About the Contributors

Tiko Iyamu holds a PhD in Information Systems. Currently, he is at Cape Peninsula University of Technology, Cape Town, South Africa. He was a Professor of Informatics, Chair of Health Informatics at the Namibia University of Science and Technology, Windhoek, Namibia. He also serves as a Professor Extraordinaire at the Department of Computer Science, University of the Western Cape, South Africa. In 2013 and 2014, he was a visiting professor at the Flensburg University of Applied Sciences, Germany. Prior to his fulltime appointment in academic in 2009, Tiko held several positions in both Public and Private Institutions in South Africa. He was System Analyst and Technologist at both Nedcor Investment Bank and Metropolitan Life, respectively. He became the Chief Architect at the City of Cape Town in 1999. Thereafter, he joined Old Mutual as IT Architect, from 2001 to 2008. Iyamu’s last corporate experience was at a Telecommunication company (MWeb), as Head of IT Architecture & Governance. Iyamu’s interests and focus areas include Mobile Computing, Enterprise Architecture, Information Technology Strategy, Actor Network Theory and Structuration Theory. He has published widely in books, book chapters, journals and conference proceedings. Tiko is an Associate Editor of the International Journal of Actor-Network Theory and Technological Innovation (IJANTTI).

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Charles Boamah-Abu holds a BSc Hon degree in Computer Science from Rhodes University and MCom in Information Systems from University of Cape Town. His interests in computing spans software engineering, human computer interaction and IT management. He has experience in software development and evaluation of user interfaces, and has consulted for many organizations. He is currently a lecturer of Information Technology at Durban University of Technology. His duties include teaching software development and user interface design. His research interests include strategic use of IT in organisations.
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**Paula Kotzé** is a Chief Researcher and the Research Group Leader of the Enterprise Knowledge Engineering and Management Group at the Meraka Institute of the Council for Scientific and Industrial Research (CSIR) in South Africa; Adjunct Professor at the Nelson Mandela Metropolitan University and Extraordinary Professor at North-West University. Before joining the CSIR in 2008, she was Professor, Director of the School of Computing and Director of the Centre for Software Engineering at the University of South Africa. Her background is multidisciplinary combining computer science, information systems, industrial psychology, and education. She holds a PhD in Computer Science with specialization in Human-Computer Interaction from the University Of York (UK), which she obtained in 1997. She specialises in human factors engineering, enterprise engineering, design thinking, design research, and health informatics, as reflected in an extensive publication record, and is a regular speaker at international and national conferences.

**Michael Kyobe** is Professor of Information System. He holds a PhD in Computer Information Systems and an MBA. Michael worked as a project manager and IT manager for several years and has consulted extensively with the public, and SMEs.

**Marianne Loock** received her PhD in Computer Science from the University of Pretoria, South Africa in 2013. She is a Senior Lecturer in the School of Computing at the University of South Africa, Johannesburg and has been a full-time member of this School since 1987. She writes and presents on issues of information security, access control and security, cyber security awareness, secure knowledge management, secure data mining and databases.
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Phathutshedzo Nemutanzhela is a senior manager in the information technology (IT) division at Avis group of companies. She has over ten years of experience in the field of IT. She has heard various positions, such as Business Analyst and Technology Manager over the years, in different organisations. Ms Nemutanzhela holds a Master’s degree and she currently enrolled for a Doctoral program in Informatics. Nemutanzhela is an author of numerous peer-reviewed journal and conference proceeding articles. Her research interests include Competitive Intelligence, Mobile Health, Information Systems, and focuses on Diffusion of Innovation theory (DoI).

Zoran Mitrovic is the Head of Research at the Mitrovic Development and Research Institute and senior academic at the University of the Western Cape, South Africa. His research and consulting praxis encompasses e-skills and e-competences in the developmental context, realising organisational benefits for ICT investment, application of ICT for local socio-economic development, e-government, open government and open data policies and praxis, and the use of ICT for sustainability development. He is the author of a number of academic papers as well as funded research reports. Among others, Dr Mitrovic is the leading author of the South African National e-Skills Plans of Action (NeSPA 2010 and NeSPA 2013).

Sharol Sibongile Mkhomazi received her Master’s degree in Business Information Systems from Tshwane University of Technology, Pretoria, South Africa in 2009 and her Doctoral Degree in Computer Science and Data Processing in 2013 from the same institution. She is currently an HOD in the Department of Office Management and Technology, Faculty of Management Sciences at Tshwane University of Technology. Her main research activities involve Telecommunication Infrastructure management, Knowledge Management and Research methodology. She has published articles in book chapters and international conferences.

Relebohile Moloi is an Information and communication Technology (ICT) practitioner. In the last ten years of her practice, Ms Moloi has held several positions such as Business Analyst and Decision Support Analyst at Telecommunication and Technology Service Provide companies, respectively. Currently, she is an IT Operations Manager for IT Consulting Company in South Africa. Ms Moloi also lectures on part-time at Tshwane University of Technology, Pretoria, South Africa. Relebohile holds a Master’s degree in Business Information System.

Leshoto Mphahlele is currently an IT senior manager for one of the government departments in South Africa. He has over 8 years working experience in the field of IT. During this period, Leshoto has held various senior positions, including in the areas of consulting, in both private and public institutions. Also, he once lectured on part-time at Tshwane University of Technology, South Africa. Leshoto areas of interests and focus include enterprise architecture, IT strategy and software development. Mr Mphahlele holds a Master’s degree in Informatics. He has interest in research, and has thus published articles in conference proceedings and journals.
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**Eunice Mtshali** is a Librarian at Tshwane University of Technology, Pretoria, South Africa. She has 15 years working experience in academic libraries as an Information librarian and research librarian. She holds Master’s degree in Business Information Systems. In her academic and research works, she focuses on the use of mobile technologies for the management of library process and activities, and the application of technology acceptance model (TAM) in information systems studies. She has published research papers in both local and international journal and conference proceedings, including book chapters.

**Thomas Schmidt** holds a Master in Industrial Engineering from the Technical University Karlsruhe (now Karlsruhe Institute of Technology) and a PhD in Information Systems from the University of Bamberg. He started his career as a scientific assistant at the Fraunhofer Institute for Production Technology and Automation with specialization in shop floor control and maintenance organisation. As a senior management consultant with CSC Ploenzke he developed and implemented logistics and IT-strategies for clients in small and large-scale projects for various industry sectors. Since 1995 Thomas Schmidt is a Professor for Business Informatics at Flensburg University of Applied Sciences. The main focus of his work is lecturing and applied research on IT-strategies, supply chain management, information logistics and management information systems. In these fields he has supported companies in technology-transfer projects and has vast experience as a consultant. He has lectured and completed research as a visiting professor in the United States, Sweden, France, China and Namibia.

**Tefo Sekgwelelo** is an Information Technology (IT) practitioner. He has been in the IT industry for the past 17 years. He started his career as a software developer and moved to software testing. Currently, he is a test manager at one of the biggest power utility in South Africa. He renders multiple IT services and conduct researches within the software testing space to ensure that the organisation standards are aligned with the latest IEEE standards. He has also published articles in several journals as well as chapters in books. He is pursuing his doctoral studies with Polytechnic of Namibia in Windhoek. Tefo has a passion in research and would like to become a supervisor in one of the higher learning institutions in South Africa. I would like help my fellow South Africans and other nationalities to achieve their post graduate qualifications. Apart from IT, Tefo Sekgwelelo also enjoys drawing, taking pictures, fixing and driving his classic vintage cars.

**Hanlie Smuts** is the General Manager for Product and Digital at Mobile Telephone Networks (Pty) Ltd in South Africa. Her main focus is business transformation and the outcomes of her role aim to empower customers through convenient and effective self-service, to drive growth through personalised digital offerings and to strengthen brand association between MTN and digital services. She holds a PhD in Information Systems from the University of South Africa with specialisation in knowledge management and specifically the impact on Information Systems outsourcing. She is associated with multiple business schools and universities in Johannesburg where she is appointed as external examiner and where she oversees Masters students as study leader.
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Alta van der Merwe is currently the Head of the Department of Informatics at the University of Pretoria. She serves on several international research working groups, steering committees, advisory boards and editorial boards. She is the founder and past chair of the South African IEEE SMCS Chapter, specialist editor of the SAIEE journal (Software Engineering track) and co-founder and past chair of the Enterprise Architecture Research Forum. On International level she was involved in the proposal and acceptance of the Open Group Academic Forum and also the IEEE Enterprise Engineering and Enterprise Architecture Technical Committee, where she still acts as co-chair. Prof van der Merwe focuses on research related to Enterprise Architecture; Data Analytics (Social media); Use of Mobile Technologies in the South African Domain and Design and Innovation. She is the current president of the South African Institute of Computer Scientists and Information Technologists (SAICSIT).