Preface ............................................................................................................vii
   Felix B. Tan, University of Auckland, New Zealand

Section I: Global Teaching Cases

The Australasian Food Products Co-Op: A Global Information Systems Endeavour ......................................................... 1
   Hans Lehmann, University of Auckland, New Zealand

LXS Ltd. Meets Tight System Development Deadlines via the St. Lucia Connection ................................................................. 31
   Geoffrey S. Howard, Kent State University, USA

Success and Failure in Building Electronic Infrastructures in the Air Cargo Industry: A Comparison of The Netherlands and Hong Kong SAR ................................................................. 56
   Ellen Christiaanse, University of Amsterdam, The Netherlands
   Jan Damsgaard, Aalborg University, Denmark

Ford Mondeo: A Model T World Car? ................................................................. 69
   Michael J. Mol
   Erasmus University Rotterdam, The Netherlands

Lone River Winery Company: A Case of Virtual Organization and Electronic Business Strategies in Small and Medium-Sized Firms ................................................................. 90
   Emmanuel O. Tetteh
   Edith Cowan University, Australia
Dancing with a Dragon: Snags in International Cooperation Between Two IT Companies ................................................................. 104
Yi Wei and Sirp J. De Boer, University of Twente, The Netherlands

Section II: Regional Teaching Cases

Success in Business-to-Business E-Commerce: Cisco New Zealand’s Experience ................................................................. 127
Pauline Ratnasingam, University of Vermont, USA

Geographical Information System (GIS) Implementation Success: Some Lessons from the British Food Retailers ......................... 146
Syed Nasirin, Universiti Sains Malaysia

Implementing and Managing a Large-Scale E-Service: A Case on the Mandatory Provident Fund Scheme in Hong Kong .......... 158
Theodore H.K. Clark, Karl Reiner Lang, and William Wai-Kit Ma
Hong Kong University of Science and Technology, Hong Kong

Enabling Electronic Medicine at Kiwicare: The Case of Video Conferencing Adoption for Psychiatry in New Zealand .......... 185
Nabeel Al Qirim, Consultant, New Zealand

The Role of Virtual Organizations in Post-Graduate Education in Egypt: The Case of the Regional IT Institute .......................... 203
Sherif Kamel, American University in Cairo, Egypt

Section III: Research Cases

IT Industry Success in Small Countries: The Cases of Finland and New Zealand ........................................................................ 226
Rebecca Watson, PA Consulting Group, Australia
Michael D. Myers, University of Auckland, New Zealand
Identifying Supply Chain Management and E-Commerce Opportunities at PaperCo Australia ................................................. 252
   Danielle Fowler, University of Baltimore, USA
   Paula M.C. Swatman, University of Koblenz-Landau, Germany
   Craig Parker, Deakin University, Australia

Barriers to IT Industry Success: A Socio-Technical Case Study of Bangladesh ................................................................. 277
   Mahesh S. Raisinghani, University of Dallas, USA
   Mahboob ur Rahman, CEO Gasmin Limited, Bangladesh

Index ................................................................................................ 303