# Table of Contents

**Preface** .................................................................................................................................................. xvi

**Chapter 1**  
Spotted: Connecting People, Locations, and Real-World Events in a Cellular Network ......................... 1  
*Ramona Trestian, Middlesex University, UK*  
*Faisal Zaman, University College Dublin, Ireland*  
*Gabriel-Miro Muntean, Dublin City University, Ireland*

**Chapter 2**  
Measuring the Effectiveness of Wikipedia Articles: How Does Open Content Succeed? ....................... 41  
*Alireza Amrollahi, Griffith University, Australia*  
*Mohammad Tahaei, University of Tehran, Iran*  
*Mohammad Khansari, University of Tehran, Iran*

**Chapter 3**  
From TF-IDF to Learning-to-Rank: An Overview ....................................................................................... 62  
*Muhammad Ibrahim, Monash University, Australia*  
*Manzur Murshed, Federation University Australia*

**Chapter 4**  
Prediction of International Stock Markets Based on Hybrid Intelligent Systems ................................. 110  
*Salim Lahmiri, ESCA School of Management, Morocco*

**Chapter 5**  
Data System-Embedded Guidance Significantly Improves Data Analyses: When Data Is Made  
‘Over-the-Counter’ for Users ..................................................................................................................... 125  
*Jenny Grant Rankin, Northcentral University, USA*

**Chapter 6**  
The New “ABC” of ICTs (Analytics + Big Data + Cloud Computing): A Complex Trade-Off  
between IT and CT Costs .......................................................................................................................... 152  
*José Carlos Cavalcanti, Universidade Federal de Pernambuco, Brazil*
Chapter 7
The Human Side of Information Systems: Capitalizing on People as a Basis for OD and Holistic Change ................................................................................................................................................ 187
Telmo Antonio Henriques, ISCTE-IUL, Portugal
Henrique O’Neill, ISCTE-IUL, Portugal

Chapter 8
Creativity in the Information Systems Planning Process .................................................................................................................. 243
Vitor M. Santos, New University of Lisbon, Portugal
Luis Amaral, University of Minho, Portugal
Henrique S. Mamede, University Aberta, INESC TEC, Portugal
Ramiro Gonçalves, University of Trás-os-Montes and Alto Douro, Portugal

Chapter 9
IT Alignment: Stakeholder Dynamics Perspective .......................................................................................................................... 262
Taghred Alghaith, Lancaster University, UK

Chapter 10
Developing an E-Learning Platform: A Reflective Practitioner Perspective ...................................................................................... 288
Maria Potes Barbas, University of Aveiro, Portugal

Chapter 11
Formulating a Framework for Desktop Research in Chinese Information Systems ...................................................... 307
Lihong Zhou, Wuhan University, China
Miguel Baptista Nunes, The University of Sheffield, UK

Chapter 12
Multidimensional and Interrelated Barriers and Risks Affecting Long-Term ERP Success in Chinese State-Owned Enterprises ................................................................. 326
Guo Chao Peng, The University of Sheffield, UK
Miguel Baptista Nunes, The University of Sheffield, UK

Chapter 13
Developing a Multi-Agency E-Participation Strategy for Disadvantaged City Communities: A Case Study ................................................................. 358
John N Walsh, University of Limerick, Ireland
Fergal McGrath, University of Limerick, Ireland

Chapter 14
Wheelchair Controlled by Hands Gestures Recognition: A Natural User Interface .................................................... 377
Arminda Guerra Lopes, Polytechnic Institute of Castelo Branco, Portugal

Chapter 15
The Roles of Business Process Modeling and Business Process Reengineering in E-Government... 401
Kijpokin Kasemsap, Suan Sunandha Rajabhat University, Thailand
Chapter 16
Customer Experience Management System at a University’s Student Support Services: An Organizational Ambidexterity Perspective ................................................................. 431
   Amevi Kouassi, The University of Sheffield, UK
   Jorge Tiago Martins, The University of Sheffield, UK
   Andreea Molnar, Portsmouth University, UK

Chapter 17
Degree of Openness in Public Policies: A Conceptual Proposal........................................ 451
   Antonio Bob Santos, ISCTE-IUL, University Institute of Lisbon, Portugal

Chapter 18
Aligning Knowledge Management with Research Knowledge Governance .................. 488
   Isabel Pinho, University of Aveiro, Portugal
   Cláudia Pinho, University of Aveiro, Portugal

Compilation of References ................................................................................................ 504

About the Contributors ..................................................................................................... 571

Index................................................................................................................................. 578