

Appendix I
Acronyms and Terms

Glossary of Relevant Terms

References to other terms defined within this Glossary are *italicised*.

- AACSB** The Association To Advance Collegiate Schools of Business - It is the professional association for college and university management education and the premier accrediting agency for bachelor's, master's, and doctoral degree programs in business administration and accounting <<http://www.aacsb.edu/>>.
- ANSI X12** American National Standards Institute standards for *EDI* document translation - Probably the most commonly-used *EDI* standard in North America and, until the development of the United Nations *EDIFACT* standards, was considered to be the industry standard.
- AOEMA** Asia Oceania Electronic Marketplace Association - It is a non-profit-making international association dedicated to the promotion and development of electronic commerce in the Asian region.
- AP** Asia-Pacific
- APEC** Asia-Pacific Economic Cooperation - It was established in 1989 in response to the growing interdependence among Asia-Pacific economies. Begun as an informal dialogue group, APEC has since become the primary regional vehicle for promoting open trade and practical economic cooperation. Its goal is to advance Asia-Pacific economic dynamism and sense of community <<http://www.apecsec.org.sg/>>.
- ASO** Augmented Service Offering model - It was developed by Grönroos in 1990 for service offerings.
- AVCC** The Australian Vice-Chancellors' Committee - the council of Australia's university presidents, with the mission of advancing higher education through voluntary, cooperative and coordinated action.
- B2B** Business to Business
- B2C** Business to Customer
- B2G** Business to Government
- BBN** A group of researchers headed by Frank Heart at Bolt Beranek and Newman.
- COLLECTeR** *Collaborative Electronic Commerce Technology and Research* - It is a joint venture by 22 universities around the world which, through a federation of research centres — one located at each institution — can provide both depth and breadth of expertise in Electronic Commerce. <<http://www.collector.org>>.
- DETC** Deakin Electronic Trading Community - A virtual teaching environment was developed by Joyce at Deakin University.
- EB** Electronic Business

EBCM	Electronic Business Component Model - It is developed by Elsie Chan to select the required components for Electronic Business.
EC	Electronic Commerce
ECAT	Electronic Commerce Action Team which is a group of private sector representatives tasked with driving the uptake of <i>EC</i> in New Zealand
EC/EB	Electronic Commerce / Electronic Business
EDI	Electronic Data Interchange
EDIFACT	<i>EDI</i> for Administration, Commerce and Transport
ERIC	Educational Resources Information Center.
GTDI	Guidelines for Trade Data Interchange - A renaming of the British TDI standards which occurred when the <i>UN/ECE</i> working group adopted them as the United Nations Guidelines for Trade Data Interchange (these standards are thus officially known as <i>UN/GTDI</i>).
HECS	Higher Education Contribution Scheme - It was introduced by Australian Government in 1988 as a form of assistance for students' university fees. Starting from 1989, students are required to pay a contribution either upfront at a discount, or after graduation through the tax systems when their incomes reach a level aligned initially with the average weekly earnings.
HERDSA	Higher Education Research and Development Society of Australasia - It is a society which aims at serving the needs of teachers, researchers, students, administrators and those concerned with the present and future of higher education.
Hong Kong	Hong Kong Special Administration Region
ICT	Information and Communications Technology
IDA	Infocomm Development Authority of Singapore
iMBA	Interactive <i>MBA</i> - A <i>MBA</i> program is run by City University of Hong Kong since May 1999. The program adapts two technologies — the Web and interactive television.
IS	Information Systems
ISWorld	A group of Information Systems scholars who harness the Internet for the creation and dissemination of knowledge. < http://www.isworld.org/ >
IT	Information Technology
MBA	Master of Business Administration
NESPO	New Educational Service Product Offering model - It is developed by Elsie Chan to provide criteria and suggestions for program developers to develop new educational programs and products.

NOIE	The National Office for the Information Economy - Australia's lead Commonwealth agency for information economy issues. It was established in September 1997. < http://noie.gov.au >
NPD	New Product Development
NSD	New Service Development
NSP	New Service Product
OECD	Organisation for Economic Corporation and Development - The OECD groups 30 member countries sharing a commitment to democratic government and the market economy.
PEL	Postgraduate Education Loans Scheme - This scheme enables eligible students to obtain a loan from the Commonwealth Government to pay all or part of their tuition fees incurred from 2002 onwards. < http://www.hecs.gov.au/pels.htm >
PhD	Doctor of Philosophy
Program	The term 'program' is what Deakin University terms a course, and is defined as “a set of units comprising credit points to a particular value, and approved by the Academic Board (or its equivalent) which when satisfactorily completed by the student normally entitles that student to the award of the appropriate certificate, diploma or degree” (Deakin University 2003, p. 34). This term is therefore equivalent to the term 'program' as used in the United States and Canada.
PSB	Productivity and Standards Board
Singapore	The Republic of Singapore
SME	Small Medium Size Enterprise - SMEs definitions differ widely in the APEC region, and depend on the phase of economic development as well as their prevailing social conditions. Various indexes are used by member economies to define SMEs, such as number of employees, invested capital, total amount of assets, sales volume and production capability. The most commonly used index is the number of employees.
Subject	A 'subject', as commonly understood, is what Deakin University terms a unit, and is defined as: “A thematic entity which is normally one or two semesters long.” (Deakin University 2003, p. 36). The term 'course' which is used in North American universities, the expression 'unit' or 'module' which is used in some Australian and Hong Kong universities, and the term 'paper' which is used in some New Zealand universities, are equivalent to the term 'subject' which I have used here.
TAFE	Technical and Further Education, Australia.

TCP/IP	Transmission Control Protocol / Internet Protocol.
TDCC	Trade Data Coordinating Committee - An organisation formed in 1968 to consider methods of replacing paper-based methods of communication within the US transportation industry. This organisation created the first EDI standards in the US.
TDI	Trade Data Interchange - The original British EDI standards (also known as the <i>SITPRO</i> standards).
TI	Technical Institute - TI in Hong Kong is similar to <i>TAFE</i> in Australia.
TREAT	Teaching Realistic EDI and Telecommunications - a series of web-based business simulations developed by Parker and Swatman.
TREC	Teaching Realistic Electronic Commerce - a further extension of <i>TREAT</i> .
u-commerce	Ultimate Commerce
UGC	University Grants Committee in <i>Hong Kong</i> .
UK	The United Kingdom
UN/ECE	The United Nations Economic Commission for Europe - the United Nations commission has taken responsibility for the development of EDI standards (including both <i>UN/EDIFACT</i> and <i>UN/GTDI</i>).
US	The United States of America.