About the Contributors

**John Girard**, PhD, is an associate professor at Minot State University where he is the lead professor for knowledge management. John teaches graduate and undergraduate management courses and conducts research examining the relationships existing between information anxiety, organizational memory loss, and contemporary knowledge management theories. In 2004, whilst acting as director of knowledge management at National Defence Headquarters in Ottawa, he accepted an associate professorship at Minot State University, retiring at the rank of Lieutenant-Colonel. John is an award-winning researcher who speaks regularly on the subject of knowledge management and how enterprises may reap the benefits of creating and exchanging organizational knowledge. He has spoken in the US, Canada, Europe, Asia, Africa, Australia, and South America at such events as KM World, APQC’s Knowledge Management Conference, the World Congress on Intellectual Capital, KM Australia, and many others events – see www.johngirard.net.

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**Raul M. Abril** is currently based in Barcelona (Spain). He has extensive international experience. He recently relocated from San Diego (CA USA) where he worked for 6 years and before he was based in Copenhagen (DK) for 7 years. He has 35 years of professional services experience on international professional engagements in retail banking, telco and manufacturing industries. His knowledge domains are research methods (quantitative analysis, qualitative analysis), marketing (marketing research, marketing information systems), R&D (portfolio management, product management), project management, and information systems & technology (knowledge management, decision support systems, business intelligence, data warehousing, data base management systems, IS design).

**Alex Bennet** is the co-founder of the Mountain Quest Institute, a research and retreat center nestled in the Allegheny Mountains of West Virginia focused on achieving growth and understanding through questions for knowledge, consciousness and meaning. See www.mountainquestinstitute.com Alex is is co-authors of the seminal work, *Organizational Survival in the New World: The Intelligent Complex Adaptive System* (Elsevier, 2004), a new theory of the firm based on research in complexity and neuroscience and incorporating networking theory and knowledge management. Alex served as the chief knowledge officer for the U.S. Department of the Navy (DON), and was co-chair of the Federal KM Working Group. Dr. Bennet is the recipient of the DON Distinguished and Superior Public Service Awards.
**David Bennet** is co-founder of the Mountain Quest Institute, a research and retreat center nestled in the Allegheny Mountains of West Virginia focused on achieving growth and understanding through questions for knowledge, consciousness and meaning. See www.mountainquestinstitute.com. David is co-author of the seminal work, *Organizational Survival in the New World: The Intelligent Complex Adaptive System* (Elsevier, 2004), a new theory of the firm based on research in complexity and neuroscience and incorporating networking theory and knowledge management. David’s experience spans many years of service in the military, civil service and private industry, including fundamental research in underwater acoustics and nuclear physics and frequent design and facilitation of organizational interventions. Most recently, he was CEO, then chairman of the board and chief knowledge officer of a professional services firm.

**Nick Bontis** is the world’s leading expert on intellectual capital and its impact on performance. He helps organizations leverage their most important intangible asset for sustainable competitive advantage. He earned his PhD from the prestigious Ivey Business School, University of Western Ontario where he received the top scholastic achievement award. His doctoral dissertation went on to become the number one selling thesis in Canada. He is currently an award-winning tenured professor at McMaster University and world-renowned academic researcher and professional speaker. Nick is also chief knowledge officer of Knexa Solutions - the world’s first knowledge exchange and auction. A Canadian and US patent application has been filed for Knexa’s dynamic pricing system. For more background information, see www.NickBontis.com.

**Nicholas Bowersox** is a doctoral student at TUI University, where he is currently pursuing a PhD in business administration. He holds a Master’s of Science in management from Minot State University and an MBA from Upper Iowa University. His current research interests focus on contemporary knowledge management theories. Currently, Nick works for the Department of Defense, United States Air Force, Wright Patterson Air Force Base, OH. In his spare time, Nick enjoys serving the role of adjunct professor at several local universities teaching business, management, and statistics classes. In addition, he is an active member of many professional organizations such as the Knowledge Management Professional Society, Academy of Management, and Adult Higher Education Association.

**Kimiz Dalkir** is currently an associate professor in the McGill School of Information Studies, where she developed and now coordinates the knowledge management stream. Her book, *Knowledge Management in Theory and Practice*, has been widely adopted by both the academic and practitioner communities. In 2006, she received the Faculty of Education Excellence in Teaching Prize. Her most recent research grant is to investigate how knowledge management can be applied to universities. Prior to joining McGill University, Dr. Dalkir was director of global KM services at DMR Consulting where she was actively involved in knowledge transfer to clients around the world.

**Patrice Dunckley** is in pursuit of a life well spent because accomplishments never fit on our tombstone. She obtained her BS in human resources from the State University of New York after many years of evening and weekend classes. A good portion of her education about knowledge transfer has taken place outside of a classroom: 20 years working in Fortune 500 companies; 5 years in a boutique new media company; participation in think-tank committees for organizations such as The Conference Board and many independent projects. The theme of her formal work has been employee engagement.
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and inclusion efforts. Patrice gained credentialed training as a coach through CoachU and spent 2 years training to be a Reiki Master and Interfaith Minister. Now she works with individuals ready to make deeply meaningful, soulful moves in their personal and/or professional roles. Through conversation and questions people gather the tools they need to make choiceful decisions about their lives and legacies.

Prescott C. Ensign, PhD, is an assistant professor in the Telfer School of Management at the University of Ottawa, Ontario, Canada. He is a Fulbright Scholar and has been recognized for excellence in teaching and research. Ensign has written articles on the strategy and structure of multinational enterprises, and his current work investigates innovative efforts of entrepreneurs in high-growth, technology-based firms.

Parissa Haghirian is an associate professor at the Faculty of Liberal Arts at Sophia University in Tokyo. She is further a visiting professor at Groupe HEC in Paris, Helsinki School of Economics, Keio Business School and an adjunct professor at Temple University in Tokyo. She obtained her Master’s in Japanese studies from Vienna University (1998) and was awarded a Master’s Degree (2000) and PhD in international management (2003) by Vienna University of Economics and Business Administration. Parissa’s research and consulting interests include knowledge transfer and communication between and within Japanese and Western corporations, market entries of Western firms into the Japanese market, and Japanese consumer behavior.

Juha Kettunen is the rector of the Turku University of Applied Sciences, Finland. He was previously the director of the Vantaa Institute for Continuing Education, University of Helsinki and director of the Advanced Management Education Centre, University of Jyväskylä. He holds a PhD from the University of Bristol, UK, and a DSc from the University of Jyväskylä, Finland.

María de los A. Martín is an associate professor in the Engineering School at National University of La Pampa, Argentina, and researcher of the Software and Web Engineering R&D (GIDIS_WEB) group. Her research interest includes Web engineering, particularly, Web knowledge management, semantic Web, organizational memory to measurement and evaluation projects, and ontologies. She co-authored the ontology for software metrics and indicators. She earned a MSE, and currently is an advanced doctoral student at National University of La Plata, Argentina. In the last 8 years, Maria has published over 15 refereed papers.

Susan McIntyre is the knowledge manager for Defence R&D Canada – Centre for Security Science, which includes the CRTI (Chemical, Biological, Radiological, Nuclear, and Explosives Research and Technology Initiative), the Public Security Technical Program and the Canadian Police Research Centre where she is responsible for knowledge and information management, communications and corporate services. Ms McIntyre has an MLS degree and has worked as a librarian, manager, communications officer and policy analyst for DRDC since 1983. Her current areas of interest are in organizational learning and lessons learned for public security science and technology, enterprise content management systems, and building from disparate sectors.

Ralf Müller is adjunct professor at the Norwegian School of Management BI and associate professor of project management at Umeå University in Sweden. He lectures and researches in project,
program, portfolio management and governance, as well as in research methodologies. His research is published in more than 60 publications, including three books, book chapters, peer reviewed journal articles, and conference papers. Ralf is the former worldwide director of project management in NCR Teradata, a co-founder of two Project Management Institute chapters in Europe, and active participant in the development of the Project Management Institute standards for program management, portfolio management and OPM3.

**Luis Olsina** is an associate professor in the Engineering School at National University of La Pampa, Argentina, and heads the Software and Web Engineering R&D (GIDIS_Web) group. His research interests include Web engineering, particularly, Web knowledge management, Web quality assurance strategies, quantitative evaluation methods, Web metrics and indicators, and ontologies. He earned a PhD in software engineering, and a MSE. In the last 11 years, he has published over 60 refereed papers, and participated in numerous regional and international events both as program committee chair and member. Luis is co-editor of the book titled *Web Engineering: Modelling and Implementing Web Applications*.

**Haris Papoutsakis** is an associate professor at the School of Applied Technology at the Technological Educational Institute of Crete, and the honorary treasurer of WOCATE, the World Council of Associations for Technology Education. He holds an electrical engineer degree (1971), an MBA (1974) and a recent PhD (2005). His area of research relates to quality and knowledge management and focuses on the industrial inter-departmental relationships and the acquisition of work-related knowledge and skills in education and training. Prior to his assignment at the TEI of Crete in 1986, he worked for more than twelve years with Mobil Oil, Hewlett-Packard and IT&T in field and senior management positions in Greece and the Middle East.

**Nicholas P. Robinson** is a member of the Canadian Bar Association and a graduate of the Faculty of Law at McGill University, Montreal, Quebec, Canada. He has been active in numerous areas of business and academia. Robinson has worked in the recording industry, run an IT-based business, conducted tax policy research for government, and worked in the insurance industry. He has written a number of case studies and research papers on international management, marketing, public policy, and law.

Early in her career, **Suzanne Roff-Wexler**, PhD’s interests focused on philosophy, epistemology, ethics, logic and existentialism. Several years later, she became a licensed psychologist and focused on helping others examine their lives. After practicing psychotherapy for over a decade, she transitioned her practice to organizations, founding Compass Point Consulting. Suzanne is the regional director of the New York City Gurteen Knowledge Café and a Cognitive Edge practitioner. She also holds a Master’s in Professional Studies in administration (New School University) and a Doctorate in counseling psychology (New York University). Dr. Roff-Wexler enjoys integrating ideas from knowledge management, social networking, narrative, and complexity into her executive coaching as well as the organizational consulting that she provides with her husband organizational psychologist Richard H. Wexler, Ph.D.

**Peter Stoyko** is a researcher, methodologist, and information designer at the Canada School of Public Service in Ottawa, Canada. He has written publications on several management and leadership topics, including *The Learning Journey* (organizational learning), *Learning@Large* (e-learning) with Annette Fuchs, *A Fine Balance* (workplace well-being) with Andrew Gaudes, *Creativity at Work* (innovation),
and *Lost & Found* (organizational memory) with Yulin Fang. Research and teaching interests include organizational culture, knowledge management, the philosophy of science and inquiry, and executive judgment. Peter Stoyko blogs about management, leadership and governance issues at fugitiveknowledge.com.

**Michael Sutton**, an assistant professor at the Bill and Vieve Gore School of Business at Westminster College in Salt Lake City Utah, brings a unique view to his specialty of knowledge management (KM). His comprehensive career in senior corporate and consulting positions spans nearly four decades associated with business planning, business process management, corporate education, knowledge management, management consulting, and document and records management. After many decades in business as a manager and executive, he pursued the completion of his PhD in knowledge management at McGill University, Montreal, QC, Canada. His academic passion was recognized with a teaching excellence award from Kent State University. Michael is widely published, including a watermark book on institutional memory management, *Document Management for the Enterprise: Principles, Techniques, and Applications*, (Wiley, 1996). Michael has provided consulting services to a range of clients: including Microsoft Corporation, UN Agencies, and the US Department of the Navy.

**Jerry Westfall** is an associate professor for information systems and Web technologies in the School of Engineering and Computational Sciences at Liberty University. Dr Westfall has his PhD from Touro University International in business administration with a concentration in information systems. He holds a Master’s of Arts in computer resources and information management from Webster University and a Bachelor’s of Science in business administration and occupational education from Wayland Baptist University. His primary research interests are in knowledge management, educational game/simulations, and information systems. Dr Westfall is a member of numerous IT industry professional organizations.