Index

Abstraction, 65–66
Accessibility, 115
Activity-based view, 212
Additive manufacturing, 94–95, 206
Advanced persistent threat (APT), 304–305
Airbnb, 168
AirDna, 179
Alibaba, 175–176
Amazon, 169–170, 175–176
American Institute of Certified Public Accountants (AICPA), 318
Apple Car, 174
Artificial intelligence (AI), 44, 86, 195, 206, 214
applications, 245–246
conflicts in artificial intelligence context, 50–51
Asynosis, 110–111
Attack, 290–291
Attention-based view, 212
Augmented reality (AR), 5, 189–190
Authenticity, 48–49, 294
Autonomous Robots, 5
Availability, 294
Avoidance, 181
conflict culture, 231
Big Data (BD), 6, 206, 214, 245–246
analytics, 44
Blockchain, 6–7
advantages, 13–14
applications, 12–13
applications in logistics services, 33–34
in business cybersecurity, 296–297
effects in production and planning, 13
nudging and sludge on production and planning through, 16–19
technologies, 11–12, 245–246
types, 12
Boundary Theory, 71
Breach, 291
Business(es), 167–169
conflict, 156–157
conflict in postpandemic period, 177–182
cyber security in, 154–155
digital conflict in, 157–159
digital sustainability in, 243–244
digitalization, 151, 153–154
digitization concept, 263–264
infrastructure, 147–149
intelligence, 189–190
processes, 149–151
strategies, 314–322
sustainability in, 265
Cambridge Analytica, 174
Capability Maturity Model Integration program (CMMI program), 318
Center for Creative Leadership (CCL), 117
Change management, 87, 100
Channel conflict, 46
offline, 46–48
online, 46–48
Chief data officer (CDO), 322
Chief information officer (CIO), 322
Chief Information Security Officer (CISO), 289, 322
Chief risk officer (CRO), 322
Clorox, 179
Cloud computing (CC), 4–5, 44, 114–115, 189–190, 206, 214, 245–246
Cloud-based applications, 315
Coercion method, 180–181
Collaboration, 180
Commercial cooperation, 26
Communication deficiencies, 69
Competition, 176–177
Competitive conflict methods, 231–232
Compromising, 181
Computer aided drawing (CAD), 315
Computer aided facilities management (CAFM), 315
Computer aided manufacturing (CAM), 315
Confidentiality, 294
Conflict(s), 64
in artificial intelligence context, 50–51
business infrastructure, 156–157
culture, 231
description, 67–68
in digital organizations, 227–230
in digital transformation, 116–120
in digitalization of procurement, 97–101
in influencer marketing context, 48–50
of interests, 173–174
management in digital organizations, 230–232
sources, 69–71
strategies, 177–182
Conflicting businesses
conflict strategies and principles of conflict for businesses in postpandemic period, 177–182
network of business in digital world, 170–171
sources of conflict for digital businesses, 171–177
Consensus, 296
Consortium blockchain, 12
Control Objectives for Information and Related Technology (COBIT), 318
Cooperative conflict culture, 231
Covert marketing, 55
COVID-19, 27–28, 33
collar change of employees during, 135–136
lockdowns, 56
pandemic, 45–47, 74, 78, 109, 188, 268
Critical infrastructure (CI), 288
Cross-site scripting attack (XSS attack), 304–305
Customer capital, 282–283
Cyber business management, 281–282
blockchain technology in business cybersecurity, 296–297
information security, 284–286
knowledge management capabilities, 283–284
managing and planning, 286–287
tacit knowledge management, 282–283
Cyber critical infrastructure, 293–296
Cyber networks, 171
Cyber risk management, 290
Cyber systems, 171, 293–294
Cyber-attacks, 129–130
Cyber-collar employees, 131
Cyber-defense technologies, 317–318
Cyber-physical systems (CPSs), 5, 206, 282
protection, 293–296
Cyberattack, 304, 306, 311, 314
Cyberattackers, 305
Cyberinfrastructure, 282
in business infrastructure, 154–155
risks management, 287–293
Cyberspace, 304–314
Cybersystems, 295–296
Cyberwarfare, 304–314
issues, 129
Dark side of digitalization in terms of organizational behavior, 226–227
Data Analytics, 6
Data privacy conflicts, 53–54
Data security in production and planning, 9–11
with blockchain technology, 14–15
detecting insider threats, 11
identify data, 9
restricting access to sensitive information, 10–11
risk assessment for third party software, 11
Data transparency, 13–14
Databases, 315
Decisions, participating in, 70
Demassization, 110–111
Denial-of-service (DoS), 304–305
Digital age technologies, 259–260
Digital assets, 192–193
Digital bank accounts, 315
Digital business
conflicts among sectors, 194–200
sources of conflict for, 171–177
Digital business strategy (DBS), 267
benefits, 271–272
definition and scope of, 265–268
dimensions, 268–269
features, 270–271
Digital communication, 128
Digital conflicts. See also Channel conflict, 128, 224–225
in business infrastructure, 157–159
in HRM, 128–130
in logistics, 34–36
Digital divide, 195
Digital economic approach, 248–249
Digital economy, 189, 192
Digital ecosystems, 75
Digital era, 244
Digital gap, 44
Digital health, 75
Digital industries, 192
Digital innovations, 108–109, 264
Digital marketing, 43, 51–52
environmental conflicts and, 51–52
ethical conflicts and, 52–56
Digital maturity, 111–112, 114
Digital natives, 197
Digital organizational culture, 264
Digital organizations
conflict management in, 230–232
conflicts in, 227–230
Digital platforms, 75
Digital products, 194
Digital revolution, 44
Digital services, 194
Digital supply chain, 28–32
effect of industry 4.0 on supply chain, 29–32
Digital sustainability, 242
in businesses, 243–244, 248
by countries, 251–252
and E-commerce, 248–250
positive impacts of digital sustainability on businesses, 250–251
in sectors, 252–254
Digital Sustainability Index, 252
Digital tools, 245–246
Digital tourism, 74–75
Digital transformation, 27–29,
adaptation of enterprises to, 76–78
benefits, 206
changing consumer behavior, 78
conflicts in, 116–120
effects of pandemic on, 75–78
in human resources management, 132–133
scope, 111–120
Digital Transformation Initiative (DTI), 187–188
Digital usage, 192–193
Digital workers, 192–193
Digitality, 109–110
advantages of, 190–191
of business processes, 153–154
conflict arising from digitalization of business processes, 196–200
conflict arising from digitalization of value-chain activities, 196–197
conflicts in digitalization of procurement, 97–101
conflicts stemming from digitalization gap, 43–46
dark side of digitalization in terms of organizational behavior, 226–227
effect of digitalization on sectors, 192–194
importance, 224
industry 4.0, 3–4
industry 4.0, information technology, and human resources information systems on effect of, 130–132
information technologies in production and planning management, 7–8
organizational benefits and importance, 225–226
of production and planning, 3–8
Digitization, 2, 114, 206
of HR processes, 133
Direct harm, 315–316
Distributed-denial-of-service attack (DDoS attack), 304–305
Distributive negotiations, 181–182
Dominant conflict culture, 231
Dynamic capabilities view, 211
E-mails, 315
marketing, 51–52
E-procurement, 97, 100–101
E-retail, 194
E-transaction, 194
Economic liberalization policies, 26
Economic system, 171
Ecosystems, 260
Electronic bill of lading (EBL), 34
Electronic Commerce, 242
Electronic Data Interchange (EDI), 7, 32
Electronic document management system (EDMS), 315
Electronic fund transfer (EFT), 249–250
Electronic health records (EHR), 114
Electronic monitoring, 153, 224–225
Endpoint Detection and Response (EDR), 317–318
Engineering systems, 293
Enterprise asset management (EAM), 315
Enterprise resource planning (ERP), 7, 315
Environmental conflicts, 51–52
Ethical conflicts, 52–56
Excessive competition, 176–177
Expedia, 174
Facility administration and maintenance information system (FAMIS), 315
Fifth Industrial Revolution.
See Industry 5.0
Finality, 296
Financial services sector, 194
FinTech, 194
Food marketing, 55–56
Ford, 174
General Data Protection Regulation (GDPR), 318
Glad Press’ Seal, 179
Global digitalization initiatives, 86–87
Globalization, 259–260
  of supply chain connections, 26
Green marketing, 51

Hacktivism, 312–313
Harm, 315–316
Healthcare, 193–194
Henn-na Hotel, 176
High-intensity conflict, 231–232
Human capital, 282–283
Human resources (HR), 128, 229
  conflict management issues, 133–135
  industry 4.0, information
  technology, and human
  resources information
  systems on effect of,
  130–132
  information systems on
  digitalization and human
  resources, 130–132
Human resources management
  (HRM), 128
  digital conflicts in, 128–130
  digital transformation in, 132–133
  potential problems, future foresight,
  and strategic principles after
  pandemic, 136–138
Hurricane Irma, 26–27

Immutability, 296
Indifference, 66
Indirect harm, 315–316
Industrial control systems (ICSs), 293
Industrial organization (position)
  approach, 210
Industry 4.0, 2–4, 26–27
  applications, 27–28
  on digitalization and human
  resources, 130–132
  impact in production and planning,
  8
  impacts on procurement, 86–87
  effect of industry 4.0 on supply
  chain, 29–32
  integration of industry 4.0 to
  logistics services, 32–34
technologies in production and
  planning management, 4–7
Industry 5.0 impacts on procurement,
  86–87
Influencer marketing context, conflicts
  in, 48–50
Information, 244–245
  workers, 74
Information and communications
  technology (ICT), 192–193
Information security (IS), 114–115,
  281–282, 284, 286
Information Systems Audit and
  Control Association
  (ISACA), 318
Information technology (IT), 91,
  260–261, 281–282
  on digitalization and human
  resources, 130–132
  in production and planning
  management, 7–8
  strategy, 266–267
Infrastructure as a Service (IaaS), 214
Innovation, 246
Inseparability, 66
Insider threats, 11
Institution-based view, 212
Integrative negotiations, 181–182
Integrity, 115, 294
Intellectual capital, 282–283
Inter-business conflicts, 170, 182
Interbrand, 169
Interest, differences in, 70–71
International Business Machines
  (IBM), 34
International Organization for
  Standardization (ISO), 318
Internationalization, 175
Internet, 7, 242
Internet of Things (IoT), 4, 44, 95, 108,
  189–190, 206, 213–214,
  245–246
Interplay, 110–111
Intrusion Detection and Protection
  Systems (IDS/IPS), 317–318
Job attitudes of employees, 226
autonomy, 227–228

Key performance indicators (KPIs), 87
Knowledge economic approach, 248–249
Knowledge management capabilities, 281–284
Knowledge sharing, 284
Knowledge-based view, 211

Lean purchasing, 87
Legal systems, 171
Liberalization of commercial activities, 26
Logistics, 26
  blockchain applications in logistics services, 33–34
digital conflicts in, 34–36
integration of industry 4.0 to logistics services, 32–34
logistics 4.0, 32–33
Lose-lose approach, 179–180
Low-intensity conflicts, 231–232

Man-in-the-middle attack (MitM attack), 304–305
Managed Detection and Response (MDR), 317–318
Managerial ability, 269–270
Market penetration, 174–175
Marketing, 51
Matrix construction, 70
McKinsey Global Institute (MGI), 191–192
Mediterranean Shipping Company (MSC), 34
Metaverse project, 168
Middle-level businesses, 242
Mobility, 189–190
Moonlight Maze, 313–314

Nanotechnology (NT), 206
Network of business in digital world, 170–171

New communication technologies, 109–111
New enterprises, 242
Next Generation Wireless Networks, 245–246
Nike, 47–48
Nike ID, 47–48
Nokia, 169

Offline channel conflicts, 46–48
Omnichannel marketing, 46–47
Online advertising targeting children and adolescents, 55–56
Online channel conflicts, 46–48
Online shopping, 52
Online teleconferences, 315
Openness, 247–248
Operational capability, 270
Organizational behavior, dark side of digitalization in terms of, 226–227
Organizational culture, 231

Passive-aggressive conflict culture, 231
PayPal, 173
Permission-less blockchain, 12
Permissioned blockchain, 12
Physical function, 293–294
Planning Software, 8
Platform as a Service (PaaS), 214
Power conflict, 227–228
Predictivity, 101
Privacy, 115
Problem-solving, 181
Process conflicts, 227
Procter & Gamble (P&G), 26–27, 179
Procure to pay (P2P), 96
Procurement
  benefit perspectives of digital transformation in, 95–97
  conflicts in digitalization of, 97–101
  evolution of digital technologies in, 91–95
  expected impacts of industry 4.0 and industry 5.0 on, 86–87
users, 48
Software as a Service (SaaS), 214
Sources of conflict for digital businesses, 171–177
Speed of information sharing, 247
Strategic cybersecurity management, 319–322
Strategic management, 207–212
approach, 206, 209
digital technologies and digital transformation, 212–216
effects and conflicts of digital technologies on, 214–216
Strategic procurement, 88, 90
Strategic superiority, 171–173
Strategy content research, 209
Strategy process research, 209
Structural capital, 282–283
Structure–Conduct–Performance paradigm (SCP paradigm), 210
Sub-ecosystems, 260
Supervisory Control, and Data Acquisition system (SCADA system), 295–296
Supply chain, 26
effect of industry 4.0 on, 29–32
Surveillance, 153, 224–225
Sustainability. See also Digital sustainability, 176, 244
in business, 265
Sustainable Development Goal 3 (SDG 3), 75
Sustainable digital business strategies, 265–270
benefits of digital business strategies, 271–272
digitalization and digital transformation, 261–264
features of digital business strategy, 270–271
SWOT analysis, 207–208
System and Organization Controls (SOC), 318
System Integration, 6
Tacit information, 282–283
Tacit knowledge management, 281–283
Task conflicts, 227
Team conflict, 228–229
Teamwork, 70
Technological conflict, 114–116
Technology, 108
new communication technologies, 109–111
Tesla, 264
Third party software, risk assessment for, 11
Three-dimensional printers (3D printers), 4–6
3D printing technology. See Additive manufacturing
Time, 248
Toys“R”Us, 169–170
TradeLens platform, 34
Transparency, 247
TripAdvisor, 174
Uber, 174
Uncertainties, 69
Unfair competition, 176–177
User-generated content (UGC), 48
Value, differences in, 70–71
Variability, 66
Venture capital, 246
Virtual advertisements, 179
Virtual Desktop Infrastructure system (VDI system), 78
Virtual market, 178–179
Virtual reality (VR), 44, 189–190, 206
Virtual solutions, 78
Virtualization, 178, 246
Visibility, 247
Web 2.0, 48
Web technologies, 242
Win-lose approach, 179
Win-win approach, 179
Work–family conflict, 74
Working from home during pandemic, 71

World Economic Forum (WEF), 187–188
World Wide Web (WWW), 32
Zero Trust, 290