Table of Contents

Preface .................................................................................................................................................. xvi

Acknowledgment .................................................................................................................................. xx

Section 1
Introduction

Chapter 1
Open Innovation: Assessing the Socio-Economic Factors of Global Software Development .......... 1
   Noel Carroll, University of Limerick, Ireland

Chapter 2
Innovations in Information and Communication Technology Platforms for Public Administration:
Consulting the British Public in the Digital Age ...................................................................................... 23
   Shefali Virkar, University of Oxford, UK

Chapter 3
Software Engineering and New Emerging Technologies: The Involvement of Users for
Development Applications for Tablets .................................................................................................. 44
   Sergio Ricardo Mazini, University Center Toledo Araçatuba (UNITOLEDO), Brazil

Chapter 4
The Games People Play: The Politics of Software Platform Development and ICT Project Design
for Public Sector Administration Reform ............................................................................................. 67
   Shefali Virkar, University of Oxford, UK

Chapter 5
Investigating the Success of OSS Software Projects ........................................................................... 92
   Amir Hossein Ghapanchi, Griffith University, Australia

Section 2
User-Centered Design

Chapter 6
Creating Effective Communication among User-Centered Technology Design Groups .................... 104
   Laura B. Dahl, University of Utah, USA
Chapter 7
Managing Differences in Situational Awareness Due to Roles in the Design-Use Process of Complex Systems ................................................................. 118
Jens Alfredson, Saab Aeronautics, Sweden

Chapter 8
Improving Novice Programmers’ Skills through Playability and Pattern Discovery: A Descriptive Study of a Game Building Workshop ........................................................................................................ 141
Thiago Schumacher Barcelos, Instituto Federal de Educação, Ciência e Tecnologia de São Paulo, Brazil & Universidade Cruzeiro do Sul, Brazil
Roberto Muñoz Soto, Universidad de Valparaíso – Escuela de Ingeniería Civil Informática, Chile
Ismar Frango Silveira, Universidade Cruzeiro do Sul, Brazil & Universidade Presbiteriana Mackenzie, Brazil

Chapter 9
Wiki for Agility .............................................................................................................. 173
Pankaj Kamthan, Concordia University, Canada

Chapter 10
A Semantic Approach for Multi-Agent System Design ........................................... 192
Rosario Girardi, Federal University of Maranhão, Brazil
Adriana Leite, Federal University of Maranhão, Brazil

Chapter 11
Model to Estimate the Human Factor Quality in FLOSS Development ........................ 219
Zulaima Chiquin, Simón Bolívar University, Venezuela
Kenyer Domínguez, Simón Bolívar University, Venezuela
Luis E. Mendoza, Simón Bolívar University, Venezuela
Edumilis Méndez, Simón Bolívar University, Venezuela

Chapter 12
From Knowledge Management to Knowledge Governance: A System-Centred Methodology for Designing Indigenous Knowledge Management System ........................................ 237
Tariq Zaman, Universiti Malaysia Sarawak, Malaysia
Alvin W. Yeo, Universiti Malaysia Sarawak, Malaysia
Narayanan Kulathuramaiyer, Universiti Malaysia Sarawak, Malaysia

Section 3
Usability Engineering

Chapter 13
Usability Evaluation Methods: A Systematic Review ........................................... 250
Ana Isabel Martins, University of Aveiro, Portugal
Alexandra Queirós, University of Aveiro, Portugal
Anabela G. Silva, University of Aveiro, Portugal
Nelson Pacheco Rocha, University of Aveiro, Portugal
Chapter 14
Personas and Scenarios Based on Functioning and Health Conditions............................................. 274
  Alexandra Queirós, University of Aveiro, Portugal
  Margarida Cerqueira, University of Aveiro, Portugal
  Ana Isabel Martins, University of Aveiro, Portugal
  Anabela G. Silva, University of Aveiro, Portugal
  Joaquim Alvarelhão, University of Aveiro, Portugal
  Nelson Pacheco Rocha, University of Aveiro, Portugal

Chapter 15
Role of Usability in E-Learning System: An Empirical Study of OWASP WebGoat......................... 295
  Muhammad Ahmad Amin, Bahria University, Pakistan
  Saqib Saeed, University of Dammam, Saudi Arabia

Compilation of References .......................................................................................................................... 313

About the Contributors ............................................................................................................................... 346

Index ......................................................................................................................................................... 352