

Sites to See

When conducting research on the Net try the sites, listed below, contain useful information.

Sites are free, unless otherwise noted. However you may need to register in order to access information.

Caveat

ALWAYS check the date of any article. Many of these sites have articles or white papers that are two or more, years old

Sites to See.....	1
e-Commerce	3
www.ebusinessforum.com	3
www.internetindicators.com.....	3
ebusiness.mit.edu/research/.....	3
Business Related News & Information	4
hbswk.hbs.edu/.....	4
IT Related News & Information.....	4
www1.bcs.org.uk.....	4
www.cnet.com/aboutcnet/	4
www.itworldcanada.com/Pages/Home.aspx	4
www.ziffdavis.com	5
searchdatabase.techtarget.com.....	5
www.ittoolbox.com.....	5
www.cnii.com.cn/ecnii/.....	5
Surveys/Research.....	6
www4.gartner.com.....	6
www.idc.com.....	6
Security.....	7
www.infosyssec.net.....	7
Privacy.....	7
www.cio-dpi.gc.ca/pgol-pged/index_e.asp.....	7
www.epic.org.....	7
www.privacyexchange.org.....	7
Business Continuity.....	8
www.globalcontinuity.com.....	8
Data/Knowledge Management.....	9
www.dama.org.....	9
www.dmreview.com.....	9
Customer Service	10
www.theacsi.org.....	10
www.crmcommunity.com.....	10
www.socap.org.....	10
Outsourcing	11
www.outsourcing.com	11
www.firmbuilder.com	11
www.outsourcingresearch.com	11
www.outsourcing-exchange-center.com	11
Emerging Technologies	12
www.magportal.com/c/sci/future/.....	12
www.espen.com/isworld/.....	12
www.atp.nist.gov/atp/.....	12
www.rand.org/scitech/radius/.....	12
Benchmarking	13
www.benchmarkingnetwork.com.....	13
www.apqc.org.....	13
www.benchnet.com.....	13
www.best-in-class.com.....	13

e-Commerce

www.ebusinessforum.com

Affiliation: The Economist Intelligence Unit

Overview: This site by the publisher of The Economist targets senior international executives.

Details: Lots of EIU information is offered here for free, including international news and analysis, case studies, research, and the latest thinking from pundits, analysts and economist writers. A section called "Doing Business In" offers in-depth information on e-business in 60 countries.

www.internetindicators.com

Affiliation: The Center for Research on Electronic Commerce at the University of Texas at Austin, Cisco Systems

Overview: University's attempt to measure the Internet economy.

Details: Primarily US based information, but lots of statistics, such as sales volume, growth, employment and impact. Also has, analysis, case studies and links to online publications, government Web sites and other Internet organizations. Check the dates. Much of the data is a year or more in the past.

ebusiness.mit.edu/research/

Affiliation: Massachusetts Institute of Technology

Overview: This site by the MIT Sloan School of Management is meant for faculty, students and businesspeople.

Details: Scholarly but potentially useful papers on e-business topics can be found here. Subscribe to the MIT E-Commerce Research Forum for current research abstracts on e-commerce, Internet marketing and related areas.

Business Related News & Information

hbswk.hbs.edu/

Affiliation: Harvard Business School

Overview: Updated weekly, this site offers resources, data and articles from Harvard professors and industry consultants on a variety of business topics.

Details: Check the date of any article before you start reading the search results, as the listing date does not reflect the original published date.

IT Related News & Information

The following Web sites provide general newsworthy information, some research information, articles on current topics and more.....

www1.bcs.org.uk

Affiliation: British Computer Society

Overview: Learned society for computing professionals, with world-wide links.

Details: Lots of articles, access to libraries (for members only), links to Special Interest Groups (SIGs), events listings, and a description of what the various roles are in the industry.

www.cnet.com/aboutcnet/

Affiliation: CNet, a global multi-media network

Overview: News, articles and research papers on all IT topics

Details: Lots and lots of links to a variety of subsidiaries around the world. Some sites require you to sign-up, but they are generally free. You then get access to articles, comments on those articles and free templates for a variety of IT related activities. Your registration information may be provided to the companies supplying the content. They gain their revenue from advertisers/sponsors.

www.itworldcanada.com/Pages/Home.aspx

Affiliation: International Data Group (See Surveys/Research below)

Overview: News, articles and research papers on all IT topics

Details: Lots and lots of links to a variety of subsidiaries around the world. Some sites require you to sign-up, but they are generally free. You then get access to articles, comments on those articles and free templates for a variety of IT related activities. Your registration information may be provided to the companies supplying the content. They gain their revenue from advertisers/sponsors.

www.ziffdavis.com

Affiliation: Ziff Davies Media Group

Overview: News, articles and cases on all IT topics, at all levels.

Details: This is an entry site to major publisher. Best known example is 'PCMagazine'. For project managers there is 'Baseline', which is full of examples of IT usage in the real world, as well as templates to help with all aspects of projects. 'CIO Insight' is aimed a more senior management. There are also magazines for gamers.

searchdatabase.techtarget.com

Affiliation: TechTarget Inc.

Overview: News, information and advice on IT topics.

Details: Provides news and links to articles and Web sites screened by its staff, as well as active forums and tips submitted by site visitors. Your registration information may be provided to the companies supplying the content. They gain their revenue from advertisers/sponsors.

www.ittoolbox.com

Affiliation: Information Technology Toolbox, Inc.

Overview: A networking, support and information site for IT professionals, organized by specialty.

Details: Offers news, events, discussion groups and free newsletters. Your registration information may be provided to the companies supplying the content. They gain their revenue from advertisers/sponsors.

www.cnii.com.cn/ecnii/

Affiliation: Ministry of Information Industry (MII) of China

Overview: Information from one of the largest economies in the world.

Details: Offers news and events in the telecom and IT world. However, typos and broken links on the English pages.

Surveys/Research

www4.gartner.com

Registration: Free for some information, \$95+ for more detailed items.

Affiliation: Gartner

Overview: Research on a variety of IT topics, and how they can help business succeed.

Details: Gartner, Inc. is a research and advisory firm that helps more than 10,000 clients leverage technology to achieve business success. Gartner's businesses consist of Research, Consulting, Measurement, Events and Executive Programs. Founded in 1979, Gartner is headquartered in Stamford, Connecticut and has over 3,800 associates, including approximately 1,000 research analysts and consultants, in more than 75 locations worldwide. Fiscal 2002 revenue totalled \$888 million.

www.idc.com

Registration: Free for some information, \$\$\$+ for more detailed items.

Affiliation: International Data Group

Overview: Research on a variety of IT topics, and how they can help business succeed.

Details: IDC is the premier global market intelligence and advisory firm in the information technology and telecommunications industries. We analyze and predict technology trends so that our clients can make strategic, fact-based decisions on IT purchases and business strategy. Over 700 IDC analysts in 50 countries provide local expertise and insights on technology markets, and our management team is comprised of experienced and respected industry luminaries. Business executives and IT managers have relied for 40 years on our advice to make decisions that contribute to the success of their organizations.

Security

www.infosyssec.net

Affiliation: Algonquin College

Overview: This site was started by college students studying information system security and now attracts professionals in the field.

Details: Provides a lot of links to vendor alerts, patches, security newsgroups and forums, along with a comprehensive list of news sites, a number of specialized search templates and tools, and world travel, health and weather warnings. Its business continuity page links to several dozen articles and other resources. You may find a few dead links,. Popular site that claimed 450,000 visits per month as of 1999.

Privacy

The following Web sites provide additional information about online privacy issues, including information about privacy tools such as encryption, anonymous re-mailers and software for anonymous browsing:

www.cio-dpi.gc.ca/pgol-pged/index_e.asp

Affiliation: Treasury Board of Canada

Overview: Explains the rules and regulations surrounding privacy in Canada

Details: Covers the act, and required processes in a language we can all understand, as well as having a copy of the laws.

www.epic.org

Affiliation: EPIC is a civil liberties research centre in Washington, D.C.

Overview: Comments on hot topics concerning privacy & civil liberties

Details: US bias, but lots of articles and links.

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www.privacyexchange.org

Affiliation: Not for profit research centres CSLR in New Jersey and AICGS in Washington, DC.

Overview: Consumer and privacy comments from around the world

Details: US bias, but lots of articles and links.

Business Continuity

www.globalcontinuity.com

Affiliation: The Neverfail Group, a business continuity consultancy in Britain

Overview: Offers news, articles and other resources on the topic.

Details: A good source of information from around the world, and courses of instruction on business continuity, security management, disaster recovery and such issues as air quality. A variety of companies contribute feature articles and "how to" information.

Data/Knowledge Management

www.dama.org

Affiliation: DAMA International

Overview: This is the site of DAMA, an international not-for-profit organization consisting of thousands of data management professionals.

Details: While the site's primary focus is the organization's activities, it does offer information on academic programs, research, training, employment, books and other publications, events and forums.

www.dmreview.com

Affiliation: EC Media Group, a division of The Thompson Corp.

Registration: Free for articles. \$50 for information.

Overview: The Web site of the magazine DM Review offers its articles and columns pertaining to data management.

Details: Articles are free. But you need to subscribe for the search engine, "Ask the Expert" feature, interactive forum and white papers and the "Resource Portal".

Customer Service

www.theacsi.org

Affiliation: University of Michigan Business School, American Society for Quality (ASQ) and consultancy CFI Group

Registration: Free for basic site. Large amount for corporate subscriptions

Overview: Reports results of quarterly consumer surveys in 35 US industries.

Details: Subscribers get software and even more detailed data, allowing them to benchmark their company's customer efforts.

www.ecustomerserviceworld.com

Affiliation: eCustomerServiceWorld.com

Registration: Free for access to the articles. Payment for research papers.

Overview: Information on CRM, call centres and e-customer service.

Details: News, research, a vendors list and more than 250 articles on CRM, call centres and e-customer service. Also, publishes the online magazine Customer Republic and sponsors conferences.

www.crmcommunity.com

Affiliation: DCI, an on-line teaching company

Overview: Information on CRM

Details: Subscribers get software and even more detailed data, allowing them to benchmark their company's customer efforts.

www.socap.org

Affiliation: Society of Consumer Affairs Professionals in Business

Registration: \$50 to \$95

Overview: This US organization has nearly 3,000 members, including IT executives, from 1,500 companies, most listed in the Fortune 1,000. Executives are from all disciplines, including IT.

Details: Members can access articles and research, receive a newsletter and participate in forums. Two sections track technology trends, and the site offers tech-related resources, including sample RFPs and checklists such as one on assessing whether to update a consumer-affairs database.

Outsourcing

www.outsourcing.com

Affiliation: The Outsourcing Institute (a professional association)

Overview: Marketplace for buyers and sellers of outsourcing services, plus news, events, reports and services.

Details: In addition to free content, members get access to a variety of tools, including a Web-based collaboration tool for IT departments, a vendor locator and a template that automatically compiles data and generates RFPs.

www.firmbuilder.com

Affiliation: Michael F. Corbett & Associates, Ltd.

Overview: Original articles, many produced by Corbett & Associates; a primer; news focused on deals and trends; and a legal centre.

Details: Topic areas are broken down by both industry and business function. There is also a 12-step program for companies featuring outsourcers of all persuasions, and interactive tools.

www.outsourcingresearch.com

Affiliation: Entrepreneurial

Overview: Outsourcing from soup to nuts: articles, forums, exchanges, experts, research, events and jobs.

Details: The site slices and dices the outsourcing landscape, from academics and ASPs through transportation and travel. The articles are somewhat superficial, but the breadth of information on the site, including a glossary, job listings and supplier database, make this worth a visit.

www.outsourcing-exchange-center.com

Affiliation: Everest Group (an outsourcing consulting firm)

Overview: An online business exchange with a secure environment for bidding and negotiating contracts.

Details: This site offers remarkably clear organization and information that's both substantive and easily scanned. Also offers tools for assessment, building requests for quotes, managing the outsourcing process and negotiating service-level agreements.

Emerging Technologies

www.magportal.com/c/sci/future/

Affiliation: Hot Neuron LLC

Overview: This site's Science & Technology/Future Trends page collects articles on the future of technology from a variety of periodicals, including Technology Review and Scientific American.

Details: A good way to quickly survey current magazine articles on advanced technology. Users can save articles for later reading or find articles similar to those of interest. Listed articles change daily.

www.espen.com/isworld/

Affiliation: ISWorld Net

Overview: A portal to information systems research centres around the world.

Details: A handy way to locate about 300 Web sites for academic, corporate and government information systems research centres. Most focus on technology; some also investigate IT management.

www.atp.nist.gov/atp/

Affiliation: National Institute of Standards and Technology

Overview: This federal agency sponsors research on projects deemed of interest to the nation but which industry cannot or will not undertake alone.

Details: Use this site to apply for federal research funding or to find out what others are doing through its funded projects database. The homepage links to the Information Technology & Applications Office, where information specific to IT projects can be found.

www.rand.org/scitech/radius/

Affiliation: RAND

Registration: \$100 to \$2,500 for individuals, depending on affiliation

Overview: A database of all federally sponsored research and development efforts now under way.

Details: Developed by RAND and the National Science Foundation, this database covers all of the \$75 billion in federally sponsored research and development. RAND touts it as a tool for benchmarking technologies, identifying transferable technologies, finding potential R&D partners and optimizing R&D investments.

Benchmarking

www.benchmarkingnetwork.com

Affiliation: The Benchmarking Network, Inc.

Registration: Free, but there are fees for survey participation.

Overview: This is a portal to other benchmarking sites that offer reports, and opportunities for site visits and roundtables.

Details: US based. Need to register to get any stats.

www.apqc.org

Affiliation: American Productivity & Quality Center

Registration: Free, if your company is already a member

Overview: This nonprofit organization with about 500 members offers benchmarking services to members, and some free reports and papers on the site.

Details: This site provides members access to 3,000 abstracts, a calendar of training sessions and articles, case studies and white papers on benchmarking.

www.benchnet.com

Affiliation: The Benchmarking Exchange

Registration: An annual subscription is \$99 (individual), \$395 (10 users) or \$995 (unlimited users).

Overview: This subscription-based benchmarking service is accessed exclusively over the Internet.

Details: Subscribers can download surveys to assess their own organization or benchmark against other companies. The surveys cover information systems topics, e-business strategy, e-procurement and other issues.

www.best-in-class.com

Affiliation: Best Practices, LLC

Registration: Database access costs between \$3 and \$50 per single document, \$1,000 for a single subject and \$4,000 for full access.

Overview: The firm sells benchmarking services, reports and access to a database of benchmarking articles.

Details: This benchmarking firm offers reports on CRM, supply chain management, knowledge management and other IT topics, and in-depth studies featuring interviews with executives.