## MN1505 Foundations in Digital Enterprise



Anon. 2013a. 'The Digital Enterprise | McKinsey'. Retrieved (https://www.mckinsey.com/business-functions/digital-mckinsey/our-insights/the-digital-enterprise).

Anon. 2013b. 'Top 5 Reasons ERP Implementations Fail and What You Can Do About It'.

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

Anon. 2017. 'World Investment Report 2017 - Chapter IV: Investment and Digital Economy'. 156–220.

Anon. 2022. 'Knowledge Workers - Who They Are and What They Do | CFI'. Retrieved (https://corporatefinanceinstitute.com/resources/knowledge/other/knowledge-workers/).

Anon. n.d.-a. '7 Reasons Why You Should Learn How to Use Excel'. Retrieved (https://www.activia.co.uk/blog/seven-reasons-why-you-should-learn-how-to-use-excel).

Anon. n.d.-b. '2015 Cost of Cyber Crime Study: United Kingdom'.

Anon. n.d.-c. '2017 Cost of Cyber Crime Study | Accenture - Accenture-2017-CostCyberCrimeStudy.Pdf'.

Anon. n.d.-d. 'Association for Project Management | The Professional Body for Project Management'. Retrieved (https://www.apm.org.uk/).

Anon. n.d.-e. 'Cloud Computing News - IaaS, SaaS, PaaS, Data Security, CIO, Analysis - Cloud Tech News'. Retrieved (http://www.cloudcomputing-news.net/).

Anon. n.d.-f. 'Computer Glossary, Computer Terms - Technology Definitions and Cheat Sheets from WhatIs.Com - The Tech Dictionary and IT Encyclopedia'. Retrieved (http://whatis.techtarget.com/).

Anon. n.d.-g. 'DIGITAL SKILLS for the UK ECONOMY: A Report by ECORYS UK'.

Anon. n.d.-h. 'DSDM Consortium'. Retrieved (https://web.archive.org/web/20160304231401/https://www.dsdm.org/).

Anon. n.d.-i. 'FOLDOC - Computing Dictionary'. Retrieved (http://foldoc.org/).

Anon. n.d.-j. 'Information Management | IT Business News'. Retrieved

(https://web.archive.org/web/20210602202347/https://www.information-management.com/).

Anon. n.d.-k. 'Insights & Publications | McKinsey & Company'. Retrieved (http://www.mckinsey.com/insights).

Anon. n.d.-l. 'PMI | Project Management Institute'. Retrieved (http://www.pmi.org/).

Anon. n.d.-m. 'R0305B.Qxd - ITDoesntMatter.Pdf'.

Anon. n.d.-n. 'SAP Digital Business Services: How Do You Become an Intelligent Enterprise? | YouTube'.

Anon. n.d.-o. 'Semantic Web | W3C'. Retrieved (https://www.w3.org/standards/semanticweb/).

Anon. n.d.-p. 'State of Cybersecurity: Implications for 2015'.

Anon. n.d.-q. 'The Digital Divide | Politico'. Retrieved (https://www.politico.com/agenda/issue/the-digital-divide).

Anon. n.d.-r. 'The Nature of Tech: Digital Business Automation | YouTube'.

Anon. n.d.-s. 'The US Open Is Powered by the IBM Cloud | YouTube'.

Anon. n.d.-t. 'Understanding Distributed Denial of Service Attacks | YouTube'.

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

Aral, Sinan. 2007. 'Productivity Effects of Information Diffusion in Networks'.

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

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

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

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

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

Barton, Dominic, and David Court. 2012. 'Making Advanced Analytics Work For You'. Harvard Business Review 90(10):78–83.

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

Bocij, Paul. 2008a. 'An Introduction To Acquiring and Developing BIS'. Pp. 279–318 in Business Information Systems: Technology, Development and Management. Harlow: Financial Times Prentice Hall.

Bocij, Paul. 2008b. 'Systems Analysis'. Pp. 373–416 in Business Information Systems: Technology, Development and Management. Harlow: Financial Times Prentice Hall.

Boehm, B. W. 1988. 'A Spiral Model of Software Development and Enhancement'. Computer 21(5):61–72. doi: 10.1109/2.59.

Brown, John Seely, John Hagel, Hal Varian, and Nicholas Carr. 2003. 'Does IT Matter?' Harvard Business Review 81(7):109–12.

Browne, Glenn J., and Michael B. Rogich. 2001. 'An Empirical Investigation of User Requirements Elicitation: Comparing the Effectiveness of Prompting Techniques'. Journal of Management Information Systems 17(4):223–49.

Brynjolfsson, Erik. 2005. 'VII Pillars Of Productivity [Open Access]'. Optimize (22).

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

Bughin, Jacques, Angela Hung Byers, and Michael Chui. 2011. 'How Social Technologies Are Extending the Organization'. Survey (November).

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

Chaffey, Dave. 2014. Digital Business and E-Commerce Management: Strategy, Implementation and Practice. 6th Edition.

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

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

Chen, Injazz J., and Karen Popovich. 2003. 'Understanding Customer Relationship Management (CRM)'. Business Process Management Journal 9(5):672–88. doi: 10.1108/14637150310496758.

Christensen, Clayton M., Michael E. Raynor, and Rory McDonald. 2015. 'What Is Disruptive Innovation?' Harvard Business Review (December).

Chui, Michael. 2010. 'The Internet of Things'. McKinsey Quarterly (2):70-79.

Creasey, Simon. 2016. 'Data Analytics Paved Way for Leicester Win'. Computer Weekly 4–7.

Cukier, Kenneth Neil, and Viktor Mayer-Schoenberger. 2013. 'Why Big Data Is on the Rise | Foreign Affairs'. (May/June). Retrieved (https://www.foreignaffairs.com/articles/2013-04-03/rise-big-data).

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

Davenport, Thomas H. 1998. 'Putting the Enterprise into the Enterprise System.' Harvard Business Review 76(4):121–31.

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

Davenport, Thomas H. 2013. 'Analytics 3.0'. Harvard Business Review 91(12):64-72.

Davenport, Thomas H., Paul Barth, and Randy Bean. 2012. 'How "Big Data" Is Different'. MIT Sloan Management Review (Fall).

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

Deiser, Roland, and Sylvain Newton. 2013. 'Six Social-Media Skills Every Leader Needs'. McKinsey Quarterly (1):62–75.

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

Dudovskiy, John. 2021. 'Apple Value Chain Analysis | Business Research Methodology'. Retrieved (https://research-methodology.net/apple-value-chain-analysis/).

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

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

Eckerson, Wayne. n.d. 'Big Data Analytics: Profiling the Use of Analytical Platforms in User Organizations'.

Elmasri, Ramez, and Sham Navathe. 2014. Fundamentals of Database Systems. 6th Edition. Harlow, Essex: Pearson.

Ferguson, Edward. 2019. 'Apple Inc. Five Forces Analysis (Porter's Model) | Panmore Institute'. Retrieved

(http://panmore.com/apple-inc-five-forces-analysis-porters-model-case-study).

Firican, George. 2017. 'The 10 Vs of Big Data | TWDI - Upside'. Retrieved (https://tdwi.org/articles/2017/02/08/10-vs-of-big-data.aspx).

Fisher, Lauren. 2013. 'Data Management Platforms - Using Big Data to Power Marketing Performance - eMarketer'. Retrieved

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

Gold, Anna H., Glen L. Gray, Christopher G. Jones, and David W. Miller. 2010. 'Strategies for Improving Systems Development Project Success [Open Access]'. Issues in Information Systems XI(1):164–73.

Gorry, G. Anthony, and Michael S. Scott Morton. 1989. 'A Framework for Management Information Systems'. Sloan Management Review 30(3):49–62.

Guillemette, Manon G., and Guy Paré. 2012. 'Toward a New Theory of the Contribution of the It Function in Organizations.' MIS Quarterly 36(2):529–51.

Hackbarth, Gary, and William J. Kettinger. 2000. 'Building an E-Business Strategy'. Information Systems Management 17(3):78–94.

Harkins, Susan. 2008. '10+ Reasons to Use Access (And a Few Reasons Not To) | TechRepublic'. Retrieved

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

Hau, Yong Sauk. 2013. 'The Effects of Individual Motivations and Social Capital on Employees' Tacit and Explicit Knowledge Sharing Intentions'. International Journal of Information Management 33(2):356–66. doi: 10.1016/j.ijinfomgt.2012.10.009.

Hendel, John, and Tucker Doherty. 2018. 'GRAPHIC: America's Digital Divide, in 2 Maps | Politico'. Retrieved

(https://www.politico.com/agenda/story/2018/02/07/digital-divide-in-america-graphic-0006 39).

Hitt, Lorin M., D. J. Wu, and Xiaoge Zhou. 2002. 'Investment in Enterprise Resource Planning: Business Impact and Productivity Measures.' Journal of Management Information Systems 19(1):71–98.

Hoffer, Jeffrey A., V. Ramesh, and Heikki Topi. 2016a. Modern Database Management. 12th Edition. Upper Saddle River: Pearson.

Hoffer, Jeffrey A., V. Ramesh, and Heikki Topi. 2016b. Modern Database Management. 12th Global Edition. Boston, [Massachusetts]: Pearson.

Inmon, William H. 2005. Building the Data Warehouse. 4th Edition. Indianapolis: Wiley.

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

Jashapara, Ashok. 2004. Knowledge Management: An Integrated Approach. Harlow, England: Pearson Education Limited.

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

Kanaracus, Chris. 2012. 'Survey Finds ERP Software Project Overruns "Distressingly Common" | Computerworld'. Retrieved

(http://www.itworld.com/article/2723501/enterprise-software/survey-finds-erp-software-project-overruns--distressingly-common-.html).

Kern, Justin. 2013. 'How to Determine Cloud TCO | Information Management Online'. Retrieved

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

Killen, Catherine P., and Robert A. Hunt. 2013. 'Robust Project Portfolio Management: Capability Evolution and Maturity'. International Journal of Managing Projects in Business 6(1):131–51. doi: 10.1108/17538371311291062.

Klein, Richard, and Arun Rai. 2009. 'Interfirm Strategic Information Flows in Logistics Supply Chain Relationships'. MIS Quarterly 33(4):735–62.

Kling, Rob. 2000. 'Learning About Information Technologies and Social Change: The Contribution of Social Informatics.' Information Society 16(3):217–32.

Kroenke, David M., and David J. Auer. 2016. Database Processing: Fundamentals, Design, and Implementation. 14th Edition. Boston: Pearson.

Kumar, Kuldeep, and Jos Van Hillegersberg. 2000. 'ERP Experiences and Evolution'. Communications of the ACM 43(4):22–26.

Laudon, J. P. n.d. Essentials of MIS. 11th/Global. Pearson.

Laudon, Kenneth C., and Jane P. Laudon. 2014. Essentials of Management Information Systems.

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

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

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

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

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

Laudon, Kenneth C., and Jane P. Laudon. 2015f. 'Opening Case: Rugby Football Union Tries Big Data'. in Essentials of Management Information Systems. Harlow, England: Pearson Education Ltd.

Laudon, Kenneth C., and Jane P. Laudon. 2015g. 'Opening Case: Rugby Football Union Tries

Big Data'. in Essentials of Management Information Systems. Harlow, England: Pearson Education Ltd.

Laudon, Kenneth C., and Jane P. Laudon. 2015h. 'Opening Case: Rugby Football Union Tries Big Data'. in Essentials of Management Information Systems. Harlow, England: Pearson Education Ltd.

Laudon, Kenneth C., and Jane P. Laudon. 2015i. 'Opening Case: Rugby Football Union Tries Big Data'. in Essentials of Management Information Systems. Harlow, England: Pearson Education Ltd.

Laudon, Kenneth C., and Jane P. Laudon. n.d. Essentials of Management Information Systems.

Laudon, Kenneth C., and Jane Price Laudon. 2014a. Essentials of Management Information Systems.

Laudon, Kenneth C., and Jane Price Laudon. 2014b. Essentials of Management Information Systems.

Laudon, Kenneth C., and Jane Price Laudon. 2014c. Essentials of Management Information Systems.

Laudon, Kenneth C., and Jane Price Laudon. 2014d. Essentials of Management Information Systems.

Laudon, Kenneth C., and Jane Price Laudon. 2014e. Essentials of Management Information Systems.

Laudon, Kenneth C., and Jane Price Laudon. 2014f. Essentials of Management Information Systems.

Laudon, Kenneth, and Jane Laudon. 2015a. 'Building Information Systems and Managing Projects'. in Essentials of Management Information Systems. Harlow, England: Pearson Education Ltd.

Laudon, Kenneth, and Jane Laudon. 2015b. 'Building Information Systems and Managing Projects'. in Essentials of Management Information Systems.

Laudon, Kenneth, and Jane Laudon. 2015c. 'Building Information Systems and Managing Projects'. in Essentials of Management Information Systems.

Laudon, Kenneth, and Jane Laudon. 2015d. 'Ethical and Social Issues in Information Systems'. in Essentials of Management Information Systems. Harlow, England: Pearson Education Ltd.

Laudon, Kenneth, and Jane Laudon. 2015e. 'Ethical and Social Issues in Information Systems'. in Essentials of Management Information Systems.

Laudon, Kenneth, and Jane Laudon. 2015f. 'Foundations of Business Intelligence: Databases and Information Management'. in Essentials of Management Information

Systems. Harlow, England: Pearson Education Ltd.

Laudon, Kenneth, and Jane Laudon. 2015g. 'Foundations of Business Intelligence: Databases and Information Management'. in Essentials of Management Information Systems.

Laudon, Kenneth, and Jane Laudon. 2015h. 'Improving Decision Making and Managing Knowledge'. in Essentials of Management Information Systems.

Laudon, Kenneth, and Jane Laudon. 2015i. 'Securing Information Systems'. in Essentials of Management Information Systems. Harlow, England: Pearson Education Ltd.

Laudon, Kenneth, and Jane Laudon. 2015j. 'Securing Information Systems'. in Essentials of Management Information Systems.

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

Lindstrom, Lowell, and Ron Jeffries. 2004. 'Extreme Programming and Agile Software Development Methodologies'. Information Systems Management 21(3):41–52.

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):547–59.

Majchrazk, Ann. 2013. 'The Impact of Shaping on Knowledge Reuse for Organizational Improvement With Wikis'. MIS Quarterly 37(2):455-A12.

Maklan, Stan. 2011. 'Why CRM Fails -- and How to Fix It.' MIT Sloan Management Review 52(4):77–85.

Marchand, Donald A., and Joe Peppard. 2013. 'Why IT Fumbles Analytics'. Harvard Business Review 91(1):104–12.

McAfee, Andrew. 2004. 'Do You Have Too Much IT?' MIT Sloan Management Review 45(3):18–22.

McAfee, Andrew. 2011. 'What Every CEO Needs to Know About The Cloud'. Harvard Business Review 89(11):124–32.

McAfee, Andrew, and Erik Brynjolfsson. 2012. 'Big Data: The Management Revolution'. Harvard Business Review 90(10):60–68.

McFarlan, F. Warren. 1984. 'Information Technology Changes the Way You Compete'. Harvard Business Review 62(3):98–103.

Miller, Tom. 2023. 'Top 10 Reasons for ERP Failure (And How to Avoid It) | ERP Focus'. Retrieved

(https://www.erpfocus.com/erp-failure-10-reasons-why-your-erp-project-could-crash-article -540.html).

Olson, David L. n.d. Supply Chain Information Technology. Vol. Supply and Operations Management Collection.

Olson, David Louis. 2014. Supply Chain Information Technology. Vol. The Supply and Operations Management Collection. 2nd Edition. New York, NY: Business Expert Press.

Oz, Effy. 1992. 'Ethical Standards for Information Systems Professionals: A Case for a Unified Code'. MIS Quarterly 16(4):423–33.

Porter, Michael E. 1979. 'How Competitive Forces Shape Strategy'. Harvard Business Review 57(2):137–45.

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

Porter, Michael E. 2001. 'Strategy and the Internet'. Harvard Business Review 79(3):62-78.

Porter, Michael E., and Victor E. Millar. 1985. 'How Information Gives You Competitive Advantage'. Harvard Business Review 63(4):149–60.

Radadia, Jinesh. 2010. 'Breaking the Bad Data Bottlenecks'. Information Management Magazine.

Rai, Arun, Ravi Patnayakuni, and Nainika Seth. 2006. 'Firm Performance Impacts of Digitally Enabled Supply Chain Integration Capabilities'. MIS Quarterly 30(2):225–46.

Roth, Emma. 2022. '10 Simple Design Rules to Make Word Documents Look Professional and Beautiful | Make Use Of'. Retrieved (https://www.makeuseof.com/tag/design-rules-word-documents/).

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

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

Shacklett, Mary E. 2016. '10 IT Basics That Business Managers Need to Know | TechRepublic'. Retrieved

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

Shaw, Tony. 2011. 'Web 3.0 Gives Business Smarter Infrastructure | Baseline'. Retrieved (http://www.baselinemag.com/c/a/Intelligence/Web-30-Gives-Business-Smarter-Infrastructure-576336).

Shein, Esther. 2015. 'Companies Proactively Seek Out Internal Threats'. Communications of the ACM 58(11):15–17. doi: 10.1145/2820423.

Shi, Yong. 1996. 'A Consensus Ranking for Information System Requirements'. Information

Management & Computer Security 4(1):10-18. doi: 10.1108/09685229610114169.

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

Sircar, Sumit. 2001. 'Revolution or Evolution? A Comparison of Object-Oriented and Structured Systems Development Methods.' MIS Quarterly 25(4):457–71.

Smith, Julie. 2002. 'Managing Your IT Total Cost of Ownership.' Communications of the ACM 45(1):101–6.

Smith, Michael S. 2015. 'Protecting Privacy in an IoT-Connected World.' Information Management Journal 49(6):36–39.

Soliman, Khalid. 2003. 'ASPs: Do They Work?' Information Systems Management 20(4):50–57.

Solitander, Maria, and Nikodemus Solitander. 2010. 'The Sharing, Protection and Thievery of Intellectual Assets'. Management Decision 48(1):37–57. doi: 10.1108/00251741011014445.

Stahl, Bernd Carsten. 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):253–60.

Subramanian, Girish H. 2009. 'Balancing Four Factors in System Development Projects'. Communications of the ACM 52(10):118–21. doi: 10.1145/1562764.1562794.

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

Thrasher, James. 2013. 'What Is RFID Used for in the Real World? | RFIDinsider'. Retrieved (http://blog.atlasrfidstore.com/what-is-rfid-used-for-in-applications).

Utterback, James M., and Happy J. Acee. 2005. 'Disruptive Technologies: An Expanded View'. International Journal of Innovation Management 9(1):1–17. doi: 10.1142/S1363919605001162.

Wall, Tom. 2019. "I'm 57 and My Parents Have to Feed Me": The Universal Credit Digital Obstacle Course. Guardian.

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

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

Wallace, Patricia M. 2015c. Introduction to Information Systems. Second edition. Boston: Pearson.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Wallace, Patricia M. 2015z. 'Knowledge Management and E-Learning'. in Introduction to Information Systems. Boston: Pearson.

Wallace, Patricia M. 2015aa. 'Project Management and Strategic Planning'. in Introduction to Information Systems. Boston: Pearson.

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

Wang, Yinglei, Darren B. Meister, and Peter H. Gray. 2013. 'Social Influence and Knowledge Management Systems Use: Evidence From Panel Data'. MIS Quarterly 37(1):299–313.

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

Weinberg, Neal. 2021. 'Business Continuity and Disaster Recovery Planning: The Basics | CSO Online'. Retrieved

(http://www.csoonline.com/article/2118605/disaster-recovery/pandemic-preparedness-business-continuity-and-disaster-recovery-planning-the-basics.html).

Woodcock, Neil. 2011. 'Social CRM as a Business Strategy'. Journal of Database Marketing & Customer Strategy Management 18(1):50-64.

Wulf, Volke, and Matthias Jarke. 2004. 'The Economics of End-User Development'. Communications of the ACM 47(9):41–42.