About the Contributors

**Mehdi Khosrow-Pour**, D.B.A. received his Doctorate in Business Administration from the Nova Southeastern University (Florida, USA). Dr. Khosrow-Pour taught undergraduate and graduate information system courses at the Pennsylvania State University – Harrisburg for 20 years. He is currently Executive Editor at IGI Global (www.igi-global.com). He also serves as Executive Director of the Information Resources Management Association (IRMA) (www.irma-international.org), and Executive Director and President of the World Forgotten Children’s Foundation (www.world-forgotten-children.org). He is the author/editor of over twenty books in information technology management. He is also the editor-in-chief of the *Information Resources Management Journal*, the *Journal of Cases on Information Technology*, the *Journal of Electronic Commerce in Organizations*, and the *Journal of Information Technology Research*, and has authored more than 50 articles published in various conference proceedings and scholarly journals.

**Vandana Ahuja** is an assistant professor at the Jaypee Business School (JBS), Noida, India. She teaches CRM, E-Marketing, Internet Marketing and e-commerce. She has earlier worked with JILIT-the IT division of the Jaypee Group, which she joined after having worked as a Business Manager with software giant NIIT and Elbee Express. She has research interests in the domain of contribution of the collaborative web to diverse areas of Marketing and CRM.

**Sabah Abdullah Al-Somali** is an assistant professor in Management Information Systems Department, Faculty of Economic and Administration, King AbdulAziz University, Jeddah, Saudi Arabia. Her current research interests are open source software and cloud computing, Green IT/IS, e-government and IT Adoption. She has published a good number of articles in refereed journals and has presented numerous papers at international conferences worldwide.

**Vincent Ting-Pong Cheng** is an Assistant Professor in the Macau University of Science and Technology. He has extensive professional experience in e-commerce, tourism management, organizational strategy and performance management. He held many senior positions in various industries in the past. His teaching and research interests include: marketing, e-commerce, tourism management, and strategic management. He publishes regularly in management journals which include International Journal of HRM, Journal of e-commerce and organizations, Journal of Social Responsibility and Journal of Strategic business alliances.
About the Contributors

Ben Clegg, PhD, BSc (Hons), CEng, FIET, FHEA is a Professor of Operations Management, specialising in operations improvement. Ben has extensive experience in strategic development and operations improvement over a 20 year period working with large and small companies. His work has focused on the development of lean thinking, process improvement and the management of companies’ wider enterprises of suppliers, partners and customers. Novel approaches include the use of enterprise management concepts and systems thinking. He has well over 100 published works. Previous high profile clients include Rolls-Royce Aerospace, BAE Systems, Chiltern Railways, Brintons Carpets, and Jaguar Land Rover. His work has successfully attracted and delivered over £2M of research funding over the last 10 years. The vast majority of this work has been in applied theory.

You-Yu Dai is a doctoral candidate of the Graduate Institute of Recreation, Tourism, and Hospitality Management, National Chiayi University, Taiwan (R.O.C.). His research interests are in sustainable tourism management, human resource management in hospitality, and tourism and health sciences. He has published in journals such as International Journal of Contemporary Hospitality Management (SSCI), International Journal of Technology and Human Interaction (EI), and others. He also reviews papers for international journals.

Steven De Haes, PhD, is Associate Professor Information Systems Management at the University of Antwerp and Antwerp Management School. He is actively engaged in teaching and applied research in the domains of IT Governance & Management, IT Strategy & Alignment, IT Value & Performance Management, IT Assurance & Audit and Information Risk & Security. His research has been published in international peer-reviewed journals and he co-authored and/or edited several books. He is co-editor-in-chief of the International Journal on IT/Business Alignment and Governance (IJITBAG) and acts as Academic Director of the IT Alignment & Governance (ITAG) Research Institute.


Wim Van Grembergen, PhD, is professor at the University of Antwerp and Antwerp Management School. He teaches information systems at master and executive level and does research on IT governance, IT strategy, IT performance management, IT balanced scorecard and IT assurance/audit. Professor Van Grembergen is Academic Director of the IT Alignment & Governance (ITAG) Research Institute and co-editor-in-chief of the International Journal on IT/Business Alignment and Governance (IJITBAG). He also chairs the mini-track on IT Governance at the Hawaii International Conference on Systems Sciences (HICSS).

Xiaolan Guan is a lecturer in Beijing Institute of Graphic Communication, China. She acquired her ph. D degree majoring in management science in Beijing Jiaotong University in 2011. Her main research area concerns network society, network public opinion, and information management.
About the Contributors

Neha Jain completed her MBA in International Business and Marketing and has worked as a faculty at I.M.S Ghaziabad and AKGEC Ghaziabad. She is now pursuing a full time Phd Programme in Management at the Jaypee Business School (JIIT), Noida, India. She has research interests in the domain of Digital Marketing, Internet Marketing, E-commerce and Consumer Behavior.

Geoffrey Jalleh is Associate Director of the Centre for Behavioural Research in Cancer Control in the Faculty of Health Sciences at Curtin University. His primary research interests are in health communication and social marketing.

Nae-Wen Kuo is a professor of the Department of Geography, National Taiwan Normal University. He received his PhD in Environmental Management from the National Taiwan University in 2000. His research expertise is about environmental planning and management, Environmental Impact Assessment (EIA), Health Impact Assessment (HIA), Industrial Ecology, Material Flow Analysis, Life Cycle Assessment (LCA), sustainable tourism management, and ecotourism. He has published several articles in SCI/SSCI/EI journals and books and often reviews papers for the international journals. He was also selected as Marquis Who’s Who in the World, 2009-2014 (Marquis), and Marquis Who’s Who in Asia, 2007-2014 (Marquis).

Chao Li is a vice professor of Tsinghua University. She is a senior member of CCF(Chinese Computer Federation). Her current research interests include big data, digital library and electronic commerce. She has published a book: The Key Technologies and Typical Applications for Big Data. She has published more than 30 papers in some important journals and international conferences such as Journal of Zhejiang University-SCIENCE C (Computers & Electronics), The Journal of Electronic Commerce in Organizations, International Conference on Web-Age Information Management (WAIM), Asia-Pacific Web Conference (APWeb), ACM/IEEE-CS Joint Conference on Digital Libraries (JCDL), and national conference on Web Information Systems and Applications (WISA).

Chad Lin is a Senior Research Fellow of the Centre for Behavioural Research in Cancer Control at Curtin University, Australia. Dr Lin has conducted extensive research in the areas of: e-commerce, e-health, health communication, health informatics, IS/IT investment evaluation and benefits realization, IS/IT outsourcing, IT adoption and diffusion, RFID, social marketing, strategic alliance in healthcare, and virtual teams. He has authored more than 150 internationally refereed journal articles (e.g. Decision Support Systems, European Journal of Information Systems, Information and Management, International Journal of Electronic Commerce, European Journal of Marketing, Technovation, Medical Journal of Australia, Tobacco Control, and ANZ Journal of Public Health), book chapters, and conference papers. He has served as an associate editor or a member of editorial review board for 8 international journals and as a reviewer for 15 other international journals. His research has guided the development (formative research), implementation and evaluation (impact and outcome research) of numerous public health campaigns and programs in a broad variety of health areas including tobacco control, mental health, nutrition, physical activity, substance use, cancer screening, and health informatics. He and his colleagues’ research for the Cancer Council WA has demonstrated support for strengthening of tobacco control policy and legislation including the Tobacco Products Control Amendment Bill, and highlighted areas for further attention.
Yuenan Liu is a full professor of the School of Information Resource Management (SIRM) of the Renmin University of China with a PhD, teaching and researching in the fields of digital records management and preservation process, system and policies. She has published more than 50 academic papers on relevant topics including the national strategy for electronic records in China, the risk management of digital records, electronic records management system (ERMS) functional specification and implementation guideline, metadata scheme design, government information management etc. She is a key drafter of the first national 5-year planning for electronic records management and preservation in China issued in 2011, of the national standard of ERMS functional specification issued in 2012, and the national standard of ERMS implementation in 2013.

Peter Lok is an associate professor in the University of Sydney Business School. He has extensive global management and consulting experience. His research interests include: value chain management, change management, strategic HRM and Asian business. He publishes regularly in management journals which include Journal of Management Studies, Applied Psychology- an international review, International Journal of HRM, Journal of e-commerce and organizations and Asian Business & Management.

Kim Maes, PhD, is affiliated to the department for Information Systems Management at the University of Antwerp and to the IT Alignment & Governance (ITAG) Research Institute of Antwerp Management School. His research focuses on Business Cases, IT enabled Innovation, IT Business Value and IT Governance; and has been published in peer-reviewed journals such as Information Systems Management, Electronic Journal Information Systems Evaluation and International Journal of IT/Business Alignment and Governance.

Yajulu Medury is COO, Education Initiative, Jaypee Group- responsible for coordination of all higher-education-related activities and he was the Vice Chancellor of the Vellore Institute of Technology (VIT), Tamilnadu, India. He was earlier the CMD of Educational Consultants India Limited (A Government of India Enterprise). He guides research in the areas of HR, CRM and Internet Marketing.

Shue Mei is a professor in School of Economics and Management at Southeast University in China. She has obtained ME from Hohai University and a PhD from Southeast University in China. Her current research interests include management information systems, E-Business, management of technology and innovation. Professor Mei has published research articles in various academic journals including Operations Research Letters, Journal of Economics, and Economic Modelling.

Robert Pennington, Ph.D. (University of Wisconsin, 1991) has held faculty positions at several universities in the USA and Taiwan in departments of communication, management, and foreign languages and cultures. He specializes in the cultural development implications of communication technology. His general interest concerns consumption and marketing communication as cultural processes for satisfying basic human needs. He has written previously about marketing communication development, advertising and brands within consumer culture, the meanings of consumer brands and psycho-linguistic methodology. His research extensively explicates a theory of culture as a system of symbolic forms. The methodology selects influential literature from a range of disciplines to form a synthesis of various perspectives.
About the Contributors

Jo Rhodes is a senior lecturer in Macquarie Graduate School of Management (MGSM), Macquarie University, Sydney, Australia. She teaches in the MBA program in these areas: strategic management, and Asian Business. She has extensive global management and consulting experience. Her research interests include: corporate strategy, e-commerce, competitiveness and performance, and Asian business strategy. She publishes regularly in management journals which include International Journal of HRM, Journal of Knowledge Management, Journal of e-commerce and organizations and Asian Business & Management.

Zhihong Tian is now a Ph.D candidate majoring in Management Science, in the school of Economics and Management, Beijing Jiaotong University, China. She acquired her bachelor’s degree of management in 2006, and acquired the master’s degree of engineering in 2008, both in Beijing Jiaotong University. Up to now, she has published 7 papers in outstanding international journals. In 2014, she finished her 6 months academic visit in University of Liverpool and Liverpool John Moores University of UK and participated in a project about container supply chain funded by the European Union. Her main research area concerns system science, complex network, electronic commerce, information management and supply chain.

Chunxiao Xing is a professor of Tsinghua University. He is a senior member of CCF (Chinese Computer Federation). His current research interests include data mining, knowledge engineering, digital library and big data. He has published more than 100 papers in some important journals and international conferences such as International Journal of Semantic Computing, The Journal of Electronic Commerce in Organizations, International Conference on Web-Age Information Management (WAIM), Asia-Pacific Web Conference (APWeb), International Conference on Asia-Pacific Digital Libraries (ICADL), Annual International Computer, Software & Applications Conference (COMPSAC), International Conference on Smart Health, International Conference on Database Systems for Advanced Applications (DASFAA) and national conference on Web Information Systems and Applications (WISA) so on.

Sixin Xue is a senior research librarian of Tsinghua University. She received her PHD at Renmin University of China and she majored in electronic record management. She did some research about the enterprise information plan, design, development, implementation and training so on at Tsinghua University from 1991 to 2002 year. And she was named the 863/CIMS theme prominent contributor in 2000 year. From 2002, her research interest is the information of archives. She received several projects support come from the national archives and Beijing archives and she has gotten 6 outstanding scientific achievement award. She has published more than 5 books and she has published more than 40 papers. She has opened a research direct of electronic record management in cloud and has accumulated lots of related theory and knowledge.

Mayada A. Youssef is an assistant professor at the UAE University, UAE and Helwan University, Egypt. She has earned her PhD from Manchester Business School, Manchester University in 2005. Mayada held various academic positions for many years at Business Schools in the UK, Egypt and UAE. She joined College of Business & Economics, UAEU in 2008. Mayada taught many undergraduate and post graduate courses in accounting in UK; UAE and Egypt. Her teaching interests focus on cost and management accounting, accounting information systems & principles of financial accounting. Mayada has Accounting Department Best Performance Award for Excellence in Teaching for the years 2010-2011 and 2013-2014 in UAEU. She is the author of a book chapter in an IGI Global (USA) book entitled: Cases
on Business and Management in the MENA Region: New Trends and Opportunities (2011). She has published in reputable international journals such as *Journal of Accounting & Organizational Change*, *Journal of Islamic Accounting and Business Research*, *International Journal of Accounting and Finance*, and *Journal of Economic & Administrative Sciences*. She received FBE Dean’s Research Seed Grant (UAEU) in 2011. Mayada is on the editorial board of *Journal of Accounting & Marketing* (USA) and an ad hoc reviewer for many international journals and conferences in accounting field.

**Guigang Zhang**, male, born in 1978, postdoctoral, Vice professor. His main research interests are cloud storage and massive information processing.

**Jianqiang Zhang** is currently an associate professor in the Department of Advertising at Jiangsu Normal University (Xuzhou, P. R. China). Previously, he has ME from Beihang University (Beijing, P. R. China) and a PhD from Southeast University (Nanjing, P. R. China). He teaches and conducts research in the areas of marketing, economics and electronic commerce. He has published in a number of journals including *Marketing Letters* and *Journal of Electronic Commerce in Organizations*. His current areas of research include distribution channels, targeted advertising, personalized pricing, and supply chain management.

**Yong Zhang** is a vice professor of Tsinghua University. He is a senior member of CCF (Chinese Computer Federation). His current research interests include data mining, rule processing, electronic commerce and big data. He has published more than 40 papers in some important journals and international conferences such as *International Journal of Semantic Computing*, *The Journal of Electronic Commerce in Organizations*, *International Conference on Web-Age Information Management* (WAIM), Asia-Pacific Web Conference (APWeb), *International Conference on Data Engineering* (ICDE), *International Conference on Smart Health, International Conference on Database Systems for Advanced Applications* (DASFAA), and national conference on Web Information Systems and Applications (WISA) etc.

**Zhenji Zhang** is a doctoral supervisor and the head of Division of Planning and Finance in Beijing Jiaotong University in Beijing, China. From 1993 to 1999, he has previously studied and worked at the Graduate School of Moscow Power Engineering Institute and the Moscow State University of Communication Means in Moscow, Russia, and engaged in the post-doctoral research. He has served as a general chair or executive chair or IPC member for several international academic conferences, including IEEE/SOLI08, ICEIS2011, LISS2011, ICISO2010, LISS2012, LISS2013, etc. His research experiences cover the areas of management science, information management theory and practice, and electronic commerce, etc. He has published about 100 papers in journals and conferences in these areas.

**Weijun Zhong** is a professor in the School of Economics and Management at Southeast University in China. He has obtained ME from Tianjin University and a PhD from Southeast University in China. His current research interests include management information systems, E-Business, information security economics, management of technology and innovation. Professor Zhong has published research articles in various academic journals including *Journal of Management Information Systems, Marketing Letters, Operations Research Letters, Reliability Engineering and System Safety, and Technological Forecasting and Social Change*. 

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