factors Related to Unethical IT Use', *Journal of Management Information Systems*, vol. 31, no. 4, pp. 49-87, 2015 [Online]. Available:
<http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=102702506&site=ehost-live>

[165]

B. C. Stahl, '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*, vol. 22, no. 3, pp. 253-260, 2011 [Online]. Available:
<http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=69713592&site=ehost-live>

[166]

E. Oz, 'Ethical Standards for Information Systems Professionals: A Case for a Unified Code', *MIS Quarterly*, vol. 16, no. 4, pp. 423-433, 1992 [Online]. Available:
<http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=9604010642&site=ehost-live>

[167]

J. Luzak, '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*, vol. 37, no. 4, pp. 547-559, 2014 [Online]. Available:
<http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=99108901&site=ehost-live>

[168]

M. S. Smith, 'Protecting Privacy in an IoT-Connected World.', Information Management Journal, vol. 49, no. 6, pp. 36-39, 2015 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=110923673&site=ehost-live>

[169]

D.-J. Lee, 'Managing Consumer Privacy Concerns in Personalization: A Strategic Analysis of Privacy Protection', MIS Quarterly, vol. 35, no. 2, pp. 423-A8, 2011 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=60461925&site=ehost-live>

[170]

'World Development Report 2016 - Main Message: Digital Dividends'. 2016 [Online]. Available: <http://pubdocs.worldbank.org/en/155841452690992989/WDR2016MainMessages-ENGLISH-WebRes.pdf>

[171]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015 [Online]. Available: <https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=5176483>

[172]

P. M. Wallace, Introduction to Information Systems, 2nd Edition. Boston: Pearson, 2015.

[173]

P. M. Wallace, 'Knowledge Management and E-Learning', in Introduction to Information Systems, Second edition., Boston: Pearson, 2015 [Online]. Available: <https://ebookcentral-proquest-com.ezproxy01.rhul.ac.uk/lib/rhul/detail.action?docID=5176483>

[174]

K. Laudon and J. Laudon, 'Improving Decision Making and Managing Knowledge', in *Essentials of Management Information Systems*, 2015 [Online]. Available: <https://ebookcentral-proquest-com.ezproxy01.rhul.ac.uk/lib/rhul/detail.action?docID=5573684>

[175]

Y. Wang, 'Social Influence and Knowledge Management Systems Use: Evidence From Panel Data', *MIS Quarterly*, vol. 37, no. 1, pp. 299–313, 2013 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=85634571∓site=ehost-live>

[176]

A. Majchrzak, 'The Impact of Shaping on Knowledge Reuse for Organizational Improvement With Wikis', *MIS Quarterly*, vol. 37, no. 2, pp. 455–A12, 2013 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=87370679∓site=ehost-live>

[177]

Y. S. Hau, 'The Effects of Individual Motivations and Social Capital on Employees' Tacit and Explicit Knowledge Sharing Intentions', *International Journal of Information Management*, vol. 33, no. 2, pp. 356–366, 2013, doi: 10.1016/j.ijinfomgt.2012.10.009.

[178]

M. Solitander and N. Solitander, 'The Sharing, Protection and Thievery of Intellectual Assets', *Management Decision*, vol. 48, no. 1, pp. 37–57, 2010, doi: 10.1108/00251741011014445.

[179]

Y. Wang, D. B. Meister, and P. H. Gray, 'Social Influence and Knowledge Management Systems Use: Evidence From Panel Data', *MIS Quarterly*, vol. 37, no. 1, pp. 299–313, 2013 [Online]. Available: <http://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=85634571∓site=ehost-live>

[180]

M. Easterby-Smith and M. A. Lyles, Handbook of Organizational Learning and Knowledge Management, 2nd Edition. Chichester: John Wiley, 2011.

[181]

M. Easterby-Smith and M. A. Lyles, Handbook of Organizational Learning and Knowledge Management, 2nd Edition. Chichester: John Wiley, 2011 [Online]. Available: <https://ebookcentral.proquest.com/lib/rhul/detail.action?docID=693559>

[182]

A. Jashapara, Knowledge Management: An Integrated Approach, 2nd Edition. Harlow: Financial Times Prentice Hall, 2011.

[183]

A. Jashapara, Knowledge Management: An Integrated Approach. Harlow, England: Pearson Education Limited, 2004 [Online]. Available: <https://ezproxy01.rhul.ac.uk/login?url=http://www.vlebooks.com/vleweb/product/openreader?id=Holloway&isbn=9781408212561&uid=^u>

[184]

'Knowledge Workers - Who They Are and What They Do | CFI', Dec. 06, 2022. [Online]. Available: <https://corporatefinanceinstitute.com/resources/knowledge/other/knowledge-workers/>