Contents

Pref	acev	1.6	Building E-skills for the Information Age77
Klaus Schwab (World Economic Forum)			Bruno Lanvin (INSEAD, eLab) and Pamela S. Passman (Microsoft Corporation)
Foreword		1.7	Rethinking Regulation in Emerging Telecommunications Markets91
Executive Summaryix Soumitra Dutta (INSEAD) and Irene Mia (World Economic Forum)			Scott C. Beardsley, Ilke Bigan, Luis Enriquez, Mehmet Guvendi, Can Kendi, Miguel Lucas, Oleg Timchenko, Sergio Sandoval, Ashish Sharma (McKinsey & Company, Inc.)
The	Networked Readiness Index Rankingsxix	1.8	Business Network Transformation: Rethinking Relationships in a Global Economy
Par 1.1	t 1: Selected Issues of Networked Readiness1 Assessing the State of the World's Networked Readiness: Insight from the Networked Readiness Index 2007–2008	1.9	The Participative Web: Innovation and Collaboration
	Irene Mia (World Economic Forum) and Soumitra Dutta (INSEAD)		t 2: Leveraging ICT and Innovation for npetitiveness: Selected Case Studies119
1.2	The Emerging Nexus: Now Is the Time to Plot a Balanced Course that Delivers on the Promise of ICT	2.1	Singapore: Building an Intelligent Nation with ICT121 Ng Cher Keng, Ong Ling Lee, Tanya Tang (Infocomm Development Authority, Singapore) and Soumitra Dutta (INSEAD)
1.3	The Missing Link: Why Does ICT Matter for Innovation? Exploring the Effect of Information and Communication Technologies on Innovation-Based Competitiveness	2.2	Qatar: Leveraging Technology to Create a Knowledge-Based Economy in the Middle East133 Hessa Al-Jaber (ictQATAR) and Soumitra Dutta (INSEAD)
	Carlos A. Osorio-Urzúa (Adolfo Ibáñez School of Management; Berkman Center for Internet & Society at Harvard Law School)	2.3	Small- and Medium-Sized Enterprises Hold the Key to European Competitiveness: How to Help Them Innovate through ICT and E-business145 Dana Eleftheriadou (European Commission)
1.4	Innovation at the Speed of Life		·
1.5	Unified Communications: Leading Advances in Global Decision Making and Economic Development		t 3: Country/Economy Profiles157
	Sandor Boyson (Robert H. Smith School of Business, University of Maryland, College Park) and David Boyer (Avaya)	Hov List	of Countries/Economies

(Cont'd)

Part 4: Data Tables	289
Data Tables	
How to Read the Data Tables	291
List of Data Tables	293
Data Tables	295
Technical Notes and Sources	375
About the Authors	379
List of Partner Institutes	385
Acknowledgment	201