

Index

- Academics, 161
- Acceleration, 163
- Accounting and finance, analytics
 - and AI for, 137–138
- Accounting department, 71–72
- Action concept, 152
- ADA Amendments Act (2008), 47
- ADKAR Model, 156
- Advanced analytics for business,
 - 131–132
- Advanced IT
 - BSC framing and dashboard
 - tools, 62
 - BSI, 59–60
 - business cases for aligning BSCs,
 - 60–61
 - current BSC relevance for PM and productivity, 60
 - knowledge worker productivity, 51
 - mapping L&D objectives to initiatives, 61–62
 - MVPs and work, 52–58
 - public sector productivity, 63–65
 - from theory to practice, 63
 - workplace productivity with BSC
 - actions, 58–59
- Affordable Care Act, 122
- Agile, 69
 - and accounting department, 71–72
 - approach, 71
 - and C-level, 72–73
 - for entire organization, 70
 - paradigm, 136
 - principles, 57
 - processes, 53
 - software project, 73
 - value amid chaos, 53–54
- Agile Alliance, 52–53
 - value principles from, 54
- Agile Manifesto, 52–53
 - declaration for, 54
- Alexa (AI technology), 136
- Algorithms, 37
 - algorithm-based trust model, 163
- AlphaGo AI program, 180
- Amazon, 10, 132, 138, 140–141
 - ECS and EKS, 79
 - Web Services, 164
- Ambient intelligence (AmI), 150
 - AmI-embedded devices, 157
 - AmI-inspired facets, 153
 - annoyances, 155–156
 - challenges, 156–158
 - misconceptions, 154–155
 - multimedia environments, 152
 - office environment, 151
 - realization of misconceptions and annoyances, 154
 - typical office, 149–151
- American Automobile Association, 84
- American Monetary Association, 168
- Americans with Disabilities Act of 1990 (ADA), 47
- Analytic core value proposition, 138–146
- Analytically driven lead-generation process, 135
- Analytics in workplace, 131–133
 - and AI for accounting and finance, 137–138
 - and AI for business operations management, 136
 - and AI for human resources, 136–137
 - and AI for international business, 135–136
 - for marketing, 133–134
 - new paradigm for firms, 138–146
 - for sales, 134–135

- Annoyances, 154–156
 “Anywhere, anytime” concept, 83, 86, 88, 90
 APPLE I, 121
 Application Specific Integrated Circuit (ASIC), 165
 ARPANET/Internet, 121
 Artificial intelligence (AI), 3, 5, 10, 37, 52–53, 131, 138, 174, 180
 for accounting and finance, 137–138
 for business operations management, 136
 for human resources, 136–137
 for international business, 135–136
 marketing, 134
 Auditing function, 137
 Automation, 10, 55, 83
 Avatars, 37, 47
 Axial coding cycle, 112
 Azure Database for PostgreSQL, 79
- B-Verify, 170
 B2B analytics technique, 135
 Balanced Scorecard (BSC), 52, 57, 64
 business cases for aligning, 60–61
 current BSC relevance for PM and productivity, 60
 framing and dashboard tools, 62
 workplace productivity with BSC actions, 58–59
 Balanced Scorecard Institute (BSI), 59–60
 Becker, Rick (fathers of R programming language), 144
 Behavior(al), 109
 intent, 111
 unethical, 192–193
 unethical pro-organizational, 193
 Bezos, Jeff (founder of Amazon), 140
 Big data, 27, 37, 131, 136, 138–139
 analytics, 55
 Bigtable, 79
Biometric Mirror, 180
 Biosensing technologies, 37
- Bitcoin (BTC), 161–162, 164–165
 ATMs, 164
 as cryptocurrency, 164–166
 digital currency, 161, 167
 regulation, 166–167
 Bithumb, 164
BizTech Magazine, 52
 Blockchain, 161
 Bitcoin as cryptocurrency, 164–166
 Bitcoin regulation, 166–167
 blockchain as innovation, 162–164
 cryptocurrency and trending projects, 168–170
 early adopters, 168
 limitations, 170
 Blue Origin, 4
 Bluetooth, 77
 Border Gateway Protocol, 164
 Broadband, 105
 Broodfond (bread funds), 85
 Businesses, 52
 business operations management, analytics and AI for, 136
 cases for aligning BSCs, 60–61
 ethics, 187, 191–194
 models, 6–7, 131
- C# programming language, 75
 C-level, agile and, 72–73
 C/C++ programming language, 77
 Capital One, 145
 Cassandra, 79
 Centennials, 41
 Chambers, John (fathers of R programming language), 144
 Change management, 114
 Changing educational systems, 91
 Charitable sectors, 161–162
 Chat groups, 93
 Citations, 62
 Citrix, 104
 Cloud computing, 6, 10–11, 104–105, 124, 127, 131, 138
 Cloud Services, 138

- Cloud-based gaming
 - services, 38
 - solutions, 44, 48
- Co-creation tools, 104
- Co-opetition, 9
- Coaching, 34–35
- Cognition, 180
- CoinDesk (2018), 164–165
- Coinis, 164
- Collaboration technology, 100, 102
- Collaborative intelligence, 4–5
- Collaborative learning in virtual spaces, 47
- Commodity Futures Trading Commission, 167
- Communication, 100–102
 - communication-focused technology, 102–104
 - high-context, 112
- Competitive weapon, technology as, 3–4
- Complementors, 9
- Computer processing units (CPUs), 165
- Computer-mediated communication (CMC), c
- Container
 - hosting systems, 79
 - platform, 78
- Continuous Deployment and Delivery, 77–78
- Contract specifications, 23
- Conventional workplace, 149
- Coordination-focused technology, 104–105
- Correlation and conflict, 18
- Coworker.org, 85
- Create-once-deploy-many design, 45
- Credit card fraud detection, 138
- Critical thinking, 176
- Cross-functional teams, 73, 78
- CrowdFlower, 85
- CrowdWorks, 85
- Cryptocurrency, 161–162
 - bitcoin as, 164–166
 - exchanges, 164
 - systems, 167
- Cryptography for quantum computing, 189
- Cryptokernel, 169–170
- Culture as factor in technology projects, 110–111
- Currency, 162
 - digital, 161, 167
 - fluctuations, 164
 - virtual, 167
- Curtin, Melanie, 52
- Customer-facing, 58
- Customers, 59
- Cyber-wallets, 164
- Cyberspace, 8, 188, 193
- Dashboard tools, 62
- Data Warehouse, 133
- Database wars, 79
- Deep learning techniques, 180
- Department of Informatics at Polytechnic Institute, 151–152
- Depersonalization changes, 116
- Desktop virtualization, 104
- Developmental identity model, 113
- Device concept, 152
- Digital
 - currency, 161, 167
 - divide, 97, 128
 - footprint, 6
 - goods, 38
 - natives, 83
 - transactions, 161
- Digital Currency Initiative (DCI), 168–169
- Digitized Human Resource Development Framework Model (dHRD Framework Model) (*see also* Human resource development (HRD)), 38–39
 - and future workforce, 40–43
 - gamification engagement strategies, 46–47
 - immersive 3D training environments to engaging employees, 43–44

- legal and ethical considerations, 47–48
 - psychological influencers of
 - motivation, 39
 - recommendations, 48
- Disruptive innovation, 161
- Distributed cloud-based computing, 38
- Distributed Denials of Service (DDoS), 165
- Diverse stakeholder organizational perspectives, 13–14
- Diversifying risk process, 132
- Docker Enterprise Edition, 78
- Docker technology, 78–79
- Document analysis, 118
- Documentation, 21–22
- Domain Name System, 164
- .NET, 75
- .NET Core, 75
- Double-Spending attack, 165
- Dropbox, 104
- Dynamic learning, 40
- Dynamo, 85

- E-government, public trust in, 125–126
- E-learning and mobile, 34
- E-mentees, 96–97
- E-Mentoring, 95–96
 - benefits, 96
 - challenges, 97
 - E-mentors, 96–97
 - increasing access, 96–97
 - lack of trust, 97
 - lowering barriers, 96
- eHarmony, 138–140
- Ethereum (ETH), 165
- Electronic economy, 156–157
- Emails, 93
- Emotions, 109, 113, 116
 - emotion-based themes, 113
 - evidence of, 117
- Employee
 - acquisition, 17
 - behavior regarding technology, 118
 - experience, 116
 - Personas, 71
 - resistance, 110
 - work-identity, 117
- Employer-based benefits, 86
- Engaged employees, 41
- Entanglement, 190–191
- Enterprise
 - enterprise-level application, 74
 - enterprise-quality application
 - server management, 79
 - view in decision making, 14
- Enterprise resource planning system (ERP system), 15
- Erikson Developmental Identity model, 117
- Erikson’s model, 116
- EtherDelta, 164
- Ethereum, 163
- Ethernet technology, 121
- Ethics, 187
 - ethical responsibility, 180
 - and teleportation of matter, 194
- Event concept, 152
- Expectancy Theory, 39
- Expedia, 143
- Extrinsic motivation, 40

- Face-to-face
 - interaction, 93
 - mentoring, 97
- FaceTime* (video conferencing tool), 103
- Feeling Wheel*, 112–113
- Fifth-generation technology (5G technology), 105, 174, 180–181
- File-sharing tools, 104
- Financial Accounting Standards Board, 167
- Financial agencies, 161–162
- Financial assessment
 - confidentiality, proprietary, and IP needs, 21–22
 - organizational vs. employee devices, 20, 21
 - privacy considerations, 20–22
- Financial backing, 84

- Financial Crimes Enforcement Network (FinCEN), 167
- Financial services sector, 163
- Firms
 - Amazon, 138, 140–141
 - data analysis, 146
 - eHarmony, 139–140
 - innovation in, 144–145
 - Netflix, 138–139
 - new paradigm for, 138
 - Pandora, 141–143
 - Zillow Group, 143–144
- First Round Capital, 168
- Flat hierarchy, 71
- “Flatter” management hierarchy, 71
- Freeconferencecall* (video conferencing tool), 103
- Freelance economy, 88–90
- Freelancer workforce, 84–86
- Function-as-a-Service (FaaS), 79

- Game theory, 9
- Gamification
 - engagement strategies, 38, 46–47
 - in 3D VLE, 40
- Gas turbines, 2
- Gen Z, 46
 - cohort, 41
 - consumers, 42
- General Data Protection Regulation (GDPR), 47
- General Electric (GE), 10
 - Capital, 133, 145
 - Commercial Finance, 135
- Generation 1.0 (2009), 162
- Generation 2.0 (2010), 163
- Generation 3.0 (2012), 163
- Generation 4.0 (2017), 163
- Generation X, 83
- Generation Y, 83
- Generation Z, 83
 - Hollywood model, 86–88
 - long tail of, 90–91
 - rise of Freelancer workforce, 84–86
 - square feet and Freelance economy, 88–90
- GENPACT Analytics, 145
- Gesellschaft für Internationale Zusammenarbeit (GIZ), 156–157
- Global Creative Index, The*, 88
- Global Fintech Report (2018), 168
- Globalization, 1, 25, 34, 83, 193
 - and collaborative intelligence, 4–5
 - technology as competitive weapon, 3–4
 - technology as main driver of, 2–3
 - technology commercialization, 4
- Globoforce™ survey, 58
- Goal-Setting Theory, 39
- Good Docs, 104
- Google, 10, 105, 138
- Google Container Engine, 79
- Google Drive, 104
- Google Glass, 104
- Google Home, 136
- Google Slides, 104
- Googleplex, 89
- GoToMeeting* (video conferencing tool), 103
- Government Executive, 84
- Graphics processing units (GPUs), 165
- Gravity* (film), 87
- Great Depression, 86
- Greenpeace, 168
- GroupMe* (video conferencing tool), 103

- Hacking, 188
- Hardware maintenance, 23
- Harvard Business Review*, 89
- Harvard Mark I, 121
- Hastings, Reed (founder of Netflix), 138
- Health insurance, 89
- Heutagogy, 41
- High-context communication, 112
- Hollywood model, 86–88
- House Committee on Education and Workforce (2017), 90
- Human resource (HR), 70–71

- Human resource development (HRD)
 - (*see also* Digitized Human Resource Development Framework Model (dHRD Framework Model)), 25, 27
 - emerging trends in advancing technologies, 26–28
 - issues and challenges of using technology, 30–33
 - opportunities for use of advancing technologies, 33–35
 - value and benefits of technology use, 29–30
- Human resource management (HRM), 25
- Human resources, analytics and AI for, 136–137
- Human-based trust model, 163
- Human-Centered Interface capability, 152
- Human–computer interaction, 151
- IBM Corporation, 10, 55
- iGeneration (*see* Generation Z)
- Immersive 3D training environments
 - to engaging employees, 43–44
- In-person meetings, 35, 102
- Incubation, 163
- Independent Professions (IPros), 85
- Independent Workers Pilot Program Act, 90
- Industrial Age, 52
- Industrial Internet, 136
- Industrial Research Institute, 86
- Industry 4.0, 76–77
- Information, 188–189
 - quantum teleportation of, 190
 - weaponization, 188
- Information technology (IT), 13, 51, 69, 189
 - mobile device integration in future organizational planning, 20–22
 - outsourcing vs. insourcing implications, 22–23
 - stakeholder involvement in assessing IT advances, 13–16
 - strategy planning for mergers and acquisitions, 16–20
 - systems technology, 174, 179–180
 - tool availability, 56
- Infrastructure, 56, 78
 - sustainable, 156
 - technical processing, 38
- Innovation, 3, 174
 - blockchain as, 162–164
 - culture, 175
 - and technology adoption processes, 56
- Innovators, 3
- Instant messaging, 101
- Insurance, 132
- Intangible impacts, 19
- Integrated collaborative technologies, 102
- Intellectual property (IP), 87
 - acquisition, 17–18
 - and information, 194
 - protection, 189–190
- Intelligent proximity, 155
- Interfaces, 77
- Internal processes, 58–59
- Internal-combustion engines, 2
- International business, analytics and AI for, 135–136
- Internet, 83, 122, 170, 189
- Internet of Everything (IoE), 76–77
- Internet of Things (IoT), 38, 55, 76–77, 103–104, 133, 136, 157, 163, 181
- Internet Protocol Telephony (IPT), 154–155
- Internet Service Provider, 164
- Intrinsic motivation, 40
- Invoice analysis, 137
- Isomorphic UI applications, 79
- Java, 75
- Java SE 9, 75

- JavaScript, 77
 - re-emergence, 74
- Join.me, 104
- Kiosk system, 125
- Knowledge, 175
 - knowledge-based organization, 63–64
 - knowledge-sharing culture, 56
- Knowledge workers, 10
 - productivity, 51, 56
- Kymeta, 4
- Law enforcement, 167
- Law of One Price between Exchanges, 166
- Leadership assessments, 34
- Leadership training, 34
- Lean Six Sigma, 136
- Learning
 - goals, 39
 - and growth perspective, 63–64
 - mobile, 34
- Learning and development (L&D), 25, 28, 33–34, 56, 58
 - mapping L&D objectives to initiatives, 61–62
- Ledger technology, 162
- Leveraging technology, 173
- Lewin's field theory, 111
- Light emitting diode (LED), 149
 - display, 154–155
 - light, 154
- Lightning Network, 169
- Litecon (LTC), 165
- Long tail of Generation Z, 90–91
- Machine learning, 37–38, 53, 75–76, 131, 138
- Mainframes, 133
- Man-in-the-middle attacks, 189
- Management, 176
 - agile and accounting department, 71–72
 - agile and C-level, 72–73
 - agile for entire organization, 70
 - business teams using technology practices, 69
- Continuous Deployment and Delivery, 77–78
- database wars, 79
- Docker, 78
- flat hierarchy, 71
- HR, 70–71
- innovation, 8–9
- interfaces, 77
- IoE, IoT, and Industry 4.0, 76–77
 - beyond language–implementation concepts, 78
 - and leadership development, 34
- machine learning, 75–76
- Nerd section, 73–74
- NodeJS, 74–75
- practices, 6–7
- re-emergence of JavaScript, 74
- serverless technology, 79
- tried and true technologies, 75
- true cross-functional teams, 73
- TypeScript, 74
- MapReduce, 79
- Marketing analytics, 133–134
- Measured employee engagement, 56
- “Measurement culture”, 63
- Mentoring, 93–95
- Mergers and acquisitions
 - analysis of actual IT situations, 18–20
 - initial assessment of required supporting technology, 18
 - IP acquisition, 17–18
 - rationale for, 17
 - technology strategy planning for, 16
- Microservice architecture, 78
- Microsoft, 75, 143
 - Future Vision, 89
- Microsoft Excel platform, 63
- Millennials, 40–41, 46, 83
 - entering leadership roles, 43
 - generation, 42
 - key drivers, 42
- Misconceptions, 153–155

- MIT, 168
 - Sloan report, 55
 - Trending MIT Digital Currency Projects, 169
- Mobile device integration, 20
 - future needs projections, 21–23
 - situation assessment, 20–21
- Mobile learning, 34
- Mobile solutions, 6
- Modern workplace descriptors, 52
- Modernization, 154
 - effect, 150
- MongoDB databases, 77
- Moral disengagement, 193
- Moral emotion evaluation, 194
- Most valuable players (MVPs), 51
 - agile value amid chaos, 53–54
 - IT tool availability, 56
 - no single PM framework fits, 57–58
 - technology factors, 53–55
 - value and cost, 56–57
 - and work, 52
- Motion sensor lights, 154
- Motion-enabled device, 152
- Multigenerational factor, 25
- MyEtherWallet users, 164
- MySQL-compatible database Aurora database, 79

- Nakamoto Satoshi (Bitcoin), 164–165
- Navigation, 155
- Nerd section, 73–74
- Netflix, 138–139
- New markets, 17
- New office environment of today, 154
- New Trade* theory, 3
- NodeJS, 74–75
- Nodes, 163
- Nonprofit organizations, 168
- NoSQL, 79
 - databases, 77
- NVivo 10[®] software, 112

- Office lighting, 156–157
- Online radio app, 141
- Open-source model, 75

- OpenJDK Community, 75
- Oral-B electric toothbrush, 133
- Organization(al), 70, 161
 - balance, 69
 - change, 110
 - culture, 109, 111
 - leaders, 100, 109, 117–118, 173, 176
 - network analysis software, 137
 - perspectives, 19
 - technology change, 109
- Organizational development (OD), 28
- Outsourced IT situations,
 - management of, 23
- Outsourcing utilization, long-term, 23

- PaaS services, 79
- Pandora, 131, 138, 141–144
- People Analytics, 137
- Performance management (PM), 51–52
 - current BSC relevance for productivity and, 60
 - single PM Framework Fits, 57–58
- Periodization, 2
- Personality inventories, 69
- Personas, 69, 71, 73, 80
- Pew Research Center, 41
- Phone conferences, 101–102
- Planetary Resources, 4
- Plus L&D, 59
- Positive cultural reinforcements, 40
- PostgreSQL-compatible database Aurora database, 79
- Practitioners, 161
- Predictive analytics, 131–132
- Premium, 132
- Price index, 164–165
- Pricing analysis, 133
- Prioritization, 62
- Private sector, 16, 122
- Problem and opportunity root causes, 22–23
- Proctor and Gamble (P&G), 132–133
- Product expansion, 17
- Product/company endorsement, 62

- Productivity, 53, 153
 - current BSC relevance for PM and, 60
- Programming languages, 75
- Project goals, 15
- Project iterations, 69
- Protégé, 96
 - interaction, 93
 - relationships, 94
- Protocols, 78
- Psychological theories, 40
- Psychosocial development model, 116
- Public digital displays, 152
- Public sector, 16
 - productivity, 63–65
 - situations, 19–20
- Public trust in E-government, 125–126
- Python, 75, 77

- Quantitative derivative model, 110
- Quantum cryptography, 189
- Quantum duality, 177
- Quantum dynamics, 176
- Quantum entanglement, 177
- Quantum leadership, 173
 - AI techniques, 180
 - 5G technology, 180–181
 - horizons, 176–179
 - information systems technology, 179–180
 - string theory, 173–174
 - technology management boundaries, 174–176
 - technology transmuting, 181
- Quantum mechanics, 176
- Quantum physics, 190
- Quantum superposition, 177
- Quantum teleportation, 187
 - business ethics, 191–194
 - ethics and teleportation of matter, 194
 - information, 188–189
 - of information, 190
 - protecting intellectual property, 189–190
 - quantum theory, 190
 - technology advancement, 187–188
 - teleportation of matter, 191
- Quantum theory, 190

- “R” programming language, 144
- Re-emergence of JavaScript, 74
- Realization of misconceptions and annoyances, 154
- Recorded peer review process, 58
- Redefinition phase, 94–95
- Rehabilitation Act (1973), 47
- Relational database management systems (RDBMS), 133
- Relational database services, 79
- Relationship building, 40
- Request for proposal (RFP), 23
- Research and Development projects (R&D projects), 86
- Researchers, 161
- Resistance to change, 18, 32
- Reskilling program, 11
- Responsibilities, conflicting, 14–15
- Retirement accounts, 89
- Return on investment (ROI), 133
- Ripple (XRP), 165
- Rise of the Creative Class, The*, 88
- Rudimentary technologies, 123

- Sales
 - analytics for, 134–135
 - forecasting, 135
 - performance management tools, 135
- Salesforce.com (management tools), 135
- Samsung, 105
- Sarbanes–Oxley Act (2002), 192
- SAS software tools, 135
- Satoshi, 165
- Savvy organizations, 11
- Scheduling tools, 104
- Seamless technology, 38
- Security, 191
- Selective coding, 112
- Self-Determination Theory, 39

- Self-directed analytics, 55
- Selfish Mining attack, 165
- Serverless FaaS, 79
- Service concept, 152
- Service-orientated government
 - agencies, 127
- Services Oriented Architecture, 78
- Short-term outsourcing utilization, 23
- Sierra Nevada Corporation, 4
- Silicon Valley ecosystem, 87
- Simple calculating systems, 121
- Single asynchronous email, 101
- SiriusXM (satellite radio channel),
 - 141, 143
- Six Sigma, 57, 135
 - Lean Six Sigma, 136
- Skepticism, 157
- Skype (video conferencing tool),
 - 34–35, 103
- Skyscraper, 88
- Slack (messaging tool), 104
- Small and mid-sized companies (SMBs), 55
- Small Business Computing's website, 56
- Small businesses, 6
- Smart companies, 10
- Smart contract, 164
- Smartphones, 77, 102, 127
- Social exchange theory, 193
- Social networks, 111
- Société Mutuelle pour Artistes* (SMart), 86
- Society for Human Resource Management (SHRM),
 - 58, 84
- Socio-digital landscape, 152
- Software solutions for business, 6
- Software-enabled technology, 6
- Sony Global Education, 168
- Specific, Measurable, Attainable, Realistic, and Time-bound (SMART), 39, 149
- SQL, 79
- Square feet and Freelance economy,
 - 88–90
- Stack Overflow Trends, 75
- Stakeholder involvement in assessing
 - IT advances, 13
 - benefits and risks, 15–16
 - correlation of assessment across
 - multiple stakeholder perspectives, 14–16
 - diverse stakeholder organizational perspectives, 13–14
 - public vs. private sector considerations, 16
- Standard risk, 164
- Steamships, 2
- Stranded workers, 10
- String theory, 173–174
- Sustainable Infrastructure
 - Implementation (SI2), 157
- Swift transfers, 163
- System integration technology, 121–122
- Tangible impacts, 19
- Team collaboration, 179
- Teamwork, 100
- Technological work environments
 - changes and division, 127–128
 - efficiency in customer service, 126
 - future, 127–129
 - historical context, 121–123
 - public trust in E-government, 125–126
 - risk and safety-data collection, 128
 - state and local government, 123–124
 - technological expansion, 124–125
- Technology (*see also* Information technology (IT)), 6–7, 27, 84, 126, 173, 177–178, 188
 - accelerated, 8
 - advances, 122, 125
 - advances, 177
 - commercialization, 4
 - communication-focused, 102–104
 - as competitive weapon, 3–4
 - coordination-focused, 104–105
 - factors, 53–55
 - future of work, 10–11
 - information systems, 179–180

- issues and challenges of using, 30–33
- as main driver of globalization, 2–3
- maintaining pace with advancing, 33
- management boundaries, 174–176
- managing business teams using technology practices, 69
- opportunities for use of advancing, 33–35
- recognizing need for technology solution, 31–32
- strategy planning for mergers and acquisitions, 16–20
- transmuting, 181
- value and benefits, 29–30
- Technology acceptance model (TAM), 111
- Technology implementation change in Caribbean organization analysis, 116–117
- culture as factor in technology projects, 110–111
- data collection and coding, 112
- design, 111–112
- findings, 112–116
- implications for organizational leaders, 117–118
- limitations, 118
- reasons for technology implementation failure, 109–110
- technology acceptance models, 111
- Teleportation, 190–191
 - ethics and, 194
- Telework Enhancement Act (2010), 84
- Telstra Docklands Call Centre, 89
- Tesla, 10
- Theory of Gamification, 38
- Theory of national competitive advantage (Porter), 3
- Theory of planned behavior (TPB), 111
- 3D virtual learning environments (3D VLEs), 38
 - gamification engagement strategies, 46–47
- instructional design, 45–46
- legal and ethical considerations, 47–48
- recommendations, 48
- standardization and technical design, 44–45
- technological requirements, 44–46
 - volunteer participation in, 40
- Time-triggered event, 151–152
- Time-triggering mechanism, 151–152
- Timejacking attacks, 165
- Trades Secrets, 189
- Traditional axiology, 175
- Traditional SQL, 79
- Traditional statistical techniques, 138
- Traditionally “continuing education” careers, 73
- Transaction-enabling companies, 84
- Transparency, 72
- Transportation technologies, 2
- Trivial distraction from concentration, 154
- Trustworthiness, 97
- “Turnkey” technology, 38
- TypeScript, 74
- Typical office, 149–151
- “Un-permissioned or permissioned” enforcing rules, 163
- Unethical behavior, 192–193
- Unethical pro-organizational behavior, 193
- Unified Theory of Acceptance and Use of Technology (UTAUT)*, 110–111
- Union Square, 168
- United States Bank Secrecy Act, 167
- United States Department of Agriculture (USDA), 84
- United Way Worldwide, 168
- UNIX, 121
- Upwork, 85
- US financial regulations, 162

- Value
 - and cost, 56–57
 - impact, 58
 - initiative, 58
 - transfer, 164
- Vendor prequalification, 23
- Ventalum, 63
- Video conferencing, 93, 102–103
 - FaceTime*, 103
 - Freeconferencecall*, 103
 - GoToMeeting*, 103
 - GroupMe*, 103
 - Skype*, 34–35, 103
 - WebEx*, 103
 - Zoom*, 103
- Video Conferencing as a Service (VCaaS), 104–105
- Video games, 44
- Virgin Galactic, 4
- Virtual proximity, 136
- Virtual spaces, collaborative learning
 - in, 47
- Virtual teams, 7–8, 99
 - collaboration, 100
 - communication, 100–102
 - technology advancements, 102–105
 - trust, 99–100
- Virtual world platforms, 44
- Visa, 163
- Visual Studio Code, 75
- VMWare, 104
- Volunteer participation in 3D VLE, 40

- Wal-Mart, 132
- Wallet applications, 165

- Warren, Neil Clarke (founder of eHarmony), 139
- WATSON supercomputer (IBM), 55
- Web-based media, 93
- Web-based-cloud-hosting services, 45
- WebEx* (video conferencing tool), 103
- Webinars, 34
- Websites, 23
- Weighted factor analysis, 23
- Westegren, Tim (founder of Pandora), 141
- Wikipedia, 83
- Willcox base codes, 112
- Wired Magazine*, 90
- Work, 52–58
- Work-identity, 116–117
- Workplace, 150–153
 - productivity with BSC actions, 58–59
- Worksite, 150–153
- Workspace, 150–153
- World Food Program (UN), 168
- World Wide Web, 122

- Youbit, 164

- Z3 computer, 121
- Zero-sum game, 3
- Zillow Group (Seattle-based company), 131, 138, 143–144
- Zoom* (video conferencing tool), 34–35, 103