About the Authors

**Latif Al-Hakim** is a senior lecturer of supply chain management in the Department of Economics and Resources Management, Faculty of Business at the University of Southern Queensland, Australia. His experience spans 35 years in industry, research and development organizations and in universities. Al-Hakim received his first degree in mechanical engineering in 1968. His MSc (1977) in industrial engineering and PhD (1983) in management science were awarded from University of Wales, UK. Al-Hakim has held various academic appointments and lectured on a wide variety of interdisciplinary management and industrial engineering topics. He has published extensively in facilities planning, information management and systems modelling. Research papers have appeared in various international journals and have been cited in other research and postgraduate work. Al-Hakim is the editor of the *International Journal of Information Quality*

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**Monica Bobrowski** works as project management manager at Pragma Consultores, Argentina. She has a degree in computer science from ESLAI, Argentina, and an MBA from Universidad Torcuato Di Tella, Argentina. She has been a professor with the Computer Science Department at the University of Buenos Aires. Her main interest areas include data quality, project evaluation, and project management.

**Mikhaila Burgess** is a lecturer in the School of Computer Science at Cardiff University, UK. Having received a BSc in computer science from Cardiff University in 1998 she worked for a year as a programmer, returning to Cardiff in 1999 as a PhD researcher. Since gaining her PhD in 2004 she has worked as a researcher on a
number of projects including FASTER (feasibility study for an advanced systematic documentation, information and communication tool in the field of ethical issues in science, research and technology) and BiodiversityWorld. Her current research interests include using quality measures in information retrieval, ontology languages and tools, and the use of ontologies in information retrieval.

Tamraparni Dasu graduated with a PhD in statistics from the University of Rochester in 1991 and joined AT&T Bell Laboratories. Her interests include point processes, data mining and data quality. Her most recent publications include a book published by Wiley in 2003, *Exploratory Data Mining and Data Cleaning* with T. Johnson.

Nick J. Fiddian is head of school and professor of computer science at Cardiff University, UK. He was educated at London (LSE and ULICS) and Southampton Universities. His current research interests lie in the field of meta-translation — meta-programmed automatic translation between syntactically diverse but semantically similar programming languages in specific areas of computer application, particularly data/knowledge-base system interoperation. He has served as a member of numerous committees and working groups of Cardiff University including academic quality, teaching and learning, personnel/human resources and information services committees, standing committee of senate, council and court.

Zbigniew J. Gackowski has extensive experience in industry, public administration, and universities. His teaching and research bridge the gap between Central European and U.S. experience in computer information systems: Warsaw Polytechnic; University of Michigan (*Fulbright Research Scholarship*); Purdue University; Baruch College; CSU, Stanislaus; and University of Melbourne (visiting). While in Poland, he published more than 120 items, among them four books. He presented many papers across Europe, the United States, the Middle East, and South America. He is a member of ACM and DSI, and a charter member of the *Association for Information Systems* and the *Institute of Informing Science*.

Les Gasser, an associate professor of library/information science and computer science at the University of Illinois, has been studying socio-technical aspects of information systems — “Social Informatics” — for over 25 years. His research teams are currently investigating distributed continuous design and knowledge management processes in open source software projects (leading a 7-University U.S./French/EU collaboration), and computational models of language evolution in multi-agent systems, under multiple grants from NSF, industry, and the University of Illinois, USA.

W. Alex Gray is a professor of advanced information systems in the School of Computer Science at Cardiff University, UK, where he leads the school’s Knowl-
edge and Information Systems research group. He is also deputy director of WeSC — the Welsh e-Science Centre, which is one of 8 Regional Grid facilities in UK academia. He was educated at Edinburgh and Newcastle upon Tyne Universities. His current research is in interoperability of distributed data and knowledge based systems with a particular interest in how knowledge and semantics can be exploited to enrich the interoperation process and allow users to have different perspectives of data linkage. This research is conducted in application areas such as concurrent engineering and bioinformatics, especially in the WeSC/Grid context.

**Kimberly Hess** is a product manager for Acxiom Corporation supporting Acxiom’s core linking product AbiliTec. Since 1999 she has worked at Acxiom in various capacities from the initial rollout of AbiliTec to implementing corporate quality initiatives including participating in a joint venture with Acxiom and MIT and the MIT ICIQ conference. Her current focus is around the internal and external support of data integration initiatives including new products.

**Eric Infeld** is director of Ingenix’s Shared Data Warehouse group with responsibility for business analysis, data quality, and end-user support functions. He was instrumental in defining Galaxy’s data quality strategy when the warehouse was launched. He has delivered papers at MIT’s International Conference on Information Quality and was an invited speaker at the Information Quality for Executives seminar in 2004. Infeld holds a Master of Science in nursing from Pace University, Pleasantville, NY, and a Bachelor of Science in biology/psychology from the University of Connecticut. He also holds a certificate in information quality from MIT.

**Andrea Krejza** holds a licentiata philosophiae degree in political science of the University of Zurich, Switzerland, since 2004. She has specialized in terrorism and guerilla warfare. From 1999-2004 she worked at IBM Switzerland where she realized several knowledge management projects within the Consulting Group. In 2005 she transferred to the Investigation & Inquiries Unit of Credit Suisse in Zurich as a junior project manager.

**Daniel Maier** holds a PhD in genetics and worked as a postdoctoral fellow at the Neurosurgery University Clinics of Basel, Switzerland, before he started at Credit Suisse in 2000. As a project manager he was initially involved in several business process re-engineering projects with focus on operational risk and knowledge management. At present he is the head of the Investigation & Inquiries section and responsible for the operational management of legal investigations within the Legal & Compliance Department at Credit Suisse.

**Helinä Melkas** works as a senior researcher and project manager at Helsinki University of Technology, Lahti Centre, Finland. She holds a degree of doctor
of science in technology from Helsinki University of Technology, Department of Industrial Engineering and Management (2004). She has earlier degrees in social sciences from University of Helsinki and Åbo Akademi University, Finland. She worked previously as a government official and researcher at Finnish Ministry of Labour; World Institute for Development Economics Research, Helsinki (part of United Nations University), and International Labour Office, Geneva (also a United Nations organization). Besides on information quality, she has written on subjects such as knowledge management, gerontechnology as well as various employment and labour market issues.

**Thomas Muegeli** studied modern Swiss history at the University of Bern, Switzerland, graduating 1995 with a licentiata philosophiae in history. Starting 1997 at Credit Suisse he was responsible for reconstructing a database of closed accounts to facilitate the research of Credit Suisse’s role during the Second World War. In addition he also realized the implementation of several search engines and fuzzy logic databases for the Central Corporate Archive. In 2001 he joined Arthur Andersen, focusing on intelligent ways to treat unstructured information as well as anti-money laundering solutions. Returning to Credit Suisse in 2002 he realized several IT projects involving name-searching and name-matching for investigative and anti-money laundering purposes. At present he is a senior project manager for Investigations & Inquiries at Legal & Compliance in Zurich.

**Felix Naumann** received a diploma degree in mathematics from the University of Technology, Berlin, in 1997 and a doctoral degree in computer sciences from Humboldt-University of Berlin, Germany, in 2000. From 2001 to 2002 he was visiting researcher at the IBM Almaden Research Center, working on the Clio project. Since 2003 Felix Naumann heads the information integration group at Humboldt-University in Berlin as an assistant professor.

**Elizabeth M. Pierce** is a professor in the MIS & Decision Sciences Department at the Eberly College of Business and Information Technology at Indiana University of Pennsylvania. Since 1997, she has been actively involved with the Conference on Information Quality sponsored by MIT. Her research focuses on data, information, and knowledge quality. Pierce received her PhD from the University of Michigan.

**Mary Roth** is a senior architect for WebSphere Information Integration Solutions at IBM’s Silicon Valley Lab, USA. She has more than 15 years of experience in database research and development. As a researcher at the IBM Almaden Research Center, she contributed key advances in heterogeneous data integration techniques and federated query optimization techniques. Roth is currently a leading a team of developers to deliver the next generation of metadata-driven discovery and integration capabilities for the WebSphere Information Integration Solutions platform.
Laura Sebastian-Coleman is the data quality manager for the Galaxy Shared Data Warehouse operated by UnitedHealth Group’s Ingenix business unit. She is responsible for monitoring and measuring data quality. She has delivered papers at MIT’s International Conference on Information Quality and was an invited speaker at the Information Quality for Executives seminar in 2004. Sebastian-Coleman earned a bachelor’s degree from Franklin & Marshall College and a PhD from the University of Rochester, New York. She also holds a certificate in information quality from MIT.

Besiki Stvilia is an assistant professor of the College of Information, Florida State University, USA. His research interests include information and metadata quality, digital library design and assessment, knowledge management, and recommender systems.

John R. Talburt is the leader for New Products and Solutions for Acxiom Corporation and Director of the Acxiom Laboratory for Applied Research. He led the team that developed the Acxiom Data Toolkit and the Acxiom Data Quality Scorecard Solution. Before going to Acxiom, Talburt was professor and chair of the Computer and Information Science Department at the University of Arkansas at Little Rock, USA. He has authored numerous publications in areas of information quality, data management, knowledge representation, and intelligent systems.

Michael B. Twidale is an associate professor of the Graduate School of Library and Information Science, University of Illinois at Urbana-Champaign, USA. His research interests include computer supported cooperative work, computer supported collaborative learning, user interface design and evaluation, error analysis, information quality, and museum informatics. Current projects include over the shoulder learning, extreme evaluation, collaborative techniques for improving quality in databases, and the usability of open source software.

Sabrina Vazquez-Soler works as project management office manager at Pragma Consultores, Argentina. She has a degree in computer science from Universidad de Buenos Aires, Argentina, and she is currently finishing her MOT studies at the University of San Andres Argentina. She is a professor at the Universidad Catolica Argentina. Her main interest areas include data quality, project evaluation, and project management.

Gregg T. Vesonder is director of the Communication Software Research Department at AT&T Labs - Research, USA. He also is an adjunct professor of computer and information science at the University of Pennsylvania, and an adjunct professor of computer science at Stevens Institute of Technology. Vesonder has developed and
managed software systems supporting operations, e-commerce, sales support and data mining. He has been involved in software tool development for speech recognition, C++ compilers, artificial intelligence and software design and analysis. At Bell Labs Software Technology Center, Vesonder served on software architecture review boards and focused on software process improvement using object oriented and agile process methodologies. He is both a Bell Labs and an AT&T fellow. Vesonder received a BA in psychology from the University of Notre Dame and an MS and PhD in cognitive psychology from the University of Pittsburgh.

**Jon R. Wright** received a PhD in experimental psychology from Rice University in 1978, and joined Bell Telephone Laboratories shortly afterwards. He first worked as a human factors expert and later became interested in expert systems and various applications of artificial intelligence. He received the distinguished member of technical staff award from Bell Labs in 1985. In 1996, he joined AT&T Labs - Research, USA, as a principal member of Technical Staff, where he continues to pursue applications of the most recent trends in artificial intelligence research.