About the Authors

Marie-Claude Boudreau is an assistant professor of MIS at the Terry College of Business, University of Georgia, USA. She received a PhD in computer information systems from Georgia State University. Dr. Boudreau has conducted research on the implementation of integrated software packages and the organizational change induced by information technology. She has authored articles published in many journals, such as *Organization Science, Information Systems Research, MIS Quarterly, Journal of Management Information Systems,* and *The Academy of Management Executive.* Her teaching interests include the design and management of databases, integrated software packages, and globalization of IS.

Bradley R. Brown is a graduate student in the Department of Management Sciences, University of Waterloo, Canada. His research interest is in the development and evaluation of information systems.

Nicole Coviello is a professor of marketing and international entrepreneurship in the Department of Marketing, University of Auckland, New Zealand. Dr Coviello’s research interests focus on contemporary marketing practices, international business and entrepreneurship. She is published in the *Journal of Marketing, Journal of the Academy of Marketing Science, Journal of*

**Rick Dewar** is a lecturer in computer science within the School of Mathematical and Computer Sciences at Heriot-Watt University in Edinburgh, Scotland, UK. His current research interests include various issues within software engineering (e.g., semantics, distributed tools, tool integration, metrics, modeling, reengineering, refactoring, round-trip engineering and traceability). He is also interested in understanding the nature of socio-technical ICT development from a social learning perspective; with a particular emphasis on widening the application of Alexanderian (sic) Patterns to encapsulate and communicate reflective solutions to recurring problems in a variety of domains. Previously, Rick has been a Rolls-Royce chief engineer as well as a researcher at Heriot-Watt University and the University of Edinburgh. Directly before taking up his current post, Rick was a lecturer in information management at Napier.

**Abbas Foroughi** is a professor of computer information systems at the University of Southern Indiana, USA, where he also serves as coordinator for the e-business program and for the eCenter. He has received the USI School of Business Faculty Service and Research Awards and the Sadelle Berger USI Faculty Community Service Award. He holds a PhD in business administration from the Kelley School of Business, Indiana University. His research interests include negotiation support systems, decision support systems, Internet security, XBRL, e-business, electronic supply chain management, electronic procurement, and online distance education. He has published papers in Decision Support Systems, Group Decision and Negotiation, and other journals. Dr. Foroughi has served as board member and chair of the Education Committee of the Rotary Club of Evansville, Indiana, which named him a Paul Harris Fellow and Rotarian of the Decade.

**Sunil Hazari** is an associate professor in the Department of Management and Business Systems, Richards College of Business, University of West Georgia, USA. His teaching and research interests are in the areas of information security, infrastructure design of e-commerce sites, Web usability, and organizational aspects of e-learning. He has authored several peer-reviewed journal publications in information and instructional technology areas, has presented papers at national conferences, and is editorial board member of information system journals.
Keith S. Horton is a senior lecturer in information management within the School of Computing at Napier University, Edinburgh, Scotland, UK. His research centres upon the organisational appropriation and application of computer based information systems, particularly in the public sector. His most recent publications have focused upon: e-government and computerisation movements; IT based processes and service evaluation utilising UML and BSC; processes of innovation and change involving information and communication technologies. Current research includes a focus upon systems implementation and adoption across public sector institutions over time, managed learning environments, knowledge management in distributed settings, and the use of patterns in socio-technical perspectives on IT adoption. Prior to becoming an academic, Dr. Horton worked for eight years in the UK public sector.

Len Jessup is dean of the College of Business and Economics, Washington State University, USA, and the Philip L. Kays distinguished professor in management information systems. While at WSU, he has guided the school through AACSB reaccreditation, developed the Boeing Classroom of the Future, and managed the implementation of a Web-based, online version of the MIS curriculum. Dr. Jessup earned his BA and MBA at California State University, Chico, and his PhD in organization behavior and MIS from the University of Arizona. His research interests include groupware, wireless collaboration, electronic commerce, and technology-supported learning and decision-making. He has authored and co-authored numerous scholarly articles, as well as the MIS textbooks Information Systems Foundation and Information Systems Today with his colleague Joe Valacich. With his wife, Joy Egbert, he won Zenith Data Systems’ Masters of Innovation Award for Education.

Panagiotis Kanellis is currently a program manager with the Information Society S.A. in Athens, Greece. Previous to that he held senior consulting positions with Arthur Andersen and Ernst & Young. He was educated at Western International University in business administration (BSc), at the University of Ulster in computing and information systems (Post-Graduate Diploma), and at Brunel University in data communication systems (MSc) and information systems (PhD). He is a research fellow in the Department of Informatics and Telecommunications at the National and Kapodistrian University of Athens and an adjunct faculty member at the Athens University of Economics and Business, Greece, having published more than 50 papers in international journals and conferences. He serves on the Board of the Hellenic Chapter of the Association of Information Systems (AIS). He is a chartered information technology professional (MBCS CITP) and a certified information systems auditor (CISA).
Michael B. Knight is an assistant professor of computer information systems at Appalachian State University in Boone, NC, USA. He is a candidate for a PhD in MIS, holds a double master’s degree in education and public administration, as well as a BS in aviation management from Southern Illinois University. His current research interests include group dynamics and strategic IT adoption, end-user education and training, the use of IT for organizational and group communication, and qualitative managerial consulting. His work has been presented at conferences such as IRMA, AOM, AMCIS, and DSI.

Tor J. Larsen got his PhD in management information systems (MIS) from the University of Minnesota, USA, in 1989. Since then he has worked as associate professor at the Norwegian School of Management, Norway, Department of Leadership and Organizational Management. During 2001-2002 he was visiting professor at the John Cook School of Business, Saint Louis University. In addition to reviewing for many central conferences and journals, he has acted as associate editor for Journal of Global Information Management, Computing Personnel, and MIS Quarterly. Dr. Larsen’s publications are found in, for example, Information & Management, Journal of MIS, and Information Systems Journal. In 1999 he co-edited a book on innovation and diffusion theory (Idea Group Publishing). The professional memberships include AIS, IFIP WG8.2, and WG8.6. The present research interests are innovation, diffusion, innovation outcome specification, MIS, and technology mediated learning.

Liping Liu is a professor of management and information systems at the University of Akron, USA. He received his PhD in business from the University of Kansas (1995). His research interests are in the areas of uncertainty reasoning and decision making in artificial intelligence, electronic business, systems analysis and design, technology adoption, and data quality. His articles have appeared in Decision Support Systems, European Journal of Operational Research, IEEE Transactions, Information and Management, Journal of Risk and Uncertainty, and others. He is known for his theories of coarse utilities and linear belief functions, which have been taught in the nation’s top PhD programs in computer science, economics, accounting, management, etc. He is currently serving as a co-editor for Classic Works on Dempster-Shafer Theory of Belief Functions, and on editorial boards and program committees of many international journals and conferences. He has strong practical and teaching interests in e-business systems design, development, and integration and has won several teaching awards. His recent consulting experience includes designing and developing a payroll system, a course management system, and an e-travel agent.
Qingxiong Ma is an assistant professor of computer information systems at Central Missouri State University, USA. He received his PhD in management information systems from Southern Illinois University at Carbondale, and MBA from Eastern Illinois University, Charleston, IL. His research interests include information technology adoption/diffusion, electronic commerce, and information security management. His articles have appeared in *International Journal of Healthcare Technology and Management*, *Journal of Organizational and End User Computing, Information & Management*, and *Database of Advances*. He presented numerous papers at the America’s Conference on Information Systems, Decision Sciences Institute Annual Meetings, and Security conference. His teaching interests include systems analysis and design, data communication and networks, management of information systems, database management systems, and client/server application development.

Barbara Marcolin is an associate professor in the management information systems area at the Haskayne School of Business, University of Calgary, Canada. Dr. Marcolin served on the editorial board of *MIS Quarterly*, a top journal in the field of information systems. She has conducted research on electronic commerce, IT outsourcing, user competence with technology, system implementation and user complaint processes. Her current interests bring together functional areas for electronic commerce activities fostering new electronic commerce programs and research. Her published articles have appeared in several journals and books, such as *Information Systems Research*, *Journal of Interactive Marketing*, *Information & Management*, *Journal of Organizational and End User Computing, Journal of Systems Management*, *IVEY Business Journal* (was *Business Quarterly*), *Journal of Information Technology* and *Strategic Sourcing and Information Systems*.

Ji-Ye Mao is a visiting fellow in the Department of Information Systems, City University of Hong Kong, Hong Kong. He received his PhD in management information systems from the University of British Columbia, and taught at the University of Waterloo, Canada for six years. His research interest is in the area of human-computer interfaces (HCI) and interactions, including the design and evaluation of information systems (i.e., their usefulness and usability and their behavioral and cognitive bases) and user-centered design methodologies.

Roger Milley is an information systems manager at Shell Canada Limited, Canada, with over 16 years of IT experience. Mr. Milley spent six of those years implementing e-business initiatives, at both a Canadian and an international level within Shell. Mr. Milley’s MBA is based on a thesis that examined how companies should set up their operations for Web-enabled consumer marketing.
Ray J. Paul is a visiting professor of simulation modeling in the Department of Information Systems and Computing at Brunel University, UK. He holds a BSc in mathematics, and an MSc and PhD in operational research, from Hull University, UK. Professor Paul has over 200 journal, book and conference publications in information systems and operational research. He is director of both the Centre for Living Information Systems Thinking (LIST), and the Centre for Applied Simulation Modelling (CASM), at Brunel. Professor Paul acts as a consultant to various government departments, software companies, and commercial companies in the tobacco and oil industries.

J. Michael Pearson is an associate professor of information systems at Southern Illinois University at Carbondale (SIUC), USA. Before coming to SIUC, Dr. Pearson served as department chair (business computer information systems) at St. Cloud State University. Dr. Pearson has presented several papers at regional, national, and international conferences. He has published articles in Communications of the ACM, Information & Management, Journal of Strategic Information Systems, Journal of Information Systems, Journal of Computer Information Systems, Decision Support Systems, Review of Business, Journal of Internet Commerce, Information Resources Management Journal, and Public Administration Quarterly. His research interests are in the areas of technology adoption, e-commerce, the management of quality, and IT project management.

William C. Perkins is professor emeritus of information systems and decision sciences in the Kelley School of Business, Indiana University, USA. He received his BSCE from Rose Polytechnic Institute and his MBA and DBA from Indiana University. Dr. Perkins has received 11 major teaching awards from Indiana University, and he has published papers in Decision Sciences, the Journal of Political Economy, and other journals. He has co-authored seven books, including Managing Information Technology (5th ed., 2005). At Indiana University, he has served as chair of the undergraduate program of the School of Business, chair of the Operations and Systems Management Department, and director of the Institute for Research on the Management of Information Systems (IRMIS). He has received Distinguished Service Awards from Indiana University, the Kelley School of Business, and the Decision Sciences Institute.

Larry Seligman is an assistant professor of MIS at the Terry College of Business at The University of Georgia, USA. He received his PhD in information systems from the University of Texas at Austin. His research interests are in technology adoption, knowledge management, organizational learning, sense making, and healthcare information systems. He has presented papers at several
conferences including DIGIT, ICIS, HICSS, INFORMS, and others. He has served as conference chair/co-chair for the Diffusion Interest Group in Information Technology Workshop since 2001.

Øystein Sørebø is Dr.Oecon from the Norwegian School of Economics and Business Administration, Bergen, Norway, 2000. He is currently an associate professor at the Faculty of Education in Business Administration, Buskerud University College, Hønefoss, Norway. Dr. Sørebo’s main research interest is in end-user computing and information systems success.

Valerie K. Spitler received her PhD in information systems from the Stern School of Business of New York University. She also holds an MBA from INSEAD in Fontainebleau, France, and a BSc in decision sciences from the Wharton School of Business, University of Pennsylvania. Her research interests include implementation and use of IT in organizations, communities of practice, virtual communities and qualitative research methods. She has taught hundreds of future knowledge workers, both at NYU and at the University of North Florida, USA, where she was a faculty member in the Coggin College of Business. Her research has been published in Decision Sciences Journal, Information & Management Journal, Proceedings of the Hawaiian International Conference on System Sciences, Proceedings of IFIP Working Group 8.2, Journal of Organizational and End User Computing and Journal of Management Information Systems.

Gregory E. Truman is an assistant professor of information systems at Babson College in Wellesley, Massachusetts, USA. He earned his PhD from the Stern School of Business at New York University (NYU) in 1994, where he was awarded the Outstanding Teaching Award as a PhD candidate in 1990. In 1992, he was a recipient of the annual Doctoral Dissertation Award in Insurance program, sponsored by the State Farm Companies Foundation. His scholarly work has appeared in Management Information Systems Quarterly, Journal of Management Information Systems, Communications of the ACM, Information & Management, Journal of End User Computing, International Journal of Electronic Commerce, Journal of Organizational Computing and Electronic Commerce, and other non-peer reviewed venues. Prior to his PhD studies, Professor Truman worked as a systems analyst in the manufacturing and financial service industries.