About the Contributors

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Stephan Hofmann completed a BA Business Administration and MA focussing on Procurement, Logistics and Supply Chain Management from 2007 to 2013 at Flensburg University of Applied Sciences. He is currently working as a research assistant on projects concerning process management and IT business solutions at Flensburg University of Applied Sciences.

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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).

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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 Tswane University of Technology, Pretoria, South Africa. Relebohile holds a Master’s degree in Business Information System.

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**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 Sekgwele** 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 Sekgwele 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.
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).