About the Authors

EDITOR

Mahesh S. Raisinghani is a faculty member at the Graduate School of Management, University of Dallas, where he teaches MBA courses in Information Systems and E-Commerce, and serves as the Director of Research for the Center for Applied Information Technology. He is also the President and CEO of Raisinghani and Associates International, Inc., a diversified global firm with interests in software consulting and technology options trading. Dr. Raisinghani earned his Ph.D. from the University of Texas at Arlington and is a Certified E-Commerce Consultant (CEC). Dr. Raisinghani was the recipient of the 1999 UD Presidential Award and the 2001 King Hagar Award for excellence in teaching, research and service. As a global thought leader on E-Business and Global Information Systems, he has served as the local chair of the World Conference on Global Information Technology Management in 2001 and the track chair for E-Commerce Technologies Management at the Information Resources Management Association since 1999. Dr. Raisinghani has published in numerous leading scholarly and practitioner journals, presented at leading world-level scholarly conferences and has served as an editor of two books, i.e., E-Commerce: Opportunities and Challenges and Cases on Worldwide E-Commerce: Theory in Action. He serves as the associate editor for JGITM and IRMJ and is a member of the editorial review board of leading information systems/e-commerce academic journals. He has also served as the editor of three special issues of the Journal of Electronic Commerce Research on Intelligent Agents in E-Commerce and eBusiness Security. Dr. Raisinghani was also selected by the National Science Foundation after a nationwide search to serve as a panelist on the Information Technology/E-Commerce Research Panel and Small Business Innovation Research panel. He has also been involved in consulting activities and frequently participates in news media interviews on IS issues. Dr. Raisinghani serves on the board of directors of Sequoia, Inc. and is included in the millennium edition of Who’s Who in the World, Who’s Who Among America’s Teachers and Who’s Who in Information Technology.
CONTRIBUTING AUTHORS

Dale A. Bondanza. Since receiving his BS in Computer Science from Rochester Institute of Technology, Dale Bondanza has held increasingly responsible positions in the Information Systems industry through senior management. Dale’s interest in the Celtic Tiger was fostered while pursuing his MBA in MIS and E-Business at St. Joseph’s University. Dale’s IS background has primarily concentrated on financial applications in a variety of industries including banking, pharmaceutical, and financial services. Dale is currently consulting as a Program Manager for a financial services company in Philadelphia, PA. When not working Dale is an active volunteer firefighter as well as a dedicated weekend golfer.

Debabroto Chatterjee is Assistant Professor and Boeing Fellow in Management Information Systems at Washington State University. He received his Ph.D. in Business, with a specialization in Management Information Systems (MIS) and Strategic Management, from Florida State University in 1997. He also holds MBA, CPA (Chartered Accountant) and B.Com. (Bachelor’s in Commerce) degrees. Dr. Chatterjee’s research interests lie at the interface between information technology and strategy. He is currently pursuing research in the area of electronic commerce—the goal being to understand and explain how companies are leveraging Web and Internet-related technologies to facilitate business activities and strategies.

Antonio Díaz holds an MBA from Escuela de Administración de Negocios para Graduados (ESAN) in Lima, Perú and a B.Sc. in aeronautical-mechanical engineering from Escuela de Ingeniería Aeronáutica in Córdoba, Argentina. His areas of interest are e-business and the strategic use of information systems for supporting organizational planning and control. As a former officer, he worked in flight simulators projects for the Peruvian Air Force and was the Quality Control Department Deputy Manager at Servicio de Mantenimiento (SEMAN-PERU). Currently, he works as a Research Assistant in the information technology area at ESAN.

Adam T. Elegant graduated from Washington University (St. Louis) in 1995, with a B.A. in Political Science. After college he worked for American International Group (AIG) and Templeton Funds. In 1999, he earned his M.B.A. from the University of Colorado at Boulder in Finance and Technology & Innovation Management. He currently works for Goldman Sachs in
San Francisco, focusing on institutional on-line trading and venture investments related to financial services. He can be reached at Adam.Elegant@gs.com.

David Gordon is a Professor of Management, and has been affiliated with the University of Dallas as a faculty member of the Graduate School of Management since 1969. During this period, he has functioned in several management roles including that of Associate Dean. Currently, he serves as Director of MBA Programs in Engineering and Industrial Management. Prior to receiving his doctorate in Industrial Engineering from the University of Oklahoma and joining the Graduate School of Management, Dr. Gordon held a broad range of industrial management positions.

Hanns-Christian L. Hanebeck, Director of Enterprise Applications at GlobeRanger Corporation, is an expert in supply chain management, marketing and business strategy. Prior to joining the company as one of the first employees Mr. Hanebeck worked extensively as a consulting director in the U.S., Europe, and Asia. His professional experiences include founding and management of joint ventures, establishing strategic alliances and key account management as well as project leads in business process engineering, enterprise resource planning and software implementations. His areas of interest are focused on electronic commerce, inter-company collaboration, corporate performance management, supply chain planning and optimization, and knowledge management.

Leonard M. Jessup is the Philip L. Kays Distinguished Professor of MIS and is the Associate Director for the School of Accounting, Information Systems, and Business Law at Washington State University. Professor Jessup received his B.A. in Information and Communication Studies in 1983 and his M.B.A. in 1985 from California State University, Chico, where he was voted Outstanding MBA Student. He received his Ph.D. in Organizational Behavior and Management Information Systems from the University of Arizona in 1989. His primary areas of research are electronic commerce, computer-supported collaboration, and technology-supported learning.

Stanley L. Kroder is an Associate Professor, Graduate School of Management, University of Dallas and founding Director of both the MBA Program in Telecommunications Management and the Center of Distance Learning. He joined the University in 1989 after a 29-year career with IBM. In 1993, he received the Douglass Award for teaching excellence and entrepreneurial spirit for the Graduate School of Management. In 1999, he was chosen as the
Michael A. Haggar Fellow, one of the two top honors for faculty of the entire university. Dr. Kroder received a Bachelor of Science degree in Industrial Management from MIT’s Sloan School of Management and a Master of Science in Operations Research from Case-Western Reserve University. He holds a Ph.D. in Organization Theory, Business Strategy and International Management, from the School of Management, University of Texas at Dallas.

Ook Lee is a Professor of Information Systems in the Department of Business Administration at Hansung University in Seoul, Korea. Previously, he worked as a project director at Information Resources, Inc, in Chicago, Illinois, and as a senior information research scientist at Korea Research Information Center in Seoul, Korea. His main research interests include electronic commerce, digital libraries, expert systems, neural networks, and critical social theory. He holds a B.S. in Computer Science and Statistics from Seoul National University in Seoul, Korea, and an M.S. in Computer Science from Northwestern University in Evanston, Illinois. He also earned an M.S. and Ph.D. in Management Information Systems from Claremont Graduate University in Claremont, California. His email address is leeo@hansung.ac.kr.

Ramiro Montealegre received his Doctorate in Business Administration from the Harvard Business School in the area of management information systems. His Master’s degree in computer science is from Carleton University, Canada. He holds a Bachelor in Engineering degree from the Francisco Marroquin University, Guatemala. Currently, he is an Assistant Professor of Information Systems at the University of Colorado, Boulder. He is regularly an Invited Lecturer at Case Western Reserve University, Instituto de Centro America de Administracion de Empresas (INCAE) in Costa Rica, the Instituto Tecnologico y de Estudios Superiores de Monterrey in Mexico, Instituto de Altos Estudios Empresariales (IAE) in Argentina, and Universidad Pablo Olavides in Spain. His research focuses on the interplay between information technology and organization transformation in highly uncertain environments. He has been involved in studying projects of organizational change in the United States, Canada, Mexico, and the Central and South American regions. His research has been published in MIS Quarterly, Sloan Management Review, Journal of Management Information Systems, IEEE Transactions on Communications, Information & Management, Information Technology & People and other journals.

John H. Nugent serves as an Assistant Professor in the Graduate School of Management at the University of Dallas, Irving, TX, where he teaches in the telecommunications and entrepreneurship concentrations. Dr. Nugent con-
currently serves as CEO of the Hilliard Consulting Group, Inc., a leading strategy consulting firm in the telecommunications and IT industry segments. Previously, Dr. Nugent served as president of a number of AT&T subsidiaries where he won the Defense Electronics “10 Rising Stars” award.

Margaret T. O’Hara is an Assistant Professor of MIS at East Carolina University. After considerable work experience as a CIO, she completed her Ph.D. in MIS at The University of Georgia. She specializes in understanding the impacts of technology-driven change, including the changes brought about by data warehousing. Maggie has also done considerable research in Information Systems education, including on-line learning and curriculum. She has published articles in both academic and practitioner journals, including Management Decision, The Journal of Computer Information Systems, Information Management, and Computerworld, and has presented her work at numerous national and international conferences.

David Paper is an Associate Professor at Utah State University in the Business Information Systems and Education Department. His academic credentials include a Bachelor of Arts in Computer Science from Southern Illinois University, a Master of Business Administration from Arizona State University, and a PhD. in Business from Southern Illinois University. He has several refereed publications appearing in journals such as Communications of the AIS, Journal of Information Technology Cases and Applications, Journal of Computer Information Systems, Long Range Planning, Creativity and Innovation, Accounting Management and Information Technologies, Business Process Management Journal and many others. He has also spent time in industry and consulting with Texas Instruments, DLS, Inc., the Phoenix Small Business Administration, the Utah State University Research Foundation, and the Utah Department of Transportation. His teaching and research interests include database management, e-commerce, business process reengineering, organizational transformation, and change management.

J. Martín Santana is Associate Professor of MIS and the Director of the Center for Information Technology at the Escuela de Administración de Negocios para Graduados (ESAN) in Lima, Perú. He received his Ph.D. in Business Administration from Florida International University in 1997. He also holds a M.Sc. in Management Information Systems from École des Hautes Études Commerciales in Montreal and a B.Sc. in Industrial Engineering from Universidad de Lima. His current research interests are in electronic business, systems development (espe-
cially for the web-centric applications) and technology-supported learning. He has published in the areas of international use of information technology, methods in software development, and strategic management of information systems.

**Joseph Sarkis** is currently an Associate Professor at the Graduate School of Management at Clark University. He earned his PhD from the State University of New York at Buffalo. His research interests include manufacturing strategy and management, with a specific emphasis on performance management, justification issues, enterprise modeling and environmentally conscious operations and logistics. He has published over 120 articles in a number of peer reviewed academic journals and conferences. He is a member of the American Production and Inventory Control Society (APICS), Institute for Operations Research and Management Sciences (INFORMS), the Decision Sciences Institute (DSI), and the Production and Operations Management Society (POMS). He is also a certified production and inventory manager (CPIM).

**Jaime Serida** is an Associate Professor of Information Systems at the Escuela de Administración de Negocios para Graduados (ESAN) in Lima, Perú. He received his Ph.D. in business administration from the University of Minnesota. His research interests include electronic business, strategic impact of information technology, group support systems, and the adoption and diffusion of information technology in organizations.

**Sabine Seufert**, born 17th of April in Lahr, Germany, is senior lecturer and MBA study director at the University of St. Gallen in Switzerland. She studied business administration, computer science, psychology and pedagogic at the University of Erlangen-Nuremberg, Germany and received her Ph.D. in business administration of the University of Muenster, Germany in 1996. From 1997 to 1999 she has worked as a co-founder and project manager for the Learning Center at the Institute for Information Management at the University of St. Gallen in Switzerland. Since 1999 she has been working as study director of the Executive MBA in New Media and Communication (www.media-mba.unisg.ch) at the mcm Institute at the University of St. Gallen. Her research focus lies in the area of E-Learning, collaborative learning, organizational learning and knowledge management. From August to December 2000 she stayed as Visiting Scholar at the Stanford Learning Lab to investigate learning technologies and Communities.
James E. Skibo is an Adjunct Professor of Industrial Management at the University of Dallas, Graduate School of Management. He is the Director of Co-operative Advertising for the Army & Air Force Exchange Service in Dallas, Texas. His areas of expertise include an extensive range of business and operations management.

R. P. Sundarraj is an Associate Professor of Information Systems at Clark University in Worcester, MA. He obtained his Bachelor’s in Electrical Engineering from the University of Madras, India, and his MS and PhD in Management Science from the University of Tennessee, Knoxville. Professor Sundarraj’s research encompasses the development of methodologies for the efficient design and management of emerging information systems, as well as the use of massively parallel computing for solving large-scale problems. His research has been accepted in journals such as Information Systems Management, IEEE Transactions, ACM Transactions and Mathematical Programming. In addition, he has consulted with Fortune 100 companies on the development of decision support and other software systems for materials and marketing management.

Kenneth B. Tingey is a doctoral student at Utah State University in the Business Information Systems and Education Department. He has over twenty-five years experience in industry, working as a venture capital fund founder and general partner, entrepreneur, general and line manager, and executive staff assistant. He is founder, Chairman, and CEO of OpenNet Corporation, an enterprise software developer. His academic credentials include a Master’s Degree in Pacific International Affairs from the University of California, San Diego, a Master of Business Administration from Brigham Young University, a Bachelor of Arts in Music Education from Utah State University, and a Baccalaureate Major in Accounting from Brigham Young University. His professional affiliations include Strategic Information Division of Ziff-Davis Publishing Company, the Ventana Growth Fund, and Sunrider International. In addition, he has conducted many business consulting and systems development projects on contract with direct selling companies, software development companies, and government contractors. Mr. Tingey has engaged in many enterprise-level systems development projects with special emphasis on requirements of supporting the mission of institutions by means of information processing models and information technology tools. Mr. Tingey is the author of Dual Control, a book on the need to support top-down policies and horizontal processes in a unified system environment.
Roberto Vinaja is Assistant Professor of Computer Information Systems at the University of Texas Pan American and has a Ph.D. from the University of Texas at Arlington. He has published in the *Handbook of IS Management*, presented at international/national conferences, and developed software for EDS, Mattel Toys and AETNA.

Hugh J. Watson is a Professor of MIS and a holder of a C. Herman and Mary Virginia Terry Chair of Business Administration in the Terry College of Business at the University of Georgia. He is the author of 22 books and over 100 scholarly journal articles. He is recognized for his work on decision support systems, executive information systems, and most recently, data warehousing. Hugh has consulted with numerous organizations, including the World Bank, Intel, IBM, Arthur Andersen, Conoco, and Glaxo. He is the senior editor of the *Journal of Data Warehousing* and a Fellow of The Data Warehousing Institute. He is the consulting series editor for John Wiley & Sons’ Computing and Information Processing series.

Ira Yermish is an Assistant Professor of Management and Information Systems at St. Joseph’s University in Philadelphia. His teaching and research areas include systems analysis and design, data base management, data communications, information resource management, and strategic management. In addition to his current academic activities, he is an active management and information systems consultant. Dr. Yermish earned degrees from Case Western Reserve University, Stanford University the University of Pennsylvania. His early professional experience included positions with UNIVAC, Control Data, RCA Corporation, the Institute for Scientific Information, and founder of MagnaSystems, Inc. When not teaching or consulting, Dr. Yermish is an avid cyclist, runner, photographer, choral singer and arts board member.