Mehdi Khosrow-Pour, D.B.A., is currently the executive director of the Information Resources Management Association (IRMA) and senior academic editor for Idea Group Reference. Previously, he served on the faculty of the Pennsylvania State University as an associate professor of information systems for 20 years. He has written or edited more than 20 books in information technology management, and he is also the editor-in-chief of the Information Resources Management Journal, Journal of Electronic Commerce in Organizations, Journal of Cases on Information Technology, and International Journal of Cases on Electronic Commerce.

* * *

Amit Agrahari (agrahari.03@astra.xlri.ac.in) is a research student at XLRI, Jamshedpur, India. He received his MBA (information systems) from Davi Ahilya University, Indore, India, and BSc (statistics) degree from Jiwaji University, Gwalior, India, and is currently finishing his doctoral dissertation on e-procurement. His research focuses on interorganizational information systems, the impact of IS on SMEs (small and medium-sized enterprises), and the economics of IS. He is a member of the Association for Information Systems.

Stuart J. Barnes is chair and professor of management at the University of East Anglia, U.K. Stuart has been teaching and researching in the information systems field for over a decade. His academic background includes a first-class
degree in economics from University College London and a PhD in business administration from Manchester Business School. He has published three books and more than 70 articles including those in journals such as *Communications of the ACM*, the *International Journal of Electronic Commerce*, the *e-Service Journal*, *Electronic Markets*, and the *Journal of Electronic Commerce Research*. Two more books are in progress for 2005.

**Shirley Ann Becker** was a professor of management information systems and director of the National Center for Small Business Information at Florida Institute of Technology, USA. Dr. Becker has published over 80 articles in Web usability and accessibility, database technologies, telemedicine, and software engineering. She has received funding from Texas Instruments, IBM, NSF, and JPL to conduct research. Dr. Becker is an associate editor for the *Journal of Database Management*, *Journal of Electronic Commerce in Organizations*, and *International Journal of Cases on Electronic Commerce*. She was the recipient of Northern Arizona University’s Mark Layton Award for Research Excellence.

**Anthony Berkemeyer** (ahb@ti.com) received his BS in computer engineering and his MS in software engineering from Florida Institute of Technology, Melbourne, Florida. He is currently pursuing his PhD in computer science as a Texas Instruments Scholar at Florida Institute of Technology, USA. Mr. Berkemeyer has experience in embedded-systems testing, database design, and application development, including Web-based software systems. He has coauthored several papers on data quality in database systems and Web usability with an emphasis on e-commerce user-interface designs.

**Rahul Bhaskar** is an associate professor at the California State University - Fullerton, USA. He earned his PhD from the University of Wisconsin - Madison. Prior to joining academia, he worked as a director and senior IT manager with various companies including Manugistics Inc., Cisco Systems Inc., and Talus Solutions Inc. in the areas of revenue management and data warehousing. He continues to use his experience to help companies with their automation projects. His research interests include knowledge based decision support systems, security technologies and marketing and sales automation systems. He has published in various academic- and industry-oriented journals.

**Brent Coker** is a PhD student of the School of Information Management at Victoria University of Wellington, New Zealand. He completed a bachelor’s of commerce and administration in electronic commerce degree, and a bachelor’s
of commerce and administration degree with honors in information systems at Victoria University. Brent’s PhD dissertation focuses on online buyer behavior.

Robert H. Ducoffe is a professor of marketing and acting associate dean of Zicklin School of Business, Baruch College (CUNY), USA. He received his PhD from Michigan State University, his MA from the University of Southern California, and his BA from McGill University. His administrative accomplishments at Baruch include the initiation and creation of a full-time honors MBA program, an accelerated part-time program, an English communication immersion program, and a revised core curriculum for full-time MBA students, among others. His research has appeared in publications including the Journal of Advertising Research, Journal of Public Policy and Marketing, Journal of Current Issues and Research in Advertising, Journal of Promotion Management, Advances in Business Marketing and Purchasing, Journal of Direct Marketing, Journal of Media Economics, Journal of Marketing Education, and in various texts on advertising and media economics. His research focuses on the advertising industry and on advertising theory and evaluation, and he has developed a unique approach for evaluating advertising based on its perceived value to consumers.

Janet Edwards is a lecturer in the Department of Computer Science at Loughborough University, U.K. After graduating with an engineering first degree and a master’s by research in Robotic Control from Loughborough, she worked in industry as a software engineer. During her time in industry, she worked for a number of companies on projects ranging from device drivers, navigational simulators to expert systems. Since retuning to Loughborough, she lectures on the taught master’s program and is responsible for undergraduate projects. She is a member of the Knowledge Management Research Group at Loughborough. Her main research interests are in the areas of knowledge management, e-commerce and CSCW.

Yuan Gao is an assistant professor of information systems at Ramapo College of New Jersey, USA. He received his MBA and PhD in business from Zicklin School of Business, Baruch College (CUNY). He also holds a master’s degree in computer and information science from Brooklyn College. His research interests include human-computer interaction, user acceptance of technology, Web interface design, online consumer behavior, and current issues in electronic commerce. He is the editor of a recent book Web Systems Design and Online Consumer Behavior, published by Idea Group Publishing. He is published in numerous conference proceedings, scholarly books, and academic journals like
The Electronic Library and the Journal of Electronic Commerce in Organizations.

Peter R. Gibson is an associate professor in the Graduate School of Business and Professional Development at the University of Wollongong, Australia. He has worked extensively in the area of supply chain management and is part of the Logistic and Supply Chain Management Group at the University of Wollongong. He graduated with a PhD from Loughborough University, Department of Manufacturing Engineering (1984). He is a full member of the Institution of Electrical Engineers.

William Golden is a member of the Centre for Innovation and Structural Change and a lecturer in information systems at the National University of Ireland, Galway. He has held this position since 1991. He completed his doctorate in B2B (business-to-business) electronic commerce at the University of Warwick, England. He has presented papers at both national and international conferences. He has coauthored a book, contributed chapters to other texts, and published papers in the areas of electronic commerce and information systems, among others, which have appeared in Omega, the International Journal of Management Science, International Journal of Electronic Commerce, Journal of End User Computing, and Journal of Decision Systems.

Jatinder N.D. Gupta is eminent scholar of management; professor of management information systems, industrial and systems engineering, and engineering management; and chairperson of the Department of Accounting and Information Systems at The University of Alabama in Huntsville, USA. He serves on the editorial boards of several national and international journals. Recipient of the Outstanding Faculty and Outstanding Researcher awards from Ball State University, he has published numerous papers in such journals as the Journal of Management Information Systems, International Journal of Information Management, and Mathematics of Operations Research. His current research interests include information technology; scheduling, planning, and control; organizational learning and effectiveness; systems education; and knowledge management. Dr. Gupta’s membership in academic and professional societies includes the Production and Operations Management Society, the Decision Sciences Institute, and the Information Resources Management Association.

Beverley G. Hope is a faculty member in the School of Information Management at Victoria University of Wellington, New Zealand. She completed BSc and MBA degrees at the University of Kansas and a PhD at the University of Hawaii.
at Manoa. Beverley’s research focuses on information needs for quality initiatives, quality in online service delivery, performance measurement, electronic commerce, and information systems education. In her work she takes a holistic or system view of organizations and the issues that face them. She both publishes and referees for journals, book publishers, and regional and international conferences in the areas of information systems, decision sciences, and evaluation.

**Martin Hughes** is a member of the Centre for Innovation and Structural Change and a lecturer in information systems at the National University of Ireland, Galway. He is currently pursuing a PhD on interorganizational systems at the University of Bath, England. His research interests include electronic commerce, interorganizational systems and risk, and electronic government. He has been published in leading international IS conference proceedings and has published papers in the *Journal of End User Computing*, *Journal of Electronic Commerce in Organisations*, and the *Business Process Management Journal*.

**Thomas James** is a chartered town planner who has five years local government experience. He has experience working at Sevenoaks District Council, located on the edge of London where his role is to control the various types of developments occurring in the district and to contribute to the implementation of new technology in a local government environment.

**Luiz Antonio Joia** has over 20 years of experience in major technology-based companies, holding executive positions in the areas of information technology and business development, namely in PROMON Engenharia e Telecomunicações (manager of computer science and manager of IS, 1979-1995), TRENTE Tecnologias Educativas (director of new business, 1995-1998), and W3E://World Wide Web for education (principal, 1999-2000). He has also been an adjunct professor of the School of Engineering of Rio de Janeiro State University, Brazil since 1982. He is a guest speaker at conferences and continuing-education programs for executives. He was the academic coordinator of the MBA degrees in e-management (strategic management and information technology) and FGV management. He was also the academic coordinator of the MBA degree of EBAPE/FGV and a consultant and advisor to the World Bank in the area of educational technology applied to the training of human capital. He is a member of the advisory board of the Journal of Intellectual Capital and a coordinator of e:lab (Laboratory for Research into IT applied to Corporate and Public Management) of EBAPE/FGV.
Liz Lee-Kelley is postgraduate lecturer in e-commerce and project management at the School of Management, University of Surrey, U.K. She has extensive industry experience at senior positions in logistics and distribution, engineering and clinical research. Her research interests are in technology-enabled virtual organisations (in particular, virtual team dynamics), project leadership and project management issues, and the socio-psychology of technology and information orientations of modern businesses.

Marios Koufaris is an assistant professor of computer information systems at Baruch College (CUNY), in New York City. He received his PhD in information systems from the Stern School of Business of New York University. He has a BSc in decision sciences from the Wharton School of Business and a BA in psychology from the College of Arts and Sciences, both at the University of Pennsylvania. His research interests include consumer behavior in Web-based commerce, end-user behavior, and the social impact of IT. His work has been published in *Information Systems Research*, the *International Journal of Electronic Commerce, Information & Management, DATA BASE for Information Systems*, and *Communications of the ACM*.

Anthony Lafferty graduated from the Manchester Metropolitan University Business School (U.K.) with a first-class honors degree in business information technology in 2000. He then spent two years as a teaching company scheme (TCS) associate working on the deployment of e-commerce systems at Partwell, a small manufacturing and supply company based in Bolton. At Partwell, Anthony developed an intranet and two Web sites that have significantly enhanced the company’s competitive position and operational effectiveness. Following this, he became a freelance ICT consultant working with companies throughout Europe. He worked on a range of Web-based projects for both business and academia. His latest project involves the development of a novel intranet application to create a virtual community for the tenants and residents of the borough of Rochdale, U.K. This is one of the first projects of its kind in the U.K. and has attracted interest from local and national governments.

Uwe Leimstoll is a research associate in e-business at the Institute for Business Economics (IAB), University of Applied Sciences, Basel (FHBB), Switzerland. He studied Industrial Engineering and Management at the University of Applied Sciences Offenburg and Economics at the University of Freiburg im Breisgau (Germany). After working several years as consultant and lecturer, he received his doctorate in the Faculty of Economics at the University of Freiburg im Breisgau (July 2001). He is managing different research projects in the fields of personalization, Web analysis, group support systems (GSS) and e-business in SMEs.
Scott J. Lloyd, holding a PhD in management information systems from Kent State University, is an assistant professor in the College of Business Administration at the University of Rhode Island, USA. His research is in the areas of database management, optimization of file access for database management systems, knowledge management, data mining, and system analysis and design. Dr. Lloyd has had his research published in the Journal of Database Management, Industrial Management, Industrial Mathematics, Software Engineering in the 21st Century, Midwest Decision Sciences Proceedings, Simulators International, Modeling and Simulation, and in conference proceedings. He serves on the editorial board of the Journal of Database Management and is an ad hoc reviewer of the Journal of Electronic Commerce in Organizations.

Robert MacGregor is senior lecturer and head of discipline in information systems at the University of Wollongong, Australia. His research expertise lies in the area of electronic commerce in small business. Rob is also the editor of the Australasian Journal of Information Systems and was conference chair of the Australian Conference of Information Systems in 1992. In his spare time, Rob writes music. His most recent work is the symphony “Alba.”

Ashis K. Pani (akpani@xlri.ac.in) is chairman of the information systems and operations management area at XLRI, Jamshedpur, India, and the coordinator of the satellite education programs. His research and teaching focus on how businesses can effectively use information technology in general and the Internet in particular. His current areas of interest are e-business, e-SCM, e-CRM, e-security, IT outsourcing, and the application of AI (artificial intelligence) techniques. Presently, he is a member of the Indian Association of Research in Computing Sciences (IARCS) and Computer Society of India (CSI).

Vikramaditya Pant is an undergraduate student at the College of Commerce and Finance at Villanova University, PA, USA. He is dual-majoring in management information sciences and finance. His research interests are enterprise computing, data interchanges and artificial intelligence. His current research is focused on customer relationship management and strategic enterprise management. He has an extensive computing background and has provided consulting services to many businesses. He has worked as a technical editor for Prentice-Hall Publications on numerous business technology and information technology books. As a teenager, his articles were published in various newspapers and magazines including Young Expressions and Opinion Express on a variety of themes. He is very active on campus and participates in many extra-curricular activities.
Elizabeth F. Purinton, holding a PhD from the University of Rhode Island, is an assistant professor at Marist College in Poughkeepsie, New York, USA. Dr. Purinton is a fellow of the AMA-Sheth Foundation Doctoral Consortium. Dr. Purinton’s research programs include Web site design, high-tech marketing and marketing orientation with emphasis on TQM techniques, marketing channel-partnership survival, and mature marketing relationships. Dr. Purinton’s research is published in the *Academy of Marketing Science Review, Journal of Electronic Commerce in Organizations*, the *Journal of Business Research*, and in conference proceedings.

Deborah E. Rosen, holding a PhD from the University of Tennessee, Knoxville, is an associate professor in the College of Business Administration at the University of Rhode Island, USA. Dr. Rosen’s research interests include Web site design, online word of mouth (mouse), interorganizational relationships, and quality management. Her research has appeared in the *Journal of Business Research, Journal of Electronic Commerce in Organizations, International Journal of Services Industry Management, Academy of Marketing Science Review*, and in conference proceedings.

Murray Scott is a member of the Centre for Innovation and Structural Change and a lecturer in information systems at the National University of Ireland, Galway. He is currently pursuing a PhD on electronic government at the National University of Ireland. His research interests include electronic government, stakeholder management theory, and electronic commerce. His research on electronic government has been published in leading international IS conferences, in the *Journal of Electronic Commerce in Organizations, the Business Process Management Journal*, and the *International Journal of Services and Standards*.

Sushil K. Sharma is currently an associate professor in the Department of Information Systems and Operations Management at Ball State University, Muncie, Indiana, USA. Coauthor of two textbooks (*Programming in C* and *Understanding Unix*) and coeditor of four edited books, Dr. Sharma has made research contributions that have appeared in many peer-reviewed national and international journals, and conference and seminar proceedings. He has contributed several book chapters in premier books that are used by many schools worldwide for their graduate and undergraduate MIS and MBA programs on subjects such as e-commerce, knowledge management, and learning organizations. Dr. Sharma’s primary teaching and research interests are in e-commerce, networking environments, network security, ERP systems, database-management systems, and knowledge management. Dr. Sharma has also conducted a
number of executive development programs for corporate world and government organizations on e-commerce, networking security, ERP systems, and database-related subjects.

**M. Susan Stiner** received her JD from the University of Nebraska and her LLM (Taxation) from Temple University in Philadelphia. She became a CPA (Delaware) in 1988, practiced public accounting in the estates and trusts area with a medium-sized Wilmington, DE, USA accounting firm and now maintains a small tax practice of her own. She joined the Department of Accountancy at Villanova University (USA) in 1988, where she teaches undergraduate and graduate tax. Her research interests are taxation and a course in Western accounting, team-taught over the Internet for over ten years with a Japanese accounting professor. Professor Stiner is a Girl Scout leader in her hometown and an active member of the DE Society of CPAs.

**Petra Schubert** is professor for E-Business at the University of Applied Sciences in Basel (FHBB), Switzerland. She received her doctorate in Information Systems from the University of St. Gallen. Her research interests include the study of management of e-commerce applications, specifically personalization and virtual communities. She co-edited four books containing business cases on successful e-business implementation strategies, e-fulfillment, e-procurement and e-business integration. She is a board member of Ecademy, the Swiss Competence Network for E-Business and E-Government of the Swiss Universities of Applied Sciences.

**Paul Sutherland** was a postgraduate student in the Department of Management Science and Information Systems, The University of Auckland, New Zealand. His research looked at combining the fields of information systems and marketing in the online environment. He is currently working as an Internet marketing consultant with New Zealand’s premium search engine marketing agency and website marketing effectiveness consultancy.

**Felix B. Tan** is professor of Information Systems and Head, School of Computer and Information Sciences at Auckland University of Technology, New Zealand. He serves as editor-in-chief of the *Journal of Global Information Management*. Dr. Tan is internationally known for his work in the global IT field and is a frequent guest speaker at international conferences. His current research interests are in electronic commerce, global information management, business-IT alignment, and the management of IT. He is actively using cognitive mapping and narrative inquiry methods in his research. Dr. Tan has published in
MIS Quarterly, Information & Management, Journal of Information Technology as well as other journals and refereed conference proceedings. Dr. Tan has more than 20 years of experience in information systems management and consulting with large multinationals, as well as university teaching and research in Singapore, Canada and New Zealand.

Mary Tate is a faculty member in the School of Information Management at Victoria University of Wellington, New Zealand. She completed her BA (honors) at Massey University. Following that, Mary had an extensive career in information technology, with roles that include business analysis, project management, service delivery, and consultancy. Since joining Victoria University in 2001, Mary’s research has focused on online service quality, electronic commerce strategy, and technology in IS education.

David Tucker is a senior learning and teaching fellow at the Manchester Metropolitan University Business School in the U.K. Following a career as an ICT consultant in the manufacturing industry, he returned to full-time study. In 1996 he received his PhD from the University of Manchester for his work on computer-integrated manufacturing methodologies. His current research interests focus on the development of models and methodologies to improve the deployment of electronic commerce in small manufacturing companies. He has published widely in this regard. He also has a particular interest in developing e-learning material for use at postgraduate and undergraduate levels, as well as for use as training material within small businesses.

Richard Vidgen is a reader in information systems in the School of Management at the University of Bath, U.K. After working in the industry in information systems development for many years, he joined the University of Salford in 1992, where he completed a PhD in systems thinking and IS quality. His current research interests include Web site quality, e-commerce transformation in the automotive industry, IS-development methodologies, and XML- (extensible markup language) and Web-Service-based information systems. He is the author of Developing Web Information Systems (Butterworth Heinemann, 2002) and has published many research papers in leading international journals.

Lejla Vrazalic is a lecturer in information systems at the University of Wollongong, Australia. She was awarded the University Medal in 1999. Her research interests are in human-computer interaction and e-commerce adoption in small business. As part of her PhD research, Lejla developed and validated the Distributed Usability Evaluation Method, a novel method for assessing the
usability and usefulness of computer interfaces based on the cultural, historical activity theory. Lejla received the Vice Chancellor’s Award for Outstanding Contribution to Teaching and Learning at the University of Wollongong in 2004.

**William P. Wagner** has been teaching and conducting research in Information Systems since 1988 at Villanova University, PA, USA. His research spans the areas of artificial intelligence, ERP systems and e-commerce and has appeared in internationally known journals such as *Expert Systems*, *Journal of Computer Information Systems*, and *Internet Research*. He recently co-authored the first text book on XML entitled *Introduction to Applied XML Technologies for Business* (Prentice Hall, 2002) and is currently co-authoring a CRM textbook. He has been invited to contribute to the Encyclopedia of Information Systems numerous times. He has presented numerous seminars and research papers at regional and international conferences such as Decision Science Institute, INFORMS, and AIS. At Villanova University he has developed MIS curricula for e-commerce, distance learning, CRM and ERP.