

# Information Communication Technologies: Concepts, Methodologies, Tools, and Applications

Craig Van Slyke  
*University of Central Florida, USA*



**INFORMATION SCIENCE REFERENCE**

Hershey • New York

Acquisitions Editor: Kristin Klinger  
Development Editor: Kristin Roth  
Senior Managing Editor: Jennifer Neidig  
Managing Editor: Jamie Snavelly  
Typesetter: Michael Brehm, Jeff Ash, Carole Coulson, Elizabeth Duke, Sara Reed, Sean Woznicki  
Cover Design: Lisa Tosheff  
Printed at: Yurchak Printing Inc.

Published in the United States of America by  
Information Science Reference (an imprint of IGI Global)  
701 E. Chocolate Avenue, Suite 200  
Hershey PA 17033  
Tel: 717-533-8845  
Fax: 717-533-8661  
E-mail: [cust@igi-global.com](mailto:cust@igi-global.com)  
Web site: <http://www.igi-global.com/reference>

and in the United Kingdom by  
Information Science Reference (an imprint of IGI Global)  
3 Henrietta Street  
Covent Garden  
London WC2E 8LU  
Tel: 44 20 7240 0856  
Fax: 44 20 7379 0609  
Web site: <http://www.eurospanbookstore.com>

Copyright © 2008 by IGI Global. All rights reserved. No part of this publication may be reproduced, stored or distributed in any form or by any means, electronic or mechanical, including photocopying, without written permission from the publisher.

Product or company names used in this set are for identification purposes only. Inclusion of the names of the products or companies does not indicate a claim of ownership by IGI Global of the trademark or registered trademark.

#### Library of Congress Cataloging-in-Publication Data

Information communication technologies : concepts, methodologies, tools and applications / [compiled] by Craig Van Slyke.  
p. cm.

Summary: "This collection meets these research challenges; compiling breaking research in the pivotal areas of social adaptation to information technology. It covers ad-hoc networks, collaborative environments, e-governance, and urban information systems, case studies, empirical analysis, and conceptual models. Over 300 chapters contributed by experts, this six-volume compendium will provide any library's collection with the definitive reference on ICTs"--Provided by publisher.

ISBN 978-1-59904-949-6 (hardcover) -- ISBN 978-1-59904-950-2 (e-book)

1. Information technology--Social aspects. 2. Information technology--Economic aspects. 3. Information technology--Political aspects. 4. Digital communications--Social aspects. 5. Information society. I. Van Slyke, Craig.

HM851.I5315 2008

303.48'33--dc22

2007052998

#### British Cataloguing in Publication Data

A Cataloguing in Publication record for this book is available from the British Library.

*If a library purchased a print copy of this publication, please go to <http://www.igi-global.com/agreement> for information on activating the library's complimentary electronic access to this publication.*

21 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage: [www.igi-global.com/chapter/visualizing-ict-change-academy/22909](http://www.igi-global.com/chapter/visualizing-ict-change-academy/22909)

## Related Content

---

### Managing IS Development: A Contingency-Growth Approach

Sungyoul Lee and Sooun Lee (1991). *Information Resources Management Journal* (pp. 2-12).

[www.irma-international.org/article/managing-development-contingency-growth-approach/50948](http://www.irma-international.org/article/managing-development-contingency-growth-approach/50948)

### Leader-Facilitated Relationship Building in Virtual Teams

David J. Pauleen (2009). *Encyclopedia of Information Science and Technology, Second Edition* (pp. 2390-2395).

[www.irma-international.org/chapter/leader-facilitated-relationship-building-virtual/13917](http://www.irma-international.org/chapter/leader-facilitated-relationship-building-virtual/13917)

### Extending the Technology Acceptance Model Beyond Its Country of Origin: A Cultural Test in Western Europe

Said S. Al-Gahtani (2002). *Advanced Topics in Information Resources Management, Volume 1* (pp. 158-183).

[www.irma-international.org/chapter/extending-technology-acceptance-model-beyond/4584](http://www.irma-international.org/chapter/extending-technology-acceptance-model-beyond/4584)

### The Influences of Knowledge Management and Customer Relationship Management to Improve Hotels Performance: A Case Study in Hotel Sector

Menaouer Brahami, Mammar Adjaine, Khalissa Semaoune and Nada Matta (2020). *Information Resources Management Journal* (pp. 74-93).

[www.irma-international.org/article/the-influences-of-knowledge-management-and-customer-relationship-management-to-improve-hotels-performance/262971](http://www.irma-international.org/article/the-influences-of-knowledge-management-and-customer-relationship-management-to-improve-hotels-performance/262971)

### Adopting IT

John M. Anderson and William H. Gwinn (2002). *Annals of Cases on Information Technology: Volume 4* (pp. 209-224).

[www.irma-international.org/article/adopting/44508](http://www.irma-international.org/article/adopting/44508)