About the Contributors

Manish Wadhwa, PhD, is Assistant Professor in the Department of Computer Science at Salem State University (SSU), joined in Fall 2013. He is also the Program Coordinator of the Information Technology (IT) Program. At SSU, his major task is to work on the curriculum for a new IT Program and its approval by the school and state boards. The new IT program, projected to begin in 2015-2016, is ABET accreditation ready. Previously, Dr. Wadhwa worked as Program Director of Information Technology at South University. He joined South University in July 2011 and was responsible for managing the department of Information Technology within the College of Business and overseeing the Associates, Bachelors, and Masters in IT. Dr. Wadhwa has a PhD and MS in Electrical and Computer Engineering from Old Dominion University and University of Wisconsin Milwaukee, respectively. He has published in various journals and conference proceedings.

Alan Harper, PhD, is Program Director and Assistant Professor of Finance and Business Administration in the College of Business at South University. Dr. Harper joined South University in March 2011 and is responsible for teaching in the College of Business and overseeing the Bachelors in Business Administration, the Masters in Business Administration and the Master in Leadership Programs. Dr. Harper holds a BBA in Finance from Middle Tennessee State University, an MBA in Marketing from Mercer University, and a PhD in Organization and Management with an emphasis on Finance from Capella University. He holds a certificate in Economic Measurement from the National Association for Business Economics and is a member of the American Academy of Financial Management Board of Honorary Global Advisors. Dr. Harper has published in various journals and presented at international conferences on many topics in finance and economics. He also maintains several memberships in professional organizations such as the National Association for Business Economics, the Financial Management Association, and the American Finance Association. Aside from educational accomplishments, Dr. Harper has 20 years of industry experience, where he held mid- to senior-level operations and management positions with several well-known retail organizations specializing in general merchandise, variety, and the grocery sectors. He has also been an Adjunct Professor of Retail Management at Bellevue University and an Adjunct Professor of Finance at Trident University.
Mariya Gavrilova Aguilar is a doctoral candidate at the Department of Learning Technologies at the University of North Texas. She works in the local government sector in the area of human resources with emphasis on performance improvement and leave management. She is a certified Professional in Human Resources. She has served as a reviewer for various SHRM Foundation grants and scholarships. Her research focuses on organizational creativity, diversity, and commitment and she is passionate about career development. Currently, she has been studying formal and informal mentoring programs and initiatives as well as the relationship between the human resource function and organizational culture.

Jeff Allen is a Professor and Director of the Center for Knowledge Solutions at the University of North Texas. Dr. Allen is a leading scholar in the area of learning and performance innovation. He is the editor of Career and Technical Education Research and Learning and Performance Quarterly at the University of North Texas. It is his goal to empower scholars and scholar-practitioners to make evidence-based decisions that optimize systems to improve organizational knowledge.

Moyassar Al-Taie completed his PhD studies at the University of Southern Queensland, Australia in 2014. Before that, he was a lecturer of Management Information Systems at the University of Mosul, Iraq, University of Omar Al-Mukhtar and Sebha University, Libya. His current research interests include IT leadership, IS measurement, and organisational behaviour. His work has been published in a variety of peer-reviewed journals in Iraq, Libya, and Australia. Dr. Al-Taie previously served as a head of the department of Human Resources at one of the leading Iraqi R&D enterprises. He is a member of the Iraqi teachers union.

Albena Antonova is lecturer at Sofia University, Faculty of Economics and Business Administration, in the field of IST implementation in business and economics. She works on number of research projects related to technology implementation, serious games, knowledge management, and others. Some of the recent projects are SEEE projects are Ludus, LLP; MOVE-ON; NETCOACH; Open Scout; and others. Her main research interests include knowledge management, emerging technologies, serious games, business and management education, service science, e-learning and TEL models and methods, e-Business, technology entrepreneurship, open innovations, and innovations management and living labs, and she has more than 30 publications in the field.

Natasha Blazheska-Tabakovska completed graduate studies at the University St. Kirili Metodij, Skopje. She also completed postgraduate and PhD studies in Information Systems Management at the University St. Kliment Ohridski, Bitola, Macedonia. In 2000, she completed a course in Odense Technical College and Dalum In-Service Training Center, in Odense Denmark and was awarded a certificate in Adults Course planning, organization and realization. Natasha has also served as a teacher in secondary school. In 2008, she became a member of higher education in Faculty of Administration and Information Systems Management, Bitola, Macedonia. From 2004 until now, she has completed adult training in many different areas such as: TQM in schools; Strengthening on school board; Mentoring practice; From idea to permanent improvment; Basic and upgrade ICT skills etc. She has monitored and evaluated the performance of potential school mentors and she was reviewer of the training materials. She has participated on many national and international conferences.
Indranil Bose is Professor and Group Coordinator of Management Information Systems at the Indian Institute of Management, Calcutta. He holds a BTech from the Indian Institute of Technology, MS from the University of Iowa, MS and PhD from Purdue University. His research interests are in business analytics, information security, telecommunications, and business value of information technology. His publications have appeared in *Communications of the ACM*, *Communications of AIS*, *Computers and Operations Research*, *Decision Support Systems*, *Ergonomics*, *European Journal of Operational Research*, *IEEE IT Professional*, *Information and Management*, *International Journal of Production Economics*, *Journal of Organizational Computing and Electronic Commerce*, *Journal of the American Society for Information Science and Technology*, *Operations Research Letters*, etc. He serves on the editorial board of *Decision Support Systems*, *Information and Management*, *Communications of AIS*, and several other IS journals.

Eamonn Caffrey holds a BSc (Hons) in Business and Information Technology (IT) and MBS in International Business. He was awarded a PhD by the University of Dublin, Trinity College. His doctoral thesis focused on the role of middle managers in aligning business and IT strategies in public sector organizations. He has extensive corporate management experience from working with multi-national organizations, both in Ireland and internationally. Current interests are prioritized by research, teaching, consulting, writing and publishing. Research foci are concerned with strategic IT alignment and business performance; corporate-level issues in relation to strategy and technology; and leading strategic IT planning and execution in large-scale organizations. Teaching interests centre on strategy and technology; strategic management; and organization and management. Core themes of interest in relation to research and teaching include strategy practice and performance; strategic agility; management capability; and digital innovation. In terms of scientific conduct, process research is central to his work.

Aileen Cater-Steel leads a research group INVEST – Improving the Net Value of Enterprise Systems and Technology. Her research interests include IT Service Management (ITSM), IT Standards and Governance, e-Learning systems, and IT outsourcing. She was Lead Chief Investigator on two ITSM projects that achieved funding from the Australian Research Council. Since 2009, Aileen has facilitated USQ’s Community of Practice for Research Supervisors. In 2010, she was awarded a citation for outstanding contribution to student learning from the Australian Learning & Teaching Council. In 2005, her PhD thesis was awarded the ACPHIS (Australian Council of Professors and Heads of Information Systems) prize. She has published more than 90 peer-reviewed articles and co-edited three research books. Prior to her academic appointment, Aileen worked in the private sector and government organizations where her career progressed from programmer to IT Manager. She is a Fellow of the Australian Computer Society.

Brian Davis is Adjunct Professor of Information Systems at the University of Dublin, Trinity College, School of Business, where he teaches on both the full-time and part-time MBA programmes. He holds an MBA from Dublin City University along with a PhD in Management Information Systems from the University of Dublin. He is also a member of the British Computer Society. Dr. Davis’s research, teaching, and advisory work focus on enhancing organisational effectiveness through the astute use of modern ICT systems. He has a particular interest in the role of senior management in transforming the ICT landscape in large complex organisations along with the distinct value-adding contribution of Chief Information Officers in this regard.
Maurice Dawson serves as an Assistant Professor of Information Systems at University of Missouri-St. Louis, Visiting Assistant Professor (Honorary) of Industrial and Systems Engineering at The University of Tennessee, Knoxville and Space Institute, Visiting Professor at University of the Gambia, and Fulbright at South Ural State University, Russia. Dawson is recognized as an Information Assurance System Architect and Engineer Level I & II by the U.S. Department of Defense (DoD). He holds the Certified Security Software Lifecycle Professional (CSSLP), Certification in the Governance of Enterprise IT (CGEIT), and Certified Chief Information Security Officer (C|CISO) designations. Research focus area is cyber security, systems security engineering, open source software (OSS), mobile security, and engineering management.

José C. Delgado is an Associate Professor at the Computer Science and Engineering Department of the Instituto Superior Técnico (Lisbon University), in Lisbon, Portugal, where he earned the PhD degree in 1988. He lectures courses in the areas of Computer Architecture, Information Technology and Service Engineering. He has performed several management roles in his faculty, namely Director of the Taguspark campus, near Lisbon, and Coordinator of the BSc and MSc in Computer Science and Engineering at that campus. He has been the coordinator of and researcher in several research projects, both national and European. As an author, his publications include 1 book, several book chapters and more than 50 papers in international refereed conferences and journals.

Tamara Fudge teaches online and designs courses in Web development, human-computer interaction, IT consulting, and other topics for Kaplan University’s School of Information Technology. In addition to her current involvement in the technology arena, she has taught college/university courses in vocal and choral music, theory, and composition; worked as a weekend newspaper correspondent; and endured a brief stint serving as an agent and registered representative in the financial industry. Dr. Fudge earned her degrees from Indiana, Florida State, and Kaplan Universities, and holds several certifications. She received an outstanding Full-Time Faculty Award and has been a two-time Innovations Lab Fellow at Kaplan.

Gregory D. Gleghorn has worked in the information technology field over 17 years now; within IT, his specializations include network security architecture, network implementation, network design, and network support. Dr. Gleghorn has incorporated information security into his experience naturally as the convergence of inter networks (voice, video, wireless, and data) has dictated somewhat of a pseudo mandate that all information technology networking professionals should seriously contemplate having InfoSec as a significant part of their skill set. After graduating with a BS degree in Internetworking technology from Strayer University in 2005, Dr. Gleghorn then received a MS degree, 2008, in network communication and management (concentration information security) from Keller Graduate School of Management. Dr. Gleghorn went onto complete a PhD, September 2011, in Information Security at Capella University, Dr. Gleghorn’s dissertation is titled A Quantitative Examination of Perceived Promotability of Information Security Professionals with Vendor-Specific Certifications versus Vendor-Neutral Certifications. Dr. Gleghorn also published an article in January 2012 in the peer reviewed Research in Business and Economics Journal, under the same title as his dissertation; moreover a second article entitled “Do These Stock Markets Move Together? An Empirical Study on India and its Major Trading Partners” was accepted in May 2013 for publication by the Academy of Accounting and Financial Studies.
About the Contributors

_Journal_ of which Dr. Gleghorn is a third author. In addition to the above, Dr. Gleghorn just completed a chapter for a soon to be published book titled **Business Competence of IT Professionals: A Critical Skill Analysis Filling the Expectancy Gap: A Literature Review**. Dr. Gleghorn currently serves as a Director of IT infrastructure and support for South Piedmont Community College in Monroe, NC. Dr. Gleghorn also holds the following vendor specific and vendor neutral certifications: CISSP (Certified Information Systems Security Professional), CCNP-RS (Cisco Certified Network Professional, Routing\Switching), CCNP-Security (Cisco Certified Network Professional with a concentration in Security) Cisco VPN Specialist (CVPNS), Cisco IOS Security Specialist (CSS), Cisco Firewall Security Specialist (CFWSS), Cisco ASA Specialist (CASAS), and CCNA Security (Cisco Certified Network Associate with a concentration in Security), CCNA RS (Cisco Certified Network Associate, Routing\Switching).

**Linnea Hall** is a professor, online journal editor, and the author of numerous books, journal articles, and conference presentations. She received her JD from California Western School of Law, her MSBA from Mississippi State University, and is completing her doctorate in Computer Science from Colorado Technical University in Colorado Springs, CO. Her current research interests focus on the juxtaposition of law, information technology and ethics. Her research has been published by *America’s Conference on Information Systems, IS OneWorld Conference, FOREST Journal, and Journal of Online Higher Education*. She has also collaborated on textbooks in Information Systems. Linnea Hall has served on the Editorial Review Boards of *FOREST Journal Online* and *MERLOT Journal of Online Teaching and Learning*.

**Ashish Kumar Jha** is a doctoral student in Management Information Systems at IIM Calcutta. His areas of interest are in technology innovation, process innovation and IS strategy.

**Ashwini Esther Joshua-Gojer** is a doctoral candidate at the Department of Learning Technologies at the University of North Texas. She has a Masters in Industrial Psychology and an MPhil in Management. Her research interests include cross cultural research, learning and performance improvement, international HRD, and qualitative inquiry. She has presented at various conferences and has authored and co-authored book chapters. She also has previous teaching and research experience, both in the United States and in India.

**Kijpokin Kasemsap** received his BEng degree in Mechanical Engineering from King Mongkut’s University of Technology Thonburi, his MBA degree from Ramkhamhaeng University, and his DBA degree in Human Resource Management from Suan Sunandha Rajabhat University. He is a Special Lecturer at Faculty of Management Sciences, Suan Sunandha Rajabhat University based in Bangkok, Thailand. He is a Member of International Association of Engineers (IAENG), International Association of Engineers and Scientists (IAEST), International Economics Development and Research Center (IEDRC), International Association of Computer Science and Information Technology (IACSIT), International Foundation for Research and Development (IFRD), and International Innovative Scientific and Research Organization (IISRO). He also serves on the International Advisory Committee (IAC) for International Association of Academicians and Researchers (INAAR). He has numerous original research articles in top international journals, conference proceedings, and book chapters on business management, human resource management, and knowledge management published internationally.
Michael Lane is a member of the School of Management and Enterprise, University of Southern Queensland. He has a PhD in Information Systems. He is the chair of Information Systems Discipline Group. He has held the roles of Associate Dean of Learning and Teaching and School Chair of Learning and Teaching. His research and teaching is focused in three key areas and related areas: Strategic management of IT and IT Leadership, Business analytics and Mobile computing. He has published widely in international journals and conferences.

Brian Leonard serves as an Assistant Professor of Business Law at Alabama A&M University. He has a Juris Doctor (JD) from Samford University and a Master of Laws (LLM) from the University of Alabama. He passed the bar in Alabama, North Carolina, and Tennessee. He has numerous years of experience with the state government as a lawyer. His area of research is employment, labor, and civil rights law. His research has been published in the Journal of Employment and Labor Law.

Violeta Manevska was born in 1964 in Bitola. She graduated from the Institute for Informatics at the Faculty of Natural Sciences and Mathematics in Skopje (1988) thus acquiring the title of graduate mathematician-informatics where completed her postgraduate studies (1994) and doctoral studies (2001) and acquired the title of PhD in Information Sciences. She worked with the Faculty of Technical Sciences, Bitola (1988-2007), where she acquired all assistant and teaching-scientific titles ranging from junior teaching assistant to associate professor.

Sergio Ricardo Mazini obtained his bachelor degree in Information Systems (FATEB, 1996), postgraduate in analysis, development, and project management systems (UNILINS, 2000), and he is master in Production Engineering (São Paulo State University – UNESP, 2011). Coordinator of the undergraduate Industrial Engineering at the University Center Toledo Araçatuba – UniToledo. He has acts has Professor of Business Administration, Information Systems, and Industrial Engineering courses. He acts, also, as a consultant and systems analyst at Orion Management Solutions. He has experience in business consulting, business management, production engineering, development of information systems, innovation management, knowledge management, and enterprise portals. He has national and international publications in the areas of information systems, management, and production engineering.

Jameson Mbale is an Associate Professor in the School of Mathematics and Natural Sciences, Department of Computer Science at the Copperbelt University. His research area is in Information Technology and other related ICTs covering: Telecommunications, Long Term Evolution, Wireless Networking, Cloud Computing, and Mobile Programming envisaging solutions to the rural communities. He lectures/teaches the following courses: Telecommunications, Wireless and Mobile Computing, Introduction to Network Security, Computer Networks, Network Systems Security, Discrete Mathematics, Database Programming, Advanced Databases and Software Engineering. He is also a CISCO and IT-Essentials instructor.
About the Contributors

**Joe McDonagh** is an Associate Professor of Business at the University of Dublin, Trinity College, where he also serves as Director of Doctoral Studies. He teaches at the University of Dublin, the Irish Management Institute and a number of international business schools. He holds a BSc in Computer Science and MA from the University of Dublin, an MBS in Management and Information Systems from the National University of Ireland, and a PhD in Organization Development and Change from the University of Warwick. He also holds FBCS and CITP qualifications. He is a regular conference speaker and contributor to the media whilst also publishing widely on the dynamics of large-scale change. Research output has appeared in a wide range of conference papers, book chapters, journal articles, and Government reports. Specific journals include *Administration*, *Communications of the AIS*, *Irish Journal of Management*, *Organization Development Journal*, *Public Administration Quarterly*, and *Strategic Change*.

**Emad Rahim** serves as an Assistant Dean at Strayer University, Visiting Scholar at Rutgers University, and as an Endowed Entrepreneur-in-Residence at Oklahoma State University. Rahim earned a AACSB Bridge Post-Doctorate in Marketing and Management Research from Tulane University, Doctorate of Management in Organizational Development and two graduate degrees in project management and business management. He has four nationally recognized professional certifications, including the Certified Manager (CM) certification awarded by Institute of Certified Professional Managers (ICPM), Project Management Professional (PMP) certification awarded by the Project Management Institute (PMI), and Certified Associate Business Manager (CABM) certification awarded by Association of Professionals in Business Management (APBM).

**Ellen Raineri** earned her PhD in Organization and Management from Capella University. She earned her MBA in Information Systems in which she won the sole medal for Excellence in Business from Marywood University. Last, she earned a BA in Computer Science as well as a BA in English and Education from Wilkes University. She has worked as a full time and adjunct professor at Kaplan University, Colorado State University Global Campus, Wilkes University, Penn State University, Keller University, and Misericordia University. She has received an excellence in teaching award from the Experiential Learning Clinic. Ellen has several publications and conference presentations/proceedings. She has appeared on Lifetime TV as well as on numerous TV and radio shows. Ellen’s nonacademic careers include: Commercial Real Estate Broker, IT Sales Branch Manager, IT Consultant, Programmer Analyst, Systems Engineer, Author, Management Consultant, and Strategic Planner.

**Jorge A. Romero** has a PhD in Management Science and also holds an MBA from The University of Texas at Dallas. He has expertise in market measures of firm performance, and accounting information systems. He currently works as Associate Professor in the Accounting Department at Towson University. In addition, he has industry experience in the United States and Latin America.