

CS 330 Seminars W04

February 16	Customer Relationship Management	Ambagahawita, Chen, Tanudjaja
		http://www.cs.uwaterloo.ca/~apidduck/CS330/W04/Seminars/amb.pdf
	CRM	Jenkins, LeBlanc
		http://www.cs.uwaterloo.ca/~apidduck/CS330/W04/Seminars/jenkins.pdf
	Service Issues/Helpdesk	Balasingam, Gledhill
		http://www.cs.uwaterloo.ca/~apidduck/CS330/W04/Seminars/Helpdesk.pdf
	IT Outsourcing	Bartlett, Patel
		http://www.cs.uwaterloo.ca/~apidduck/CS330/W04/Seminars/outsource.pdf
	People Issues	Lam, Sinha, Zhang
		http://www.cs.uwaterloo.ca/~apidduck/CS330/W04/Seminars/lam.pdf
March 1	Dynamic Pricing	Buchalter
		http://www.cs.uwaterloo.ca/~apidduck/CS330/W04/Seminars/buch.pdf
	Knowledge Systems	Fedy, Frost
		http://www.cs.uwaterloo.ca/~apidduck/CS330/W04/Seminars/frost.pdf
	Mobile Computing	Kamruddin, Mahmud, Haider
		http://www.cs.uwaterloo.ca/~apidduck/CS330/W04/Seminars/kam.pdf
	Cost-Benefit Analysis of Mobile Computing	Ying, Tong, Hung
		http://www.cs.uwaterloo.ca/~apidduck/CS330/W04/Seminars/ying.pdf
March 8	Wireless	Yee with Visitor
		http://www.cs.uwaterloo.ca/~apidduck/CS330/W04/Seminars/yee.pdf
	Cost/Benefit of IT	Rocca
	Finance and IT	Li, Mao, Xu
		http://www.cs.uwaterloo.ca/~apidduck/CS330/W04/Seminars/fit.pdf
	Online Banking	Chau, Chiu, Ierasts, Lee
		http://www.cs.uwaterloo.ca/~apidduck/CS330/W04/Seminars/chau.pdf
March 15	Privacy Legislation	Carone
		http://www.cs.uwaterloo.ca/~apidduck/CS330/W04/Seminars/privacy.pdf
	Security	Holtby, Morcov, Wong
		http://www.cs.uwaterloo.ca/~apidduck/CS330/W04/Seminars/holt.pdf
	Security	Jiang, Sunderji
		http://www.cs.uwaterloo.ca/~apidduck/CS330/W04/Seminars/jiang.pdf
	Tiered Architecture	Rambharack
		http://www.cs.uwaterloo.ca/~apidduck/CS330/W04/Seminars/RAM.PDF
March 22	Service Issues/Helpdesk	Padum, Pascal
		http://www.cs.uwaterloo.ca/~apidduck/CS330/W04/Seminars/TTC.pdf