About the Contributors

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Muhammad Ovais Ahmad is a doctoral candidate in the Department of Information Processing Science, University of Oulu, Finland. He received a BS in Computer Science from Pakistan and MSc degree from the University of Oulu in information processing science, with software, systems, and services development in global environment as the area of specialization in 2011. His research interests include software development methodologies, evidence-based software engineering, e-government, software engineering curriculum and pedagogy, and services/technology adoption and diffusion.

Qasim Al-Mamari is an Assistant Professor of Information Technology at the Sohar College of Applied Sciences. He also assists the Program Director of Information Technology at the Colleges of Applied Sciences in Oman. He has earned his PhD from RMIT University in 2013. His research focuses on the adoption and implementation of electronic government and public sector reform. Dr. Al-Mamari has experience in IT curriculum development and teaching methods of teaching programming to undergraduate college students.

Donald L. Amoroso is the Lowder Weill Endowed Chair of Innovation and Strategy and Professor of Information Systems at Auburn University Montgomery, Founder of Axcell LLC Consulting Group (focusing on innovation in strategy), and Research Fellow/Adjunct Professor at Asian Institute of Management in Manila, Philippines. He has published 41 journal articles and 60 conference papers on strategy and innovation journals such as Journal of MIS, Information & Management, Journal of Electronic Commerce in Organizations, International Journal of Technology Diffusion, for example. Dr. Amoroso received his MBA and PhD from the University of Georgia in 1984 and 1986, respectively, and has spent more than 25 years in higher education and industry.
About the Contributors

Muhammad Arslan has recently graduated from the National University of Science and Technology (NUST) Islamabad, Pakistan with a MS degree in Information Technology (IT). His MS research work was on the application of Building Information Modeling (BIM) and Wireless Sensor Networks (WSN) platforms for improving worker safety in confined spaces. Currently, he is working at Pakistan Telecommunication Company Limited (PTCL). However, he wants to pursue his PhD with his research focused towards BIM implementation and deployment together with real-time sensory data to enhance BIM capabilities.

Ku Maisurah Ku Bahador obtained her MSc in Information Technology from Universiti Sains Malaysia in 2002 and Bachelor Degree of Accounting from Universiti Utara Malaysia (UUM) in 2000. She completed her PhD from the University of South Australia, Adelaide, Australia in 2014. She commenced her academic career from UUM as a Tutor in 2001 and was appointed a Lecturer in 2002. Since then, she has been involved with teaching of several accounting and information systems-related courses provided by UUM. Her teaching and research expertise centres on accounting information system, accounting education, and IT skill development for accountants.

Yvette Blount is a lecturer in Information Systems in the Faculty of Business and Economics at Macquarie University and Research Coordinator for the Australian Anywhere Working Research Network. She worked in senior and consulting roles in the banking and IT industries prior to becoming an academic. As a thought leader in teleworking/Anywhere Working, she is developing a Collaborative National Research Network to investigate sustainable telework in the workplace and the contribution of telework to sustainable and liveable cities. Her current research is on Teleworkers engaged in various forms of Tele-health delivery in order to explore the types of Information and Communication Technologies (ICTs) utilised in providing services and how this impacts worker productivity, wellbeing, and quality of service delivery to clients.

Yolande Chan is associate vice principal (research) and E. Marie Shantz Professor of MIS at Queen’s University in Canada. She holds a PhD from the Ivey Business School, Western University; an MPhil in Management Studies from Oxford; and SM and SB degrees in Electrical Engineering and Computer Science from MIT. She is a Rhodes Scholar. Dr. Chan’s research interests include information technology strategy, healthcare systems, innovation, and knowledge management. She serves on several editorial boards and has published her research in leading journals, such as MIS Quarterly, Information Systems Research, Journal of Management Information Systems, Journal of Strategic Information Systems, Journal of Information Technology, Journal of the Association for Information Systems, and MIS Quarterly Executive.

Kuo-Chung Chang is an associate professor of the Department of Information Management at Yuan Ze University, Taiwan, ROC. He received his PhD from the University of South Carolina, USA. His current research focuses on IS project management, information systems outsourcing, and knowledge management. His work appears in journals, such as Information Systems Research, Information and Management, Information and Software Technology, International Journal of Project Management, Information systems Technology, Information Systems Frontiers, and Journal of Systems and Software.
Brian Corbitt is Emeritus Professor of Information Systems and Professor Mentor in the College of Business at RMIT University, Melbourne, Australia. He has previously been Deputy Pro Vice Chancellor Business Research (RMIT), Pro Vice Chancellor (Online Services at Deakin University), Adjunct Professor of IT at KMIT (NB), Professor of Management Science at Shinawatra University in Thailand, JADE Professor of eCommerce at Victoria University of Wellington in New Zealand, and prior to that, he was on staff at both Monash University and the University of Melbourne, where he was also Head of International House.

Kristy de Salas is a Senior Lecturer at the School of Engineering and ICT, University of Tasmania in Australia. Kristy primarily teaches and researches in the domains of Business Process Management and Information Systems, with a specific focus on Small- and Medium-Sized Enterprises. Kristy also studies project management, identifying opportunities for improvement in methodology and implementation. Most recently, Kristy has commenced studies in human behaviour in the areas of health, education, and conservation, and the opportunities to modify individual and group behaviours through technology-based interventions.

Jakob Frisenvang is a Test Consultant at Capgemini Sogeti Denmark. He holds an MSc in Information Management from Aarhus University and has published a paper presented at OASIS Pre-ICIS. He is TMap NEXT Test Engineer and PRINCE2 Foundation certified.

Victor Oyaro Gekara is a senior lecturer of International Trade and Logistics in the School of Business Information Technology and Logistics and RMIT University. His broader field of research is international political economist, with a recent focus on workplace technologies, skills formation and workforce development. Dr Gekara has also conducted research on the adoption of e-technologies in government and business.

Paola A. Gonzalez is PhD candidate in MIS at the School of Business, Queen’s University. She holds a MSc in Management Sciences from the University of Waterloo and a BSc from the Distrital Francisco Jose de Caldas in Colombia” needs to be changed to “an assistant professor at the Rowe School of Business, Dalhousie University. She holds a PhD in MIS from Queen’s University. Her research focuses on two principal areas within the information systems (IS) field: IT Leadership and Healthcare IT. Specifically, she examines the IT-business gap (which refers to the disconnect between the perceptions about the IT function possessed by individuals inside and outside of IT). Ms. Gonzalez is also interested in exploring the IT implementation issues (e.g., resistance and evidence-based knowledge) in healthcare settings. She has presented and published her research at a number of journals and conferences, including the Journal of Information Technology Management, Journal for Healthcare Quality, International Conference on Information Systems (ICIS), American Conference of Information Systems (AMCIS), Administrative Sciences Association of Canada (ASAC), among others.
**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.

**Adnan Khalid Kiani** received his BE (Electrical Engineering) from NUST, Islamabad, Pakistan in 2002, his MS in Data Communication Systems from Brunel University UK in 2005, and his PhD from Brunel University, UK in 2009. His PhD thesis title was “Design of Multi-Homing Architecture for Mobile Hosts.” His research interests include Mobility Management in IP Networks, Network Mobility, Routing Protocols, Multi-Homing in IP Networks, and Mobile Ad-Hoc and Sensor Networks. He has taught various undergraduate and postgraduate courses during his stay at NUST-SEECS.

**Yuan Li** is an associate professor of business in the Division of Business, Mathematics, and Sciences at the Columbia College in Columbia, South Carolina, USA. He received his PhD in Management Information Systems from the University of South Carolina. His current research focuses on knowledge management at the organizational and individual levels, knowledge and skills transfer in end user computing, and online information privacy. His research appears in the *Journal of the Association for Information Systems*, *European Journal of Information Systems*, *Decision Support Systems*, *Journal of Organizational and End User Computing*, *Communications of the Association for Information Systems*, and *Electronic Commerce Research and Applications*.

**Ricardo A. Lim** is Dean of the Asian Institute of Management, Philippines, and is concurrent Chair of the Philippine Academy of Management. He was past President of the Association of Asia-Pacific Business Schools, a group of 110 business schools in Asia, and is a member of the Asia-Pacific Advisory Board of the AACSB. His research interests are in team dynamics, innovation, and entrepreneurship. He also consults for the banking, telco, and logistics industries.

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Peter Marshall has recently retired as Professor of Information Systems at the University of Tasmania. Professor Marshall has engaged in teaching and research in information systems at a number of universities across Australia including Monash, Curtin, ECU, Mt. Eliza Business School, and the University of Tasmania. Peter’s research focus includes strategic information systems planning, business analysis, and the social and organizational issues of information systems implementation. Peter has published extensively in information systems in both conferences and journals, the journals including *IT and People, Journal of IT*, and the *Australasian Journal of Information Systems*.

Judy McKay is a Professor in the Department of Information Systems and Logistics, Faculty of Business and Enterprise, at Swinburne University of Technology in Melbourne, Australia. Prior to moving to Swinburne, she held appointments at Monash University, Edith Cowan University, and Curtin University. Her research is centered on sociotechnical aspects of information systems, particularly in requirements elicitation, business analysis, IS implementation, and resistance to change, focusing on how people make sense of IT-driven organisational change. She has published extensively in journals, such as *Journal of Information Technology, Information Technology and People, Communications of the Association of Information Systems*, and the *Australasian Journal of Information Systems*.

Markku Oivo has 32 years of research, R&D, and management experience in academy and industry in Finland, US, France, and Germany. He is full professor at University of Oulu since 2002. He is Head of the Department of Information Processing Science and Director of M-Group, which was recently evaluated as Excellent (5/6) in an external international research assessment of University of Oulu (RAE 2013). During 2000-2002, he was Vice President and director of R&D at Solid Information Technologies. He held several positions at VTT in 1986-2000, including Professor and Head of Embedded SW R&D. He has held visiting positions at the University of Maryland (1990-91), Schlumberger Ltd. (Paris 1994-95), and Fraunhofer IESE (1999-2000). He has worked at Kone Co. (1982-86) and at the University of Oulu (1981-82). He received the honor of First Class Knight of the White Rose of Finland in 2013. He is a founding member of ISERN. He has initiated and managed more than 100 national and international research projects and programs with tens of millions of Euros at national and international scales. He has over 100 publications in international conferences and journals. He has served as chair and committee member in organizing numerous international conferences, and has been a reviewer for top journals. His research interests include empirical methods, software engineering, agile methods, lean methods, cloud, process assessment and improvement, software quality, and management of technology.

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Venkat Ramanathan is an academic at Evangelist – Advanced Technology Applications Institute of Systems Science (IIS), National University of Singapore. He has wide experience in the fields of IT and business process engineering. He has served industry and academia for over 26 years and has been instrumental in attracting businesses worth several millions through software consulting for clients across Asia, US, Europe, and New Zealand. At ISS, Dr. Venkat teaches and consults in emerging technologies and enterprise solutions. His research focus is on evolving decision models for business problems, and more recently, he has been contributing to frontiers of knowledge by devising innovative architectural models for ICT.

Zainab Riaz has been working as an Assistant Professor at NUST Business School, National University of Sciences and Technology (NUST), Pakistan, since 2008. She has an educational background and experience in Information System (IS) design and development. She received her PhD (application of emerging technologies in the construction industry) from Loughborough University, UK, in 2008. Prior to her PhD, she completed her MSc in Management and Information Systems (MIS) from Nottingham Business School (NTU), UK, in 2004. Her areas of interest include application of IT for process innovation and how technology trends are influencing organizations and industries.

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Per Svejvig is an Associate Professor at the Department of Business Administration, Aarhus University. His research interests are in the area of implementation and use of enterprise systems, managing IT-enabled change, interplay between technology and organizations, and IT project management. He has, among others, published in Journal of Information Technology, Scandinavian Journal of Information Systems, and International Journal of Enterprise Information Systems. He holds a PhD in Enterprise Systems from Aarhus University. He has more than 25 years of business experience as a manager, project manager, and consultant. He is a Certified Senior Project Manager (IPMA level B).
Sitalakshmi Venkatraman obtained her doctoral degree in computer science, from National Institute of Industrial Engineering, India, in 1993 and MEd from University of Sheffield, UK, in 2001. Prior to this, she completed MSc in Mathematics in 1985 and MTech in Computer Science in 1987, both from Indian Institute of Technology, Madras, India. She currently works as Lecturer (Information Technology) at the Department of Higher Education – Business in Northern Melbourne Institute of TAFE (NMIT), Australia. She also serves as Member of Register of Experts at Australia’s Tertiary Education Quality and Standards Agency (TEQSA). She has published 7 book chapters and more than 80 research papers in internationally well-known refereed journals and conferences that include Information Sciences, Journal of Artificial Intelligence in Engineering, International Journal of Business Information Systems, and Information Management & Computer Security.

Michelle Ye is currently a third-year doctoral student at the School of Engineering and ICT, University of Tasmania in Australia. Her work focuses on political behaviour in information system implementations by applying Turner’s three-process theory of power, with specific emphasis on power relations, social influence, resistance to change, group behaviours, business process management, and organisational decision making and problem solving. Prior to studying for her PhD, she completed a one-year Master’s research project that tests the assumptions and predictions of Critical Theory and explores the nature of IT project workers’ lifeworld and management’s treatment of user resistance in IT projects.