

Politics of Cyberspace @ JCOGS

Disintermediation & Intermediation

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Topics

- Definitions
- Examples of Intermediated Communications
- Disintermediated Communications
- Re-Intermediation
- Discussion
- For Further Reading




Note on Sources:
 Much of the historical information used in these notes is based on encyclopedia entries using *Encarta* & *Wikipedia*.

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Definitions (1)

- Intermediation = insertion of control between creator & recipient
- Business
 - ❑ Wholesalers
 - ❑ Retailers
- Information gate-keepers
 - ❑ Book/newspaper/magazine owners, publishers, editors
 - ❑ Broadcasting owners, producers
 - ❑ Commercial Websites, social-media providers, Internet service providers w/out Net Neutrality protections




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Definitions (2)

- Disintermediation = Removal of intermediaries
- Business:
 - ❑ "Elimination of intermediaries such as wholesalers or retailers in business transactions between producers and consumer"
- Information:
 - ❑ "Reducing gate-keepers in the flow of information from provider to user"
 - ❑ E.g., flyers v newspapers
 - ❑ Internet social media v broadcasters




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Definitions (3)

Cardinality

- Numerical relationship among factors
- Can be denoted as factor1:factor2::m:n
 - ❑ M elements to N relations
- E.g.,
 - ❑ Monogamy → 1:1 cardinality of partners:relationship
 - ❑ Polygamy → n:n cardinality of partners:relationship
 - ❑ String quartet → 4:1::musicians:group
 - ❑ Recipes → m:n::components:recipes
- Communications can be 1:1, 1:n, & m:n




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Definitions (4)

Nymity

- Linking identifiers in communication to real entity
 - ❑ Anonymity: no connection, no stability
 - ✓ E.g., anonymous posters without attribution
 - ❑ Pseudonymity: no connection, stability
 - ✓ E.g., "Publius" (*Federalist Papers*) actually James Madison, Alexander Hamilton, and John Jay
 - ❑ Identity: connection, stability
 - ✓ E.g., how we identify ourselves in normal life
 - ✓ "M. E. Kabay" only way author labels his publications



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Examples of Intermediated Communications

- Torah
- Tanakh
- Bible(s)
- Catholic Church
- Anglican Church
- Gutenberg
- Libraries
- Flyers
- Newspapers
- Broadcasting
- Subscription-Only Media



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Torah as Intermediated Communication

- **Orthodox Judaism:**
 - ❑ Torah entirely written by Moses
 - ❑ Transmitted only by oral recitation
 - ✓ Writing Torah forbidden
- **Writing the Torah**
 - ❑ ~200 CE
 - ❑ Rabbi Judah haNasi compiled Mishnah
 - ❑ Other traditions written as Baraitot (external teaching), Tosefta (laws) & Midrashim (commentaries)
 - ❑ New scrolls (Sefer Torah) copied painstakingly – not one deviation permitted



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Tanakh as Canon

- Debate about when 24 books of the Tanakh (Masoretic Text) were fixed
 - ❑ May have been 140-40 BCE
 - ❑ Or possibly as late as 200 CE
- Dead Sea Scrolls
 - ❑ Discovered 1946-7 & later (even 2017)
 - ❑ Dates estimated between ~170 BCE to 230 CE
 - ❑ Noticeable differences from accepted version



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Christian Bible(s)

- Refer to Tanakh as “Old Testament”
- “New Testament”
 - ❑ Started largely in Aramaic
 - ❑ Mostly completed by 120 CE
- Official versions defined over centuries
 - ❑ Council of Rome (382)
 - ❑ Councils of Hippo & Carthage (393-419)
 - ❑ Second Council of Trullan (692)
 - ❑ Canons of Florence (1442)
 - ❑ Council of Trent (1545)
- Protestants defined own canonical versions
 - ❑ Thirty-Nine Articles (1563) [C. of England]
 - ❑ Westminster Confession of Faith (1647) [Calvinism]

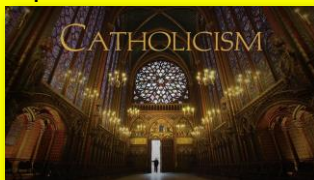


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Catholic Church

- *Nihil obstat* = “No impediment”
 - ❑ *Censor librorum* issues approval
- *Imprimatur* = “Let it be printed”
 - ❑ Bishop and other clerics have authority to approve publication or deny it
 - ❑ Applies to religious topics relevant to Catholicism
 - ❑ Book is free of doctrinal or moral error
 - ❑ Does not imply agreement w/ ideas



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Anglican Church

- English laws 1586, 1637
 - ❑ Official license required for printing books
- 1162
 - ❑ Imprimatur required from any of following:
 - ✓ Lord Chancellor
 - ✓ Earl Marshall
 - ✓ Principal Secretary of State
 - ✓ Archbishop of Canterbury
 - ✓ Bishop of London
 - ❑ Expired 1695




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Gutenberg


- Before printing presses, copies only by hand
- Non-moveable printing required carving each page (usually wood)
- Gutenberg (~1400-1468)
 - ❑ Invented moveable type
 - ❑ Allowed mass production of printed materials
- Effects of wide available of print
 - ❑ Trans-border communications
 - ❑ Ideas challenging status quo
 - ❑ Increase in literacy
 - ❑ Breaking control of power structure



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Libraries

- Collections of information media
 - ❑ Reference
 - ❑ Borrowing
- Physical or digital
- History (1)
 - ❑ Sumerian clay tablets with cuneiform (c 2600 BCE)
 - ❑ Papyrus collections of Egypt (c 1900 BCE et seq)
 - ❑ Mesopotamia clay tablets at Nineveh (700 BCE)
 - ❑ Alexandria (Egypt) – Ptolemy dynasty (300 BCE)
 - ✓ Destroyed by fire (48 BCE) & war (270 CE)
 - ❑ Rome: public libraries – (40 BCE et seq) – 28 total



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Libraries – History (2)


- Byzantium (667 BCE et seq)
 - ❑ Later = Constantinople (~330 CE) / Istanbul
 - ❑ Monastic scriptoria
 - ❑ Monks only
 - ❑ Preserved Christian & also classical Greek texts
- Islamic cultures
 - ❑ Baghdad (Iraq) – Houses of Knowledge (900 CE)
 - ❑ Organized books by subject
 - ❑ First catalogs of collections
- Southeast Asia
 - ❑ Burma – Pitakataik Library (11th century CE)
 - ✓ Buddhist texts



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Libraries – History (3)

- Europe
 - ❑ 15th & 16th centuries CE: Italy built many libraries
 - ❑ 17th & 18th centuries CE: “Golden Age of Libraries”
 - ✓ Bibliothèque Mazarine
 - Founded 1368
 - Expanded greatly 1692
 - Grew to 300,000 in French Revolution (took books from aristocrats’ collections)
 - ✓ British Museum (1753) – 1st national library
 - ❑ 19th century CE
 - ✓ Limited public libraries
 - ✓ Commercial lending libraries flourished



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Libraries – History (4)


- England & Scotland
 - ❑ Public Libraries Act (1850)
 - ✓ Establish free local public libraries
 - ✓ Salford Museum & Art Gallery (1850)
 - ❑ Education Act (1870)
 - ✓ Increased literacy
 - ✓ 300 libraries in UK by 1900
- United States
 - ❑ American School [Traveling] Library (1839)
 - ❑ American Library Assoc (1876)
 - ❑ Dewey Decimal System (1876)
 - ❑ Carnegie Library Endowment (1883-1929): >2,000 public libraries



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Flyers


- = “Leaflets,” “circulars,” “handbills,” “pamphlets”
- Various sizes but usually single page
- Invented after printing press
- Enormously popular in 15th – 16th centuries CE
 - ❑ Especially for politics
 - ✓ Occasionally banned by rulers
 - ❑ Also fiction, criticism....
- Used during time of English Civil Wars (1642-1651 CE)
- Important during & after American Revolutionary War
 - ❑ Thomas Paine, Federalist Papers....
- French Revolution (1787-1799)
 - ❑ Voltaire, Rousseau, Montesquieu, Diderot....



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Newspapers (1)

- Regularly published w/ news, views, etc
- Early 17th century
 - ❑ Germany, Italy, Netherlands, England
- England
 - ❑ 1st daily: *Daily Courant* (1702-1735)
 - ❑ *The Times* (1785)
 - ❑ *The Observer* (1791)
- France
 - ❑ 1st daily: *Journal de Paris* (1771)
 - ❑ *Journal des Débats* (1789)




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Newspapers (2)

- United States
 - ❑ *Publick Occurrences Both Forreign and Domestick* (Boston 1690) – suppressed by governor
 - ❑ *Boston News-Letter* (1704) – weekly
 - ❑ *Boston Gazette* (1719)
 - ❑ *New-England Courant* (1721)
 - ❑ *New York City Sun* (1833)
 - ❑ *New York Herald* (1835)
 - ❑ *New York Tribune* (1841)
 - ❑ *New York Times* (1851)
- Associated Press (1848)
- Alternative press (e.g., *Village Voice*) mid-20th century



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Broadcasting (1)

Radio in USA

- 1st: 1906-12-24 –
 - ❑ Reginald Aubrey Fessenden
 - ❑ Brant Rock, MA
 - ❑ 2 pieces of music, 1 poem, & short talk
- Expanded after WWI
- KDKA Pittsburgh, PA – 1920-11-02
 - ❑ Broadcast results of Harding/Cox presidential election
- 564 new stations licensed by 1922-11-01
- Radio Act (1927) → FCC to regulate airwaves




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Broadcasting (2)

Television in USA

- New York World's Fair (1939-04-30)
 - ❑ NBC demonstrated TV (2 hrs/wk)
- CBS started 1939
- 23 TV stations established by mid-1940s
- Rapid growth in distribution of TV sets
 - ❑ 1949: 1,000,000 receivers
 - ❑ 1951: 10,000,000
 - ❑ 1959: 50,000,000




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Broadcasting (3)

US Federal Communications Commission (FCC)

- Regulates technical aspects
 - ❑ Frequencies
 - ❑ Equipment
- Limited restrictions on content in broadcast media
 - ❑ Defamation
 - ❑ Obscenity
 - ✓ “Seven Words You Can Never Say on Television”
 - ✓ George Carlin, 1972 < <http://tinyurl.com/cihmuvc> >




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Subscription-Only Media

- Cable TV
 - ❑ NOT broadcasting
 - ❑ Coaxial or fiber-optic cables
 - ❑ Many specialized services
 - ❑ Much less government regulation than broadcasting
- Satellite Radio
 - ❑ E.g., XM Satellite Radio (2001) & Sirius Satellite Radio (2002) became Sirius XM Radio (2008)
 - ❑ 100s of specialized channels
 - ❑ FCC rules

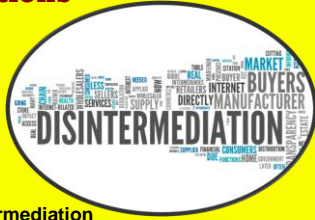


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Disintermediated Communications

- > Internet
- > Web
- > Email
- > Mobile Phones
- > Text Messaging
- > Social Media
- > Abuses of Disintermediation



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Internet (1)

- > ARPANET (Advanced Research Projects Agency Network)
 - DARPA (US Defense Advanced Research Projects Agency)
 - Started 1966, operational 1975
 - Restricted to US Government agencies & projects
 - Opened to more general use 1981
- > Foundation of today's Internet
 - Switched to TCP/IP (Transmission Control Protocol / Internet Protocol) in 1982
 - IPv4 allows 2^{32} (4×10^9) unique computers
 - ✓ Already approaching maximum
 - IPv6 allows 2^{128} (3×10^{38}) addresses

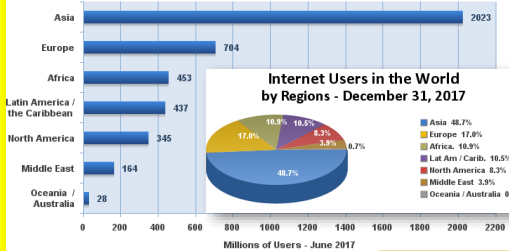


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Internet (2)

Internet Users in the World by Geographic Regions - December 31, 2017



Source: Internet World Stats - www.internetworldstats.com/stats.htm
Basis: 4,156,932,140 Internet users estimated in December 31, 2017
Copyright © 2019, Miniwatts Marketing Group

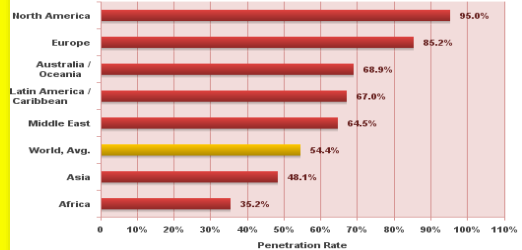
**TOTAL USERS:
4,154 MILLION**

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Internet (3)

Internet World Penetration Rates by Geographic Regions - December 31, 2017



Source: Internet World Stats - www.internetworldstats.com/stats.htm
Penetration Rates are based on a world population of 7,634,758,428 and 4,156,932,140 estimated Internet users in December 31, 2017.
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Web (1)

- > Particular way of accessing information via Internet
 - NOT the entire Internet – many other applications of the ‘Net
- > HyperText: document with integrated links to other parts or other documents
- > HTML (HyperText Markup Language)
 - Standard way of formatting information on Web pages
 - Invented by Tim Berners-Lee (physicist) in 1990
 - Works with *browsers* that interpret codes in documents to produce specific appearance of page
- > HTTP (HyperText Transmission Protocol) – 1989
 - Defines the World Wide Web



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Web (2)

internet live stats live 1 second

Home > Trends and More > Total Number of Websites

Total number of Websites

1,890,409,442

Websites online right now


<http://tinyurl.com/mc3t7kd>

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Email (1)


- Sending messages through computer networks
- Started 1960s
- Standards began 1973 (RFC 561)
 - ❑ RFC = Request for Comment
 - ❑ Managed by IETF
 - ✓ Internet Engineering Task Force
 - ✓ Voluntary contributions
- Statistics (estimates)
 - ❑ ~269 billion messages/day (Feb 2017)
 - ❑ ~3.8 billion email users (2018)



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Email (2)

- Spam = unsolicited commercial email
- Name thought to be based on SPAM skit from Monty Python < <https://www.youtube.com/watch?v=amey2MPT5RE> >
- In March 2018, ~48% all email was spam < <https://www.statista.com/statistics/420391/spam-email-traffic-share/> >
- Many governments are not enforcing anti-spam laws




Country	Number of Current Live Spam Issues
United States	~2800
China	~1800
Russian Federation	~1200
Ukraine	~800
Japan	~600
United Kingdom	~500
India	~400
Hong Kong	~300
Brazil	~200
Turkey	~100

<https://www.spamhaus.org/statistics/countries/>

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Email (4)

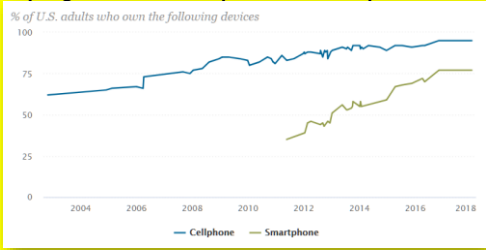
- Email does *not* guarantee authenticity of sender
- Users can have unlimited number of email accounts
 - ❑ Spammers often generate new numbered accounts for one-time use
 - ✓ E.g., suzy1234@hotmail.com, suzy1235@hotmail.com....
 - ❑ Also used by stalkers
- Possible to track origin of email using forensic analysis techniques to locate computer
 - ❑ May be difficult to prove who sent message if computer used by several people



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Mobile Phones (1)

- Rapid growth in mobile-phone ownership



Year	Cellphone (%)	Smartphone (%)
2004	~60	0
2006	~70	0
2008	~75	0
2010	~80	0
2012	~85	~35
2014	~88	~65
2016	~90	~75
2018	~92	~80

- Regular mobiles offer tracking of owner
- But discardable pay-phones difficult to trace

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Mobile Phones (2)

- Smart phones have Internet access
- Include cameras
 - ❑ Still
 - ❑ Movie
- Sound recorders
 - ❑ Apps available free
- Allow rapid personal communications
 - ❑ Call
 - ❑ Text
 - ❑ Social media
- Difficult for authoritarian regimes to control
 - ❑ E.g., Arab Spring (2010) – Tunisia, Libya, Egypt, Yemen, Syria, Bahrain



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Text Messaging

- SMS (Short Message Service)
 - ❑ Initiated 1985 in Global System for Mobile Communications (GSM) standards
 - ❑ Mostly mobile-to-mobile
- Immensely popular
 - ❑ 16 million/minute
 - ❑ 23 billion/day
 - ❑ 8 trillion/year
- Can define groups
 - ❑ Organize protests
 - ❑ Flash crowds
- Sexting significant problem for teenagers




<https://techstl.com/19-text-messaging-stats-that-will-blow-your-mind/>

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Social Media (1)

- Computer-mediated communications
- Share information (cardinality m:n)
 - 1 individual's post may be seen by many
 - Postings may be reposted, extending availability
- Virtual communities
- Nymity
 - Anonymity tolerated in some (not all)
 - Pseudonymity difficult to detect/stop
 - Authentic identification common in most
- Intermediation varies
 - Some completely disintermediated
 - Others controlled to varying degrees




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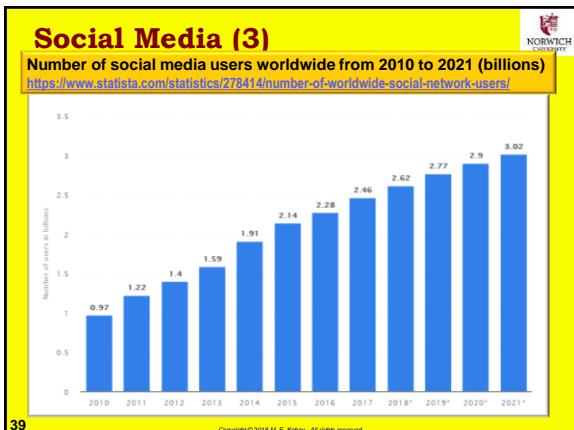
Social Media (2)

- CompuServe (1969)
- USENET (1980s)
- America Online = AOL (1985)
- LinkedIn (2002)
- MySpace (2003)
- Baidu Tieba (2003) – China
- Facebook (2004)
- Wikia (2004)
- Twitter (2006)
- VK (2006) – Russia
- Tumblr (2007)
- Sina Weibo (2009) – China
- WhatsApp (2009)
- Instagram (2010)
- Pinterest (2010)
- Viber (2010) – Japan
- Snapchat (2011)
- Google+ (2011)
- WeChat (2011) – China



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Abuses of Disintermediation

- Harassment
- Pornography
- Hate Speech
- Disinformation

Cyber Bullying Facts

“Cyber bullying” is defined as a person using technology to harass, threaten, embarrass, or contact another person without their consent.

The psychological and emotional outcomes of cyber bullying are similar to those of traditional bullying. The difference is that the bullying often ends when school ends, but cyber bullying often is in the recipient’s gaming space, which can’t get the day off.

43%	70%	80%	68%
Meaning 43% of students report being bullied at least once in the last 12 months. Cyber bullying is the most common type of bullying.	70% of students report seeing someone being bullied online.	Over 80% of students who report seeing someone being bullied online report seeing someone being bullied.	68% of students agree that cyber bullying is a serious problem in a school.
90%	81%	75%	1/10
90% of students who have seen someone being bullied online report seeing someone being bullied.	81% of young people think bullying is a serious problem in a school.	About 75% have witnessed a suicide bombing in another country.	Only 1 in 10 victims will inform a parent or trusted adult of their abuse.

Girls are about twice as likely as boys to be victims and perpetrators of cyber bullying.


Bullying victims are 2 to 9 times more likely to consider committing suicide.

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Harassment

- Cyberbullying: general term for online intimidation
- Cyberstalking – follow victim, threaten
- Trolling – provoke reactions online
- Doxing – publishing private information online
- Swatting – calling police w/ false warning of violence in progress
- Revenge Porn – posting embarrassing pictures (usually nude or nearly so) of victim



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Pornography

- Posting sexual imagery or text
 - Specifically aimed at sexual arousal
- Wide range of social norms worldwide
 - Some cultures extremely restrictive
 - Others permissive
- US law distinguishes between pornography & obscenity (“highly offensive”)
 - 1st Amendment does not protect obscenity
 - Pornography not consistently under law
- Child pornography illegal worldwide (almost all countries)

PORNOGRAPHY the facts

43%	64%	55%	25%
of Christian men and 11% of Christian women say they were first exposed to pornography before the age of 12 (compared to 22% of non-Christian men and 24% of non-Christian women)	of religious men and 15% of religious women view pornography at least once a month (compared to 45% of non-Christian men and 30% of non-Christian women)	of married men say they view pornography at least once a month (compared to 75% of non-married men)	of married women say they view pornography at least once a month (compared to 15% of non-married women)

According to Jumper Research, by 2017, a quarter of a billion people are expected to view adult content from their phones or tablets, an increase of more than 30% from 2013.

About 80-90% of internet pornography users only access free material, whether it be samples of pay material, illegally copied versions of pay material, or amateur material.

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Hate Speech


- Attacking person or group based on disability, ethnic origin, gender, gender identity, national origin, race, religion, sexual orientation
- Generally illegal for specific issues worldwide
 - ❑ E.g., Holocaust denial illegal in EU, Australia, Israel, Russia
- But protected by US 1st Amendment
- Rampant online
 - ❑ Some groups use correct identification of authors
 - ❑ Others allow pseudonymity & anonymity



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Disinformation (1)

- Spreading false information deliberately to alter public opinion = DISINFO
- Widely used by totalitarian regimes
 - ❑ Russia formally defined office 1923
- Major sources of DISINFO
 - ❑ Crackpots (e.g., Flat Earth Society)
 - ❑ Exploiters for gain (e.g., INFOWARS)
 - ❑ Political parties
- Online resources exacerbate problem
 - ❑ Gullible victims may share/spread DISINFO
 - ❑ Easy to create false sources (e.g., bots) to spread lies



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Disinformation (2)

- SNOPE.SCOM
 - ❑ Major resource
 - ❑ Analyze misinformation (wrong by mistake)
 - ❑ Explode DISINFO
- POLITIFACT.COM
 - ❑ Awarded Pulitzer Prize (2009)
 - ❑ Focused on political speech
 - ❑ Truth-O-Meter (Pants On Fire)



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Re-Intermediation

- Social Media Changing Rules
- Legal Liability for Intermediation
- Censorship
- Denial of Service



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Social Media Changing Rules

- August 2017
 - ❑ Internet firms begin banning white supremacists
- April 2018
 - ❑ Facebook removes >100 accounts linked to Russian troll factory
 - ❑ Facebook releases content moderation guidelines
- May 2018
 - ❑ German government increases Facebook restrictions on hate speech
- June 2018
 - ❑ Activists in Myanmar demand Facebook do more to quell hate speech
 - ❑ Twitter accidentally bans mosquito death threat
 - ❑ Facebook begins labeling news as politics



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Legal Liability for Intermediation

- Cubby v CompuServe (1991)
- Stratton Oakmont v Prodigy (1995)
- Blumenthal v Drudge & AOL (1998)



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Cubby v CompuServe (1991) [1]




- CompuServe
 - ❑ Provided thousands of discussion groups
 - ❑ Disclaimed all responsibility for content posted by users
 - ❑ System operators (SYSOPS) governed their own discussion groups (*forums*)
- Journalism Forum
 - ❑ Established by Cameron Communications
 - ❑ *Rumorville* = newsletter in Journalism Forum
 - ✓ Created by Don Fitzpatrick Associates
 - ✓ Published nasty comments about Skuttlebut newsletter (from Cubby Inc. & Robert Blanchard)

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Cubby v CompuServe (1991) [2]



- Cubby & Blanchard sued for libel
 - ❑ Included Cameron, Fitzpatrick & CompuServe
- US District Court, Southern District of NY ruling
 - ❑ Neither Cameron nor Fitzpatrick agents of CompuServe
 - ❑ CompuServe simply provided communications service
- Key finding summarized:



Because CompuServe did not interfere with content in any forums, the provider had no legal liability for that content.

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Stratton Oakmont v Prodigy (1995)

- Prodigy provided bulletin boards
- MoneyTalk board run by Charles Epstein
 - ❑ Posted anonymous claims
 - ❑ Stratton Oakmont & president Daniel Porus involved in criminal fraud
- Stratton Oakmont sued Prodigy & poster for libel
- Supreme Court, Nassau County, NY ruling (May 1995)
 - ❑ Prodigy advertised its editorial control over content
 - ❑ Therefore this provider was responsible for libel

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Blumenthal v Drudge (1998)




- AOL Drudge Report on AOL
 - ❑ Aug 1997 – Matt Drudge posted rumors
 - ❑ Claimed Sidney Blumenthal abused his wife
 - ❑ Blumenthal sued Drudge & AOL for libel
- District Court for District of Columbia
 - ❑ AOL *not responsible* for Drudge libel
 - ❑ Cited Communications Decency Act of 1996)47 USC 230 §230)
 - ✓ Indemnified ISPs against liability for user content
 - ✓ *Thus effectively granted common-carrier status to ISPs*

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Censorship

Government controls over information



- July 2017
 - ❑ Apple accused of removing apps used to evade Chinese censorship
- August 2017
 - ❑ "Stop Enabling Sex Traffickers Act (SESTA)" would have penalized anyone or service for content
- May 2018
 - ❑ Papua New Guinea bans Facebook for a month
 - ❑ Peppa Pig censored by Chinese government
- June 2018
 - ❑ China censors the Net using too much information
 - ❑ China blocks HBO after John Oliver mocks Xi Jinping
- July 2018
 - ❑ ACLU files suit against Trump for blocking Twitter users on POTUS Twitter feed

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Denial of Service



- 1997 – Great Firewall of China
 - ❑ Aims (from Wikipedia article):

Individuals are prohibited from using the Internet to: harm national security; disclose state secrets; or injure the interests of the state or society. Users are prohibited from using the Internet to create, replicate, retrieve, or transmit information that incites resistance to the PRC Constitution, laws, or administrative regulations; promoting the overthrow of the government or socialist system; undermining national unification; distorting the truth, spreading rumors, or destroying social order; or providing sexually suggestive material or encouraging gambling, violence, or murder. Users are prohibited from engaging in activities that harm the security of computer information networks and from using networks or changing network resources without prior approval.^[18]

 - ❑ 30,000-50,000 police involved in monitoring
 - ❑ Block inbound/outbound communications & access to international Web
- June 2018 – Algeria blocks Internet to prevent students cheating during exams

See "Internet Society Perspectives on Internet Content Blocking: An Overview"
<https://www.internetsociety.org/resources/doc/2017internet-content-blocking/>

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Discussion (YOUR turn!)


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For Further Reading

- > Kabay, M. E. (2007). "Critical Thinking and Disintermediation." <https://tinyurl.com/yanduxkk>
- > Kabay, M. E. (2009). "Iran, Disintermediation, and Cyberwar." <https://tinyurl.com/y8zqg44j>
- > Hedges, C. (2010). "The Information Super-Sewer." <http://tinyurl.com/y99ex9wa>
- > Kabay, M. E. (2011). "Disintermediation Affects Reputation." <https://tinyurl.com/ya5xnhhb>
- > Kabay, M. E. (2018). "Disintermediation" reading list. <http://tinyurl.com/ycre8cfl>



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Now go and study

These notes are available as PPTX and PDF files online at
< http://www.mekabay.com/courses/academic/norwich/cs407/cs407_lectures/index.htm >
or use the abbreviation: < <http://tinyurl.com/ybx2yykx> >.

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