

10 BIBLIOGRAPHY

- Aaker, D. A. (1989). "Managing Assets and Skills: The Key to Sustainable Competitive Advantage." California Management Review **31**(2): 91-106.
- Aaker, J. (1997). "Dimensions of brand personality." Journal of Marketing Research (JMR) **34**(3): 347-356.
- Afuah, A. and C. Tucci (2001). Internet Business Models and Strategies. Boston, McGraw Hill.
- Afuah, A. and C. Tucci (2003). Internet Business Models and Strategies. Boston, McGraw Hill.
- Allee, V. (2000). "Reconfiguring the Value Network." Journal of Business Strategy **21**(4): 36-39.
- Allen, P. M. (2001). "A Complex Systems Approach to Learning in Adaptive Networks." International Journal of Innovation Management **5**(2): 149-180.
- Alt, R. and H. Zimmermann (2001). "Introduction to Special Section – Business Models." Electronic Markets **11**(1): 3–9.
- Amit, R. and C. Zott (2001). "Value creation in e-business." Strategic Management Journal **22**(6-7): 493-520.
- Anderson, E., G. Day, et al. (1997). "Strategic Channel Design." Sloan Management Review.
- Anderson, J. and J. Narus (1995). "Capturing the Value of Supplementary Services." Harvard Business Review.
- Anderson, J. and J. Narus (1998). "Business Marketing: Understand What Customers Value." Harvard Business Review.
- Andrews, P. P. and J. Hahn (1998). "Transforming supply chains into value webs." Strategy & Leadership **26**(3): 6-11.
- Andriani, P. (2001). "Diversity, Knowledge and Complexity Theory: Some Introductory Issues." International Journal of Innovation Management **5**(2): 257-274.
- Angwin, J. (2000). 'Business-Method' Patents, Key to Priceline, Draw Growing Protest. Wall Street Journal - Eastern Edition.
- Applegate, L. M. (2001). E-business Models: Making sense of the Internet business landscape. Information Technology and the Future Enterprise: New Models for Managers. G. Dickson, W. Gary and G. DeSanctis. Upper Saddle River, N.J., Prentice Hall.
- Archibugi, D. and S. Iammarino (2002). "The globalization of technological innovation: definition and evidence." Review of International Political Economy **9**(1): 98-122.
- Au, Y. A. (2001). "Design Science I: The Role of Design Science in Electronic Commerce Research." Communications of the Association for Information Systems (CAIS) **7**.
- Bagchi, S. and B. Tulske (2000). e-business Models: Integrating Learning from Strategy Development Experiences and Empirical Research. 20th Annual International Conference of the Strategic Management Society, Vancouver.
- Ball, N. L. (2001). "Design Science II: The Impact of Design Science on E-Commerce Research and Practice." Communications of the Association for Information Systems (CAIS) **7**.
- Ben Lagha, S., A. Osterwalder, et al. (2001). Modelling e-business with eBML. CIMRE'2001, Mahdia, Tunisia.
- Benjamin, R. I. and R. T. Wigand (1995). "Electronic markets and virtual value chains on the information highway." Sloan Management Review **36**(2): 62-73.
- Bensinger, A. (2003). The Call on Nokia: Buy, Business Week Online. **2003**.
- Berthon, J.-P., J. Hulbert, et al. (1999). "Brand Management Prognostications." Sloan Management Review **40**(2): 53-55.

- Bertolazzi, P., C. Krusich, et al. (2001). An Approach to the Definition of a Core Enterprise Ontology: CEO. Open Enterprise Solutions: Systems, Experiences, and Organizations, OES-SEO2001.
- Blattberg, R., G. Getz, et al. (2001). Customer Equity. Boston, Harvard Business School Press.
- Boulton, R. and B. Libert (2000). "A Business Model for the New Economy." Journal of Business Strategy **21**(4): 29-35.
- Brandenburger, A. and B. Nalebuff (1996). Co-opetition. New York, Doubleday.
- Bucklin, C., P. Thomas-Graham, et al. (1997). "Channel conflict: When is it dangerous?" McKinsey Quarterly(3).
- Buckminster Fuller, R. (1992). Cosmography: A Posthumous Scenario for the Future of Humanity. Hoboken, NJ, Hungry Minds (Wiley).
- Cambridge (2003). Cambridge Learner's Dictionary, Cambridge University Press. **2003**.
- Camponovo, G., A. Osterwalder, et al. (2003). Assessing a complex, uncertain and disruptive technology environment for better IT alignment. International Workshop on Utility, Usability and Complexity of Emergent IS, Namur, Belgium.
- Camuffo, A., P. Romano, et al. (2001). "Back to the Future: Benetton Transforms Its Global Network." Sloan Management Review **43**(1): 46-52.
- Chandler, A. D. (1962). Strategy and structure: chapters in the history of the industrial enterprise. Cambridge, M.I.T. Press.
- Chandler, A. D. (1990). Strategy and structure : chapters in the history of the industrial enterprise. Cambridge, Mass., M.I.T. Press.
- Chen, E. and K. Kai-Ling Ho (2002). "Demystifying Innovation." Perspectives on Business Innovation(8): 46-52.
- Chesbrough, H. and R. S. Rosenbloom (2000). The Role of the Business Model in capturing value from Innovation: Evidence from XEROX Corporation's Technology Spinoff Companies. Boston, Massachusetts, Harvard Business School.
- Child, J. and D. Faulkner (1998). Strategies of Co-operation - Managing Alliances, Networks, and Joint Ventures. New York, Oxford University Press.
- Christensen, C. (2003). "The innovator's solution: Creating and sustaining successful growth." Research-Technology Management **46**(5): 61-61.
- Christensen, C. M. (1997). The Innovator's Dilemma: When New Technologies Cause Great Firms to Fail. Boston, Ma, Harvard Business School Press.
- Coase, R. H. (1937). "The Nature of the Firm." Economica N.S. **4**: 386-405.
- Corbett, M. F. (2001). Outsourcing at Southwest Airlines: How America's Leading Firms Use Outsourcing, Firmbuilder.com. **2003**.
- Courtney, H., J. Kirkland, et al. (1997). "Strategy under uncertainty." Harvard Business Review **75**(6): 66-+.
- Currie, W., Ed. (2003). Value Creation from E-Business Models, Butterworth-Heinemann.
- Dai, Q. and R. J. Kauffman (2002). "Business Models for Internet-Based B2B Electronic Markets." International Journal of Electronic Commerce **6**(4): 41-72.
- Daignault, M., M. Shepherd, et al. (2002). Enabling Trust Online. International Symposium on Electronic Commerce ISEC, North Carolina.
- Dimitrakos, T. (2001). System Models, e-Risks and e-Trust. IFIP I3E, Zurich, Kluwer Academic Publishers.
- Dolan, R. (2000). Going to Market. Boston, Harvard Business School.

- Drucker, P. (1954). The Practice of Management. New York, HarperCollins Publishers.
- Dubosson, M., A. Osterwalder, et al. (2002). "eBusiness Model Design, Classification and Measurements." Thunderbird International Business Review **44**(1): 5-23.
- Duce, D., C. S. Giorgetti, et al. (1998). "Reference Models for Distributed Cooperative Visualization." Computer Graphics Forum **17**(4).
- Duce, D. and F. Hopgood (1990). "Introduction to the Computer Graphics Reference Model." BITS Newsletter(4).
- Dumbill, E. (2001). The State of XML: Why Individuals Matter, O'Reilly & Associates, Inc. **2003**.
- Durig-Kalashian, H. (2003). My Chocolates - A business model of an artisan in the new economy. Inforge. Lausanne, University of Lausanne.
- Durlacher (2001). Impacts of Digital Distribution on the Music Industry, Durlacher Ltd.
- Dussauge, P. and B. Garrette (1999). Cooperative Strategy - Competing Successfully through Strategic Alliances. Chichester, Wiley.
- easyJet.com (2002). Our Aircraft, easyJet.com. **2003**.
- ebXML (2003). About ebXML, OASIS. **2003**.
- Economist (2003). Backroom deals - Outsourcing to India. The Economist. **366**: 70-71.
- Evans, P. and T. Wurster (1997). "Strategy and the New Economics of Information." Harvard Business Review.
- Evans, P. and T. Wurster (2000). Blown to Bits - How the New Economics of Information Transforms Strategy. Boston, Harvard Business School Press.
- Fensel, D. (2001). Ontologies: Silver Bullet for Knowledge Management and Electronic Commerce. Heidelberg, Springer-Verlag.
- Fine, C. (1998). Clockspeed: Winning Industry Control in the Age of Temporary Advantage. Boulder, CO, Perseus Books.
- Fjeldstad, O. D. and K. Haanaes (2001). "Strategy Tradeoffs in the Knowledge and Network Economy." Business Strategy Review **12**(1): 1-10.
- Fox, M. S. and M. Gruninger (1998). "Enterprise Modelling." AI Magazine **19**(3): 109-121.
- Fox, M. S. and M. Gruninger (1997). On Ontologies And Enterprise Modelling. International Conference on Enterprise Integration Modelling Technology, Torino, Italy, Springer.
- Friedman, A. L. and S. Miles (2002). "Developing stakeholder theory." Journal of Management Studies **39**(1): 1-21.
- Friedman, B., P. Kahn, et al. (2000). "Trust Online." Communications of the ACM **43**(12).
- Gallaughar, J. (2002). "E-Commerce and the Undulating Distribution Channel." Communications of the ACM **45**(7): 89-95.
- Gordijn, J. (2002). Value-based Requirements Engineering - Exploring Innovative e-Commerce Ideas. Amsterdam, NL, Vrije Universiteit.
- Gordijn, J., J. Akkermans, et al. (2001). "Designing and Evaluating E-Business Models." IEEE Intelligent Systems **16**(4): 11-17.
- Gordijn, J. and J. M. Akkermans (2003). Does e-Business Modeling Really Help? 36th Hawaii International Conference On System Sciences, Hawaii, IEEE.
- Gordijn, J., J. M. Akkermans, et al. (2000). Business Modelling is not Process Modelling. ECOMO 2000, Salt Lake City, USA, Springer.
- Grant, A. and L. Schlesinger (1995). "Realize Your Customers' Full Profit Potential." Harvard Business Review: 59-72.

- Grant, R. M. (1991). "The Resource-Based Theory of Competitive Advantage: Implications for Strategy Formulation." California Management Review **33**(3): 114-135.
- Gruber, T. (1993). "A translation approach to portable ontologies." Knowledge Acquisition **5**(2): 199-220.
- Guarino, N. (1998). Formal Ontology in Information Systems. Formal Ontology in Information Systems, FOIS'98, Trento, Italy, IOS Press.
- Guarino, N. and P. Giaretta (1995). Towards Very Large Knowledge Bases: Knowledge Building and Knowledge Sharing. Ontologies and Knowledge Bases: Towards a Terminological Clarification. N. Mars. Amsterdam, IOS Press: 25-32.
- Gulati, R. and H. Singh (1998). "The Architecture of Cooperation: Managing Coordination Costs and Appropriation Concerns in Strategic Alliances." Administrative Quarterly **43**(4): 781-814.
- Hagel III, J. and A. Armstrong (1997). Net Gain: Expanding Markets through Virtual Communities. Boston, Harvard Business School Press.
- Hagel III, J. and M. Singer (2000). "Unbundling the Corporation." McKinsey Quarterly(3): 148-161.
- Hagel, J. and A. Armstrong (1997). Net Gain: Expanding Markets through Virtual Communities. Boston, Harvard Business School Press.
- Haifei Li, H. (2000). "XML and Industrial Standards for Electronic Commerce." Knowledge and Information Systems **2**(4): 487-497.
- Hall, C. (2000). What is VMI, Enterprise Data Management. **2003**.
- Hamel, G. (2000). Leading the revolution. Boston, Harvard Business School Press.
- Hawkins, R. (2001). The "Business Model" as a Research Problem in Electronic Commerce, SPRU – Science and Technology Policy Research.
- HBSS (1999). The Network Economy, Harris Bretall Sullivan & Smith L.L.C.
- Henderson, J. C. and N. Venkatraman (1993). "Strategic Alignment - Leveraging Information Technology for Transforming Organizations." Ibm Systems Journal **32**(1): 4-16.
- Herman, J. (2002). "Global Value Webs." Supply Chain Management Review **6**(4): 30-37.
- Hirschheim, R. and R. Sabherwal (2001). "Detours in the Path toward Strategic Information Systems Alignment." California Management Review **44**(1): 87-108.
- Hodgson, G. M. (2003). "Capitalism, complexity, and inequality." Journal of Economic Issues **37**(2): 471-478.
- Hoffman, T. (2003). Obstacles Hinder IT Portfolio Management. Computerworld. **37**: 57.
- ISO (2003). Open Systems Interconnection, International Organization of Standards (ISO). **2004**.
- Ives, B. (1999). Customer Service Life Cycle, Center for Virtual Organization and Commerce, Louisiana State University. **2002**.
- Ives, B. and G. Learmonth (1984). "The information system as a competitive weapon." Communications of the ACM **27**(12): 1193-1201.
- Joachimsthaler, E. and D. A. Aaker (1997). "Building brands without mass media." Harvard Business Review **75**(1): 39-37.
- Jones, A. (2002). "On the concept of trust." Decision Support Systems **33**(3): 225-232.
- Jones, G. M. (1960). "Educators, Electrons, and Business Models: A Problem in Synthesis." Accounting Review **35**(4): 619-626.
- Kahle, L. R., D. M. Boush, et al. (2000). "Good Morning, Vietnam: An Ethical Analysis of Nike Activities in Southeast Asia." Sport Marketing Quarterly **9**(1): 43-52.

- Kambil, A., A. Ginsberg, et al. (1997). *Rethinking Value Propositions*. New York, NYU Center for Research on Information Systems.
- Kaplan, R. S. and D. P. Norton (1992). "The balanced scorecard--measures that drive performance." *Harvard Business Review* **70**(1).
- Kaplan, R. S. and D. P. Norton (2000). "Having Trouble with Your Strategy? Then Map It." *Harvard Business Review* **78**(5): 167-276.
- Katz, M. L. and C. Shapiro (1985). "Network Externalities, Competition, and Compatibility." *American Economic Review* **75**(3): 424-440.
- Kim, W. C. and R. Mauborgne (1997). "Value Innovation: The Strategic Logic of High Growth." *Harvard Business Review*.
- Kim, W. C. and R. Mauborgne (2002). "Charting Your Company's Future." *Harvard Business Review*.
- Klein, S. and C. Loebbecke (2000). *The transformation of pricing models on the web: examples from the airline industry*. Bled Electronic Commerce Conference, Bled, Slovenia.
- Kocas, C. (2002). "Evolution of Prices in Electronic Markets Under Diffusion of Price-Comparison Shopping." *Journal of Management Information Systems* **19**(3): 99-120.
- Kotler, P. (1999). *Marketing Management*. New Jersey, Prentice Hall.
- Kotok, A. (2001). *ebXML: It Ain't Over 'til it's Over*, O'Reilly & Associates, Inc. **2001**.
- Kuhn, T. (1970). *The Structure of Scientific Revolutions*. Chicago, University of Chicago Press.
- Learned, E. P., C. R. Christensen, et al. (1965). *Business Policy: Text and Cases*. Illinois: Irwin, Homewood.
- Lee, A. S. (1989). "A Scientific Methodology for MIS Case Studies." *MIS Quarterly* **13**(1): 32-50.
- Lesavich, S. (2001). "Are All Business Method Patents 'One-Click' Away from Vulnerability?" *Intellectual Property & Technology Law Journal* **13**(6): 1-5.
- Linden, A. and J. Fenn (2003). *Understanding Gartner's Hype Cycles*, Gartner.
- Linder, J. and S. Cantrell (2000). *Changing Business Models: Surveying the Landscape*, accenture Institute for Strategic Change.
- Lu, D. (2001). "Shared Network Investment." *Journal of Economics* **73**(3): 299.
- Luftman, J. N. (1996). *Competing in the Information Age*, Oxford University Press.
- Luftman, J. N., P. R. Lewis, et al. (1993). "Transforming the Enterprise - the Alignment of Business and Information Technology Strategies." *Ibm Systems Journal* **32**(1): 198-221.
- Maes, R., D. Rijsenbrij, et al. (2000). *Redefining business - IT alignment through a unified framework*. Amsterdam, Cap Gemini & University of Amsterdam.
- Magretta, J. (2002). "Why Business Models Matter." *Harvard Business Review* **80**(5): 86-92.
- Mahadevan, B. (2000). "Business Models for Internet-based e-Commerce: An anatomy." *California Management Review* **42**(4): 55-69.
- Maitland, C. and E. Van de Kar (2002). *First BITA Case Study Experiences with Regard to Complex Value Systems*. BITA-B4U Symposium Business Models for Innovative Mobile Services, Delft, The Netherlands.
- Maître, B. and G. Aladjidi (1999). *Les Business Models de la Nouvelle Economie*. Paris, Dunod.
- Malone, T. and K. Crowston (1999). "Tools for Inventing Organizations: Toward a Handbook of Organizational Processes." *Management Science* **45**(3): 425-443.
- Malone, T., J. Yates, et al. (1987). "Electronic markets and electronic hierarches."

- Communications of the ACM **30**(6): 484-497.
- March, S. T. and G. F. Smith (1995). "Design and natural science research on information technology." Decision Support Systems **15**(4): 251-266.
- Mariti, P. and R. H. Smiley (1983). "Co-Operative Agreements and the Organization of Industry." Journal of Industrial Economics **31**(4): 437-451.
- Markides, C. (1999). All the Right Moves. Boston, Harvard Business School Press.
- Marmorstein, H., J. Rossomme, et al. (2003). "Unleashing the power of yield management in the Internet era: Opportunities and challenges." California Management Review **45**(3): 147-+.
- Maskell, B. (2001). "The age of agile manufacturing." Supply Chain Management **6**(1): 5-11.
- Mason, J. C. (1993). "Strategic alliances: Partnering For Success." Management Review **82**(5): 10-15.
- McKnight, D. H., V. Choudhury, et al. (2000). Trust in e-commerce vendors: a two-stage model. International Conference on Information Systems (ICIS), Brisbane, Association for Information Systems.
- McWilliam, G. (2000). "Building Stronger Brands through Online Communities." Sloan Management Review: 43-54.
- Mendelson, H. and R. Pillai (1999). "Industry Clockspeed: Measurement and Operational Implications." Manufacturing & Service Operations Management **1**(1): 1-20.
- Merrifield, D. B. (2000). "Growth strategies for the "new" economy." Research-Technology Management **43**(6): 9-11.
- Mintzberg, H. and J. Lampel (1999). "Reflecting on the Strategy Process." Sloan Management Review **40**(3): 21-30.
- Moore, G. A. (1999). Crossing the chasm : marketing and selling high-tech products to mainstream customers. New York, HarperBusiness.
- Morecroft, J. D. (1994). Executive Knowledge, Models, and Learning. In Morecroft. Modeling for Learning Organizations. J. D. Morecroft and J. D. Sterman. Portland, Productivity Press: 3-28.
- Moriarty, R. and U. Moran (1990). "Managing Hybrid Marketing Systems." Harvard Business Review.
- Moschella, D. (2002). "Some IT Terms Really Are Greek." Computerworld **36**(18): 25.
- Muther, A. (2002). Customer Relationship Management - Electronic Customer Care in the New Economy. Heidelberg, Springer.
- Nairn, G. (2003). Bringing the Rigour of Financial Investing to IT. Financial Times.
- Nalebuff, B. and A. Brandenburger (1997). "Co-opetition: Competitive and cooperative business strategies for the digital economy." Strategy & Leadership **25**(6): 28-23.
- Normann, R. and R. Ramírez (1993). "From Value Chain to Value Constellation: Designing Interactive Strategy." Harvard Business Review(July-August 1993).
- Nunamaker, J. F. J., M. Chen, et al. (1990). "Systems Development in Information Systems Research." Journal of Management Information Systems **7**(3): 89-107.
- Nunes, P. and B. Johnson (2002). Stimulating Consumer Demand Through Meaningful Innovation, accenture Institute for Strategic Change.
- OECD (2001). Services Statistics on Value Added and Employment. Paris, Organisation for Economic Co-operation and Development (OECD).
- OECD (2002). Measuring the Information Economy. Paris, Organisation for Economic Co-

- operation and Development (OECD).
- Osterwalder, A. (2002). An e-Business Model Ontology for the Creation of New Management Software Tools. IFIP DsiAge'2002 Doctoral Consortium, Cork, Ireland.
- Osterwalder, A. (2002). Entrepreneurship and Enterprise Development through a Formal e-Business Model Framework. Business Information Technology Management BITWORLD, Guayaquil, Ecuador.
- Osterwalder, A. (2004). "Understanding ICT-Based Business Models in Developing Countries." International Journal of Innovation and Technology and Management IJITM.
- Osterwalder, A., S. Ben Lagha, et al. (2002). An ontology for developing e-business models. IFIP DsiAge'2002, Cork.
- Osterwalder, A. and Y. Pigneur (2002). An e-Business Model Ontology for Modeling e-Business. 15th Bled Electronic Commerce Conference, Bled, Slovenia.
- Osterwalder, A. and Y. Pigneur (2002). An e-Business Model Ontology for the Creation of New Management Software Tools and IS Requirement Engineering. CAiSE'2002 Doctoral Consortium, Toronto.
- Osterwalder, A. and Y. Pigneur (2002). International Workshop on Business Models. International Workshop on Business Models, Lausanne, Switzerland.
- Osterwalder, A. and Y. Pigneur (2003). Modeling Value Propositions in e-Business. Fifth International Conference on Electronic Commerce (ICEC), Pittsburgh, USA.
- Osterwalder, A. and Y. Pigneur (2003). Modelling Customer Relationships in e-Business. 16th Bled eCommerce Conference, Bled, Slovenia.
- Osterwalder, A. and Y. Pigneur (2003). Towards Strategy and Information Systems Alignment through a Business Model Ontology. Strategic Management Society (SMS), Baltimore, USA.
- Osterwalder, A., M. Rossi, et al. (2002). The Business Model Handbook for Developing Countries. IRMA'2002, Seattle.
- Ovans, A. (2000). "E-Procurement at Schlumberger." Harvard Business Review 78(3): 2123.
- Palvia, P., E. Mao, et al. (2003). "Management Information Systems Research: What's There in a Methodology?" Communications of the Association for Information Systems (CAIS) 11: 289-309.
- Papakiriakopoulos, D. and A. D. Poulymenakou, G. (2001). Building e-Business Models: An Analytical Framework and Development Guidelines. 14th Bled Electronic Commerce Conference, Bled, Slovenia.
- Pateli, A. (2002). A Domain Area Report on Business Models. Athens, Athens University of Economics and Business.
- Pateli, A. and G. Giaglis (2003). A Framework For Understanding and Analysing e-Business Models. Bled Electronic Commerce Conference 2003.
- Peterovic, O., C. Kittl, et al. (2001). Developing Business Models for eBusiness. International Conference on Electronic Commerce 2001, Vienna.
- Piller, F. (2002). Customer interaction and digitizability - a structural approach. Moving towards mass customization. C. R. e. a. (Hg). Berlin/New York, Springer: 119-138.
- Piller, F. and K. Moeslein (2002). From economies of scale towards economies of customer integration: value creation in mass customization based electronic commerce. München, Dept. of General and Industrial Management, Technische Universität München.
- Pine II, J., D. Peppers, et al. (1995). "Do You Want to Keep Your Customers Forever?" Harvard Business Review.

- Pitt, L., P. Berthon, et al. (1999). "Changing Channels: The Impact of the Internet on Distribution Strategy." Business Horizons.
- Pitt, L., P. Berthon, et al. (2001). "Pricing Strategy and the Net." Business Horizons **44**(2): 45-54.
- Porter, M. E. (1985). "How information gives you competitive advantage." Harvard Business Review **63**(4): 149-160.
- Porter, M. E. (2001). "Strategy and the Internet." Harvard Business Review.
- Rappa, M. (2001). Managing the digital enterprise - Business models on the Web, North Carolina State University. **2002**.
- Rentmeister, J. and S. Klein (2003). "Geschäftsmodelle – ein Modebegriff auf der Waagschale." Zeitschrift für Betriebswirtschaft(73): 17-30.
- Richards, I. and J. Morrison (2001). Using flight simulators to build robust dot-com strategies, Accenture.
- Rigby, D. (2001). "Management tools and techniques: A survey." California Management Review **43**(2): 139-+.
- Rode, C. (2000). In the Eye of the Beholder - Visual and Verbal Cognitive Capacities in Complex Problem Solving. Zürich, Think Tools AG.
- Ruggles, R. (2002). "Connectivity Reinvents the Rules of Innovation." Perspectives on Business Innovation(8): 7-15.
- Rupp, P. and T. Esthier (2003). A Model for a Better Understanding of the Digital Distribution of Music in a Peer-to-Peer Environment. HICSS 36, Hawaii.
- Sarkar, M., B. Butler, et al. (1995). "Intermediaries and Cybermediaries: A Continuing Role for Mediating Players in the Electronic Marketplace." Journal of Computer-Mediated Communication (JCMC) **1**(3).
- Sarwar, B., G. Karypis, et al. (2000). Analysis of Recommendation Algorithms for E-Commerce. ACM Conference on Electronic Commerce.
- SCC (2003). Supply-Chain Operations Reference-model (SCOR), Supply-Chain Council (SCC). **2004**.
- Schafer, B., J. Konstan, et al. (2000). "E-Commerce Recommendation Applications." Journal of Data Mining and Knowledge Discovery **5**(1/2): 115-152.
- Scott, J. (2000). "Emerging Patterns from the Dynamic Capabilities of Internet Intermediaries." Journal of Computer-Mediated Communication (JCMC) **5**(3).
- Seddon, P. B. and G. P. Lewis (2003). Strategy and Business Models: What's the Difference. 7th Pacific Asia Conference on Information Systems, Adelaide, Australia.
- Selz, D. (1999). Value Webs - Emerging forms of fluid and flexible organizations. MCM Institute. St.Gallen, University of St.Gallen.
- Stabell, C. B. and O. D. Fjeldstad (1998). "Configuring value for competitive advantage: on chains, shops, and networks." Strategic Management Journal **19**: 413-437.
- Stähler, P. (2001). Geschäftsmodelle in der digitalen Ökonomie. Merkmale, Strategien und Auswirkungen. MCM. St.Gallen, University of St.Gallen HSG.
- Stähler, P. (2002). Business Models as an Unit of Analysis for Strategizing. International Workshop on Business Models, Lausanne, Switzerland.
- Steinfeld, C., H. Bouwman, et al. (2002). "The dynamics of Click-and-Mortar Electronic Commerce: Opportunities and Management Strategies." International Journal of Electronic Commerce **7**(1): 93-119.
- Sterman, J. D. (2000). Business Dynamics: Systems Thinking and Modeling for a Complex

- World. Boston, McGraw-Hill.
- Tanskanen, K., J. Holström, et al. (2002). "VMI: What are you losing if you let your customer place orders?" Production Planning & Control **13**(1): 17-25.
- Tapscott, D., A. Lowi, et al. (2000). Digital Capital - Harnessing the Power of Business Webs. Boston, Harvard Business School Press.
- Thomke, S. and E. von Hippel (2002). "Customers as Innovators: A New Way to Create Value." Harvard Business Review.
- Timmers, P. (1998). "Business Models for Electronic Markets." Journal on Electronic Markets **8**(2): 3-8.
- Timmers, P. (1999). Electronic Commerce: Strategies and Models for Business-to-Business Trading. Chichester, John Wiley & Sons Ltd.
- TOVE (2002). Enterprise Modelling, Enterprise Integration Laboratory, University of Toronto. **2003**.
- UERT (2002). L'impact du Montreux Jazz Festival 2002 sur Montreux et la région. Montreux/Lausanne, Unité d'enseignement et de recherche en tourisme, HEC, Université de Lausanne.
- Ushold, M. and M. Gruninger (1996). "Ontologies: Principles, Methods and Applications." Knowledge Engineering Review **11**(2).
- Ushold, M. and M. King (1995). Towards a Methodology for Building Ontologies. Workshop on Basic Ontological Issues in Knowledge Sharing held in conjunction with IJCAI-95, Montreal.
- Ushold, M., M. King, et al. (1997). The Enterprise Ontology. Edinburgh, AIAI, The University of Edinburgh.
- Varian, H. R. (1996). "Differential Pricing and Efficiency." First Monday **2003**(September).
- Verma, D. P. S. and G. Varma (2003). "On-Line Pricing: Concept, Methods and Current Practices." Journal of Services Research **3**(1): 135-155.
- von Hippel, E. (2001). "PERSPECTIVE: User toolkits for innovation." Product Innovation Management **18**(4): 247-257.
- Wallin, J. (2000). Operationalizing Competences. International Conference on Competence-Based Management, Helsinki, Finland.
- Ward, J. M. (1988). "Information Systems and Technology Application Portfolio Management--an Assessment of Matrix-Based Analyses." Journal of Information Technology **3**(3): 205-215.
- Weigand, R. E. (1999). "Yield Management: Filling Buckets, Papering the House." Business Horizons **42**(5): 55-64.
- Weill, P. and M. Vitale (2002). "What IT infrastructure capabilities are needed to implement e-business models?" Mis Quarterly **1**(1): 17-34.
- Weill, P. and M. R. Vitale (2001). Place to space: Migrating to eBusiness Models. Boston, Harvard Business School Press.
- Wernefelt, B. (1984). "A resource-based view of the firm." Strategic Management Journal **5**(2): 171-181.
- Whetten, D. A. (1989). "What Constitutes a Theoretical Contribution?" Academy of Management Review **14**(4): 490-495.
- Williamson, O. E. (1975). Markets and Hierarchies - Analysis and Antitrust Implications: A Study in the Economics of Internal Organization, Free Press.

- Wood, G. E. (2000). "Do We Need New Economics for the New Economy?" Bank Accounting & Finance **14**(1): 76-80.
- Wood, J. (1998). Collaborative Visualization. School of Computer Studies. Leeds, University of Leeds.
- Wyner, G. (1995). "Researching Channels." Marketing Research **7**(3): 42-44.
- Wytenburg, A. J. (2001). "Bracing for the Future: Complexity and Computational Ability in the Knowledge Era." Emergence **3**(2): 113-126.
- Zahra, S. A. and H. M. O'Neill (1998). "Charting the landscape of global competition: Reflections on emerging organizational challenges and their implications for senior executives." Academy of Management Executive **12**(4): 13-21.