# Table of Contents

Foreword ....................................................................................................................................................... xvii

Preface .................................................................................................................................................................. xix

## Section 1  
**Modeling Business Processes**

**Chapter 1**  
Making the Business Process Execution Language (BPEL) Flexible .................................................... 1  
*Daniela Wolff, University of Applied Sciences Northwestern Switzerland, Switzerland*  
*Nishant Singh, Indian Institute of Technology, India*

**Chapter 2**  
A Framework for the Use of Business Activity Monitoring in Process Improvement ......................... 21  
*Owen Molloy, National University of Ireland, Ireland*  
*Claire Sheridan, Accenture Information Management Services, UK*

**Chapter 3**  
The Socio-Technical Balanced Scorecard for Assessing a Public University ........................................ 47  
*Ramanjit Singh, University of Manchester, UK*  
*Trevor Wood-Harper, University of Manchester, UK*

**Chapter 4**  
Planning Cooperation in Inter-Organizational Systems ............................................................................. 61  
*Maria Laura Ponisio, University of Twente, The Netherlands*  
*Pascal van Eck, University of Twente, The Netherlands*  
*Lourens Riemens, Dutch Tax and Customs Administration, The Netherlands*
Section 2
Standards and QOS

Chapter 5
Guidelines for Managing B2B Standards Implementation
Eva Söderström, University of Skövde, Sweden

Chapter 6
Ontology-Based Registries: An E-Business Transactions’ Registry
Aikaterini Maria Sourouni, National Technical University of Athens, Greece
Spiros Mouzakitis, National Technical University of Athens, Greece
George Kourlimpinis, National Technical University of Athens, Greece
Dimitris Askounis, National Technical University of Athens, Greece
John Psarras, National Technical University of Athens, Greece

Section 3
Access Mediums to Online Services

Chapter 7
Strategic Framework for Developing a Process Model for Maximising the Potential of Radio Frequency Identification (RFID) Technology Integration in Hospitals
Chandana Unnithan, Deakin University, Australia
Bardo Fraunholz, Deakin University, Australia

Chapter 8
Sources of Legitimacy for the M-Government Initiatives in Turkey: Human vs. Technical Resource Management Concerns
N. Meltem Cakici, Gediz University, Turkey
Ronan de Kervenoael, Sabanci University & Aston University, Turkey

Chapter 9
Client Server System for E-Services Access in Business Environment
Eugen Pop, SC IPA SA, Romania

Chapter 10
Personalized Web Service Provisioning to Mobile Users USING Policy-Based Profile and QoS Management
Elarbi Badidi, United Arab Emirates University, UAE
Larbi Esmahi, Athabasca University, Canada
Chapter 11
Wiki-Dic 2.0: An E-Voting Approach to Exploit User-Generated Content ........................................ 185
  Theodorou L. Tryfon, University of Macedonia, Greece
  Violettas E. George, University of Macedonia, Greece
  Georgiadis K. Christos, University of Macedonia, Greece

Chapter 12
Supporting Electronic Collaboration in Conceptual Modeling .......................................................... 199
  Peter Rittgen, University of Borås, Sweden & Vlerick Leuven Gent Management
  School, Belgium

Chapter 13
Collaborative Geospatial Web Services for Multi-Dimension: Remote Sensing Data.................... 212
  Chunyang Hu, Beihang University, China
  Yongwang Zhao, Beihang University, China
  Dianfu Ma, Beihang University, China

Chapter 14
Query Performance Optimization in XML Data Warehouses .......................................................... 232
  Hadj Mahboubi, Université de Lyon, France
  Jérôme Darmont, Université de Lyon, France

Chapter 15
Towards an Elastic Risk Management Methodology by Using Business to Software Unified
  Process (BSUP).................................................................................................................................. 254
  Pooya Khosraviyan Dehkordi, Islamic Azad University, Iran
  Farshad Kiyoumarsi, Islamic Azad University, Iran

Chapter 16
Knowledge for Managing Information Systems Security: Review and Future Research
  Directions............................................................................................................................................ 266
  Ken H. Guo, McMaster University, Canada
Section 7
Project Supervision and Issues

Chapter 17
COTS Software Procurement Methodology ................................................................. 288
  Seema Ahmed Al-Mahmood, Ahlia University, Kingdom of Bahrain
  Mansoor Al-A’ali, Ahlia University, Kingdom of Bahrain

Chapter 18
Making Decisions in IS/IT Outsourcing: A Dynamic Perspective ............................. 306
  Cheng-Chieh Huang, National Taiwan University, Taiwan (R.O.C.)
  Ching-Cha Hsieh, National Taiwan University, Taiwan (R.O.C.)

Section 8
SME Research and Issues

Chapter 19
An Investigation into the Adoption and Implementation of Electronic Commerce in Saudi Arabian Small and Medium Enterprises ................................................................. 326
  Sabah Al-Somali, Aston University, UK
  Ben Clegg, Aston University, UK
  Roya Gholami, Aston University, UK

Chapter 20
ICT Adoption in SMEs in an Arab GCC Country: Oman ............................................. 351
  Rafi Ashrafi, Sutan Qaboos University, Oman
  Muhammed Murtaza, Industrial Management Technology & Contracting LLC, Oman

Chapter 21
Supporting Companies Management and Improving their Productivity through Mining Customers Transactions ................................................................. 376
  Asem Omari, Jarash Private University, Jordan

Compilation of References ............................................................................................. 391

About the Contributors ................................................................................................. 428

Index .............................................................................................................................. 437