About the Contributors

**Pratyush Bharati** is an Associate Professor in the Management Science and Information Systems department of College of Management at the University of Massachusetts. He received his Ph. D. from Rensselaer. His present research interests are in: diffusion of information technologies in small and medium sized enterprises (SMEs), international software services industry, web-based decision support systems and service quality. His research has been published or is forthcoming in several international journals including Communications of the ACM, Decision Support Systems, IEEE Computer and IT and People.


**Professor Abhijit Chaudhury** has a bachelors and masters degree in engineering. He obtained in PhD is Management from Purdue University. He has over a decade of industrial experience in oil and energy sector working for European Multinationals such as BP and CFP. He has previously published in MISQ, ISR, JMIS, CACM and various transactions of IEEE. His current interest is in the area of SMEs and Global Competition.

* * *

**Jocelyn Armarego** worked for 10 years in industry before joining the academic staff of first Curtin and then Murdoch Universities. This chapter reflects her interests in the management of software development methodologies within an organisational context, in particular non-traditional methodologies, including formal methods, and agile methodologies. She has been involved in several projects that address the alignment of industry perspectives of ICT with formal education.
About the Contributors

Alan A. Brandyberry is an associate professor of information systems at Kent State University. His research interests include the adoption, diffusion, and valuation of technologies; decision modeling utilizing artificial intelligence techniques; advanced database systems; and behavioral issues related to IT usage. He has previously published in a variety of journals including Decision Sciences, the DATA-BASE for Advancement of Information Systems, the European Journal of Operational Research, the International Journal of Technology Management, and the Journal of Information Systems Education. He holds a DBA from Southern Illinois University, an MS in decision and information systems from Arizona State University, an MBA from Eastern Illinois University, and a BS in engineering mechanics from the University of Illinois.

Deborah Bunker is a Senior Lecturer in the Discipline of Business Information Systems at the University of Sydney in Australia. She holds a Ph.D. in Information Systems Management. Her research interests are in IS philosophy, IS management, IS adoption, diffusion, and e-Commerce/e-Business and she has published widely in these areas. Deborah is President of the Australasian Association of IS (AAIS) and is a founding member and the Vice Chair of IFIP TC 8 WG 8.6 on the adoption and diffusion of IT.

Brian Cameron (email: bcameron@ist.psu.edu) is a Professor of Practice at the College of Information Sciences and Technology in The Pennsylvania State University. He has received his PhD from the Pennsylvania State University. He has strong technical research and teaching experiences including enterprise architecture, enterprise integration, information systems design and development, IT project/portfolio management, and service-oriented architecture and has conducted several studies, including a study on the Impact of Personality Type and Learning Style on Virtual IT Project Team Effectiveness.

Sandy Chong, first class Honors in Marketing, PhD in Information Systems, is a Senior Research Fellow of Curtin Business School at the Curtin University of Technology. She is an active participant of industry-linked research projects in Australia, the Chair of an industry BPM roundtable in Western Australia, a Senior Research Fellow of the Asia-Pacific Procurement Research Group, and the R&D Chair for the School of Marketing at Curtin University of Technology. She conducts research in the area of innovative business and technology adoption, internet marketing, business process management (BPM), corporate communication, corporate governance, online environmental sustainability reporting, strategic alliances, supply chain intelligence, as well as IT procurement. She has presented papers at major conferences, and her work is evident in her publications which appear in information systems, marketing, supply management and global business management journals. Her industry experience includes training and consultancy, international marketing, strategic marketing management, advertising, and quantitative market research.

Efthymios Constantinides studied Economics in Athens and followed post graduate studies in Economics of European Integration in Amsterdam. He received his PhD on Marketing in Virtual Environments. After a corporate career of ten years he worked for 10 years as senior lecturer Marketing for the International Agricultural College Larenstein, (The Netherlands); since 2001 he works as Assistant Professor E-Commerce at the Faculty of Management and Governance of the University of Twente (Enschede, The Netherlands). His research interests are focused on consumer behaviour and marketing strategy in virtual environments; in particular on utilizing the Social Web environment as source of market intelligence and as active marketing instrument.
Kristy de Salas is a Senior Lecturer in the School of Computing and Information Systems at the University of Tasmania. Kristy has a research and practical interest in Information Systems Strategy in Small and Medium-sized Enterprises. Given the resource limitations of the SME, Kristy has been working with local businesses to develop tools and techniques to aid in the design and deployment of IS strategies in these businesses.

Tom R. Eikebrokk is Associate Professor of Information Systems in the Department of Information Systems, University of Agder, Norway. Dr. Eikebrokk received his PhD in Information Systems from the Norwegian School of Economics and Business Administration. He has published in journals such as Information & Management, Journal of Research and Practice in Information Technology, International journal of E-Business Research and at conferences like HICSS and ECIS. His main research interests are IT in SMEs, business process management, Evaluation of IT, IT and inter-organizational cooperation.

Jaume Franquesa is an assistant professor of management at Kent State University. He obtained his PhD in strategic management from Purdue University. His research interests are in the areas of entrepreneurship and small business management, as well as in corporate governance and the management of the diversified firm. Dr. Franquesa has published articles in Frontiers of Entrepreneurship Research, and Advances in Entrepreneurship Research, as well as in edited books and various national and international conference proceedings.

Connie Marie Gaglio is an Associate Professor of Management and Co-Director of the Ohrenschall Center for Entrepreneurship at San Francisco State University. She received her Ph.D. from the University of Chicago, her BA from SUNY-Brockport and has over 18 years of business experience in marketing and marketing research for startup companies, Fortune 500 companies and her own businesses. Her research in entrepreneurship includes entrepreneurial decision making, how new firms gain legitimacy, the role of the entrepreneur in economic theory, marketing strategies and tactics for new firms, and the impact of entrepreneurial education on a firm’s success.

Paula Goulding is an adjunct academic with the School of IT at Murdoch University. She was previously a member of the Murdoch academic staff for fifteen years, after ten years in the IT industry. Her areas of interest include IT strategy and innovative practice.

Mehruz Kamal is currently pursuing her PhD in Information Technology in the College of Information Science and Technology at the University of Nebraska at Omaha. Her current research interests include IT adoption in small businesses and knowledge networking. Her research work has been presented at various peer-reviewed conferences and workshops such as AMCIS, HICSS, and MWAIS. She holds a Masters and a Bachelors of Science degree in Computer Science from Illinois Institute of Technology. Mehruz currently serves as the Editorial Assistant for the Journal of Information Technology for Development.

Pattama Kanavittaya is currently a doctoral student in the School of IT at Murdoch University. Prior to completing a Master of Commerce at Curtin University of Technology she worked in ICT positions within organisations in Thailand and Western Australia.
About the Contributors

Mira Kartiwi is a PhD candidate at University of Wollongong in Australia. Her dissertation is concerned with the uptake of e-commerce by urban and rural SMEs in Indonesia. She has published a number of recent articles in journals and international conference proceedings. Her research interests include e-commerce in SMEs, women in IT, and IT and e-commerce in developing economies.

Arvind Karunakaran (email: axk969@ist.psu.edu) is a Research Assistant and a Graduate Student at the College of Information Sciences and Technology in The Pennsylvania State University. He has received his Bachelors in Computer Science and Engineering from Anna University, India. His research interest is at the intersection of collaborative sensemaking, organizational design and identity.

Julie E. Kendall, Ph. D., is a Professor of Management in the School of Business-Camden, Rutgers University. Dr. Kendall is a fellow of the Decision Sciences Institute and a Past Chair of IFIP Working Group 8.2. She was awarded the Silver Core from IFIP. Professor Kendall has published in MIS Quarterly, Decision Sciences, Information & Management, CAIS, EJIS, Organization Studies, JITTA and many other journals. Additionally, Dr. Kendall has co-authored the forthcoming text, Systems Analysis and Design, 8th edition. She co-edited the volume Human, Organizational, and Social Dimensions of Information Systems Development and is on the Senior Advisory Board for JITTA and is on the editorial boards of the Decision Sciences Journal of Innovative Education, Journal of Database Management, and IRMJ. Dr. Kendall is currently an Associate Editor for CAIS, and served as an Associate Editor for MIS Quarterly. She was honored as a member of the inaugural Circle of Compadres for the PhD Project begun by the KPMG Foundation, which helps minority doctoral students. She has served as a nominator for the Drama League in New York City, is a member of the council for the Rutgers Camden Center for the Arts and continues to publish research on ecommerce and nonprofit theatres.

Kenneth E. Kendall, Ph. D. is a Distinguished Professor of Management in the School of Business-Camden, Rutgers University. He is one of the founders of the International Conference on Information Systems (ICIS) and a Fellow of the Decision Sciences Institute (DSI). He served as the President of DSI and as a Program Chair for both DSI and AMCIS. Dr. Kendall was named as one of the top 60 most productive MIS researchers in the world, and he was awarded the Silver Core from IFIP. Dr. Kendall served as Associate Editor for Decision Sciences. He is on the editorial boards of ISJ, JITD, and Decision Sciences Journal of Innovative Education. He co-authored Systems Analysis and Design, forthcoming in its 8th edition. Ken edited Emerging Information Technologies: Improving Decisions, Cooperation, and Infrastructure and co-edited The Impact of Computer Supported Technologies on Information Systems Development. He was honored as a member of the inaugural Circle of Compadres for the PhD Project, which helps minority doctoral students. He is Chairman of the Board of the nonprofit EgoPo Theatre of Philadelphia. Ken has served as a nominator for the Drama League in New York City and continues to publish research on opera and IT, as well as ecommerce and theatres.

Gregor Lenart is a teaching assistant and senior researcher at the Faculty of Organizational Science, University of Maribor. He received his PhD in the MIS field from Faculty of Organizational Sciences at University of Maribor, Slovenia in 2003. He is a member of eCenter and head of the eCollaboration Laboratory. His current research includes computer supported collaborative work, group support systems and knowledge management. He is also actively involved in several EU research projects focusing on mobile commerce and e-business. He has published over 50 papers in journals and conference proceedings.
**Jun Li** is an Assistant Professor of Strategic Management and Entrepreneurship in the Department of Management at the University of New Hampshire. His research interests include strategic leadership in entrepreneurial teams, high-technology IPO firms, SME strategies and international strategy in emerging markets. Dr. Li received his B.A. and M.A. degrees from Beijing University, P.R. China and his Ph.D. from Texas A&M University at College Station.

**Robert MacGregor** is an Associate Professor in the School of Information Systems and Technology at the University of Wollongong in Australia. He is also the former Head of Discipline in Information Systems. His research expertise is in the area of information technology/electronic commerce in SMEs. He has authored over 80 journal and conference publications examining the use and adoption of IT in SMEs. Rob was the recipient of the 2004 Australian Prime Minister’s Award for Excellence in Business Community Partnerships (NSW). Rob is also the founding 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 and has written several film scores.

**Peter Marshall** is the Woolworth’s Chair of IT and Systems and Deputy Head of School of the School of Information Systems at the University of Tasmania. He is dedicated and committed to interesting, relevant and useful Information Systems (IS) research informed by a social constructionist perspective. His major research areas are information systems strategy, IT governance and business process management. Other research interests include qualitative research methods, the philosophical basis of IS research and systems analysis/organisational problem solving. Peter’s research has been published in IT and People, the Australasian Journal of Information Systems, the Canadian Journal of Operational Research and Information Processing and The Qualitative Report. Peter has co-authored three textbooks in Information Systems.


**Dag H. Olsen** is Associate Professor of Information Systems in the Department of Information Systems, University of Agder, Norway. Dr. Olsen received his PhD in Industrial economics from the Norwegian University of Science and Technology. He has published in journals such as Information & Management, European Journal of Information Systems, IEEE Transactions on Engineering Management, International journal of E-Business Research and Scandinavian Journal of Information Systems. His main research interests are e-business, enterprise systems, IT and business development, business process management, IT and inter-organizational cooperation and IT competency.
About the Contributors

Andreja Pucihar is an Assistant Professor of e-business and management of information systems (MIS) at the Faculty of Organizational Sciences, University of Maribor. She received her PhD in the MIS field from Faculty of Organizational Sciences at University of Maribor, Slovenia in 2002. Since 1995, she has been involved in eCenter and its several research and e-commerce activities. She is a head of eMarkets Laboratory and contact person for Living laboratory for research fields of eMarkets, eSMEs and eGovernment. She is involved into several EU projects focusing on e-business and e-government and intensively cooperates with industry. Her current research includes: e-marketplaces, e-business, supply chain management, e-government and new e-business models. She has published over 100 papers in journals and conference proceedings. She is a conference chair of annual international conference Bled eConference (http://BledConference.org).

Sandeep Purao (email: spurao@ist.psu.edu) is an Associate Professor of Information Sciences and Technology in The Pennsylvania State University. He has the following experience: He has received his PhD from the University of Wisconsin-Milwaukee. His research focuses on various aspects of information system design and development. His current research projects include risk management for small and medium business, integrating workflow patterns into design, reuse-based design, flexible information system design, empirical investigations of individual design behaviors, and design theory.

Sajda Qureshi is an Associate Professor at the Information Systems and Quantitative Analysis Department at the College of Information Science and Technology at the University of Nebraska at Omaha. She holds a Ph.D. in Information Systems from the London School of Economics. She has over 100 publications in journals such as Group Decision and Negotiation, Information Infrastructure and Policy, IEEE Transactions in Professional Communications and Communications of the ACM, books published by Prentice Hall, Springer-Verlag, Chapman and Hall and North-Holland and conferences such as the ICIS and HICSS. She is currently the Editor-in-Chief of the Journal of Information and Technology for Development.

Hari K. Rajagopalan is an Assistant Professor of Management at Francis Marion University. He received his Ph.D. and MS from the University of North Carolina at Charlotte, his B.E. from Guindy, Anna University, Madras India, and his MBA from Delhi University, Delhi, India. Previously he worked in the IT industry in research and development of Web-enabled ERP products. Dr. Rajagopalan’s research interests include complex adaptive systems, meta-heuristic search methods, pricing of digital goods and location of emergency medical systems. He has published papers in European Journal of Operational Research, Computers and Operations Research, and Decision Support Systems.

Frank Schlemmer is the owner and manager of a medium-sized retail company based in Germany and holds a doctorate from Queen’s University Management School, Belfast. He has published a number of articles, book chapters and books in the area of SME Research, Strategic Management Research and E-Business Research.

Ada Scupola is an associate professor at the Department of Communication, Business and Information Technologies, Roskilde University, Denmark. She holds a Ph.D in social sciences from Roskilde University, an MBA from the University of Maryland at College Park, USA and a M.Sc. from the Uni-
versity of Bari, Italy. She is the editor-in-chief of The International Journal of E-Services and Mobile Applications. Her main research interests are e-services, outsourcing, open and user driven innovation, ICT in supply chain, adoption and diffusion of e-commerce and e-services in SMEs, ICTs in clusters of companies. She is collaborating and has collaborated to several national and international research projects on the above subjects. Her research has been published in several international journals among which International Journal of E-Services and Mobile Applications, The Information Society, Journal of Enterprise Information Management, Journal of Electronic Commerce in Organizations, The Journal of Information Science, The Journal of Global Information Technology Management, Scandinavian Journal of Information Systems, The Journal of Electronic Commerce in Developing Countries and in numerous book chapters and international conferences.

**Frantisek Sudzina** is an assistant professor in information systems at Copenhagen Business School, Denmark. He received his master degree in economics and business management and PhD in sectoral and intersectoral economies from the University of Economics Bratislava, Slovakia in 2000 and 2003, respectively. He received his bachelor and master degrees in mathematics from Safarik University Kosice, Slovakia in 2002 and 2004 respectively. He received his bachelor and master degrees in computer science from Safarik University Kosice, Slovakia in 2005 and 2006 respectively. Currently, he pursues his master degree in bioinformatics at Copenhagen University, Denmark. His research interests include information systems (enterprise systems, business intelligence, Web 2.0 applications, information strategy, open source software, data mining), and quantitative methods (econometrics, operations research, statistics). Dr. Sudzina has published over 100 papers in journals and conference proceedings.

**A.R. (Venky) Venkatachalam** is Professor of Information Systems, Chairperson of the Decision Sciences department, and Director of Enterprise Integration Research Center in the Whittemore School of Business and Economics at the University of New Hampshire. He received his bachelors degree with honors in mechanical engineering from the University of Madras, India, MBA from the Indian Institute of Management Calcutta, and Ph.D. from the University of Alabama. Dr. Venkatachalam is an Associate Editor for the Journal of Information Technology Cases and Applications Research and serves on the editorial review boards of several research journals in the information systems area. He is also a consultant to the industry in the areas of Electronic Commerce and intelligent information systems. Dr. Venkatachalam has received several awards and honors including the 2006 University of New Hampshire’s Faculty Excellence in Research Award.

**Brian Webb** is Senior Lecturer at Queen’s University Management School, Belfast, and at the Open University Business School. He is a former Distinguished Erskine Fellow in the Department of Accounting, Finance, and Information Systems, Faculty of Commerce, University of Canterbury, New Zealand. He holds a Bachelor’s degree from Queen’s, an MBA from the University of Ulster and a PhD from University College London. In 1999 he was Visiting Scholar in the Department of Computer Science, University of British Columbia.

**Phyl Willson** completed her PhD at the University of Tasmania in June 2008. Dr. Willson’s PhD topic was IT Governance in Theory and Practice. She is now working on research across a range of areas including wireless networks, broadband, with the Tasmanian Electronic Commerce Centre (TECC) and in the areas of ICT and SMEs, IT governance, business process management, business process outsourc-
About the Contributors

ing and qualitative research methods. Dr. Willson’s research has previously been published in Information Systems Management (ISM), the Australasian Journal of Information Systems (AJIS), Journal of Research and Practice in Information Technology (JRPIT) and at international conferences.

Susan J. Winter is a Program Director at the National Science Foundation’s Office of Cyberinfrastructure and a Visiting Associate Professor of Management Information Systems at Portland State University. She received her Ph.D. from the University of Arizona, her MA from Claremont Graduate University and her BS from the University of California at Berkeley. Her work investigates the interplay between information technology, individuals and the social environment. Recent research interests include the symbolic aspects of ICT, its impact on employees and the organization of work. Dr. Winter has published papers in such journals as Information Systems Research, the European Journal of Information Systems, Information and Management, and the Journal of Business Ethics, and contributed chapters to scholarly books.

Peter Wolcott obtained his Ph.D. in 1993 from the Department of Management Information Systems at the University of Arizona, where he pursued interests in the international dimensions of information technology. Dr. Wolcott has long-standing interests in the international dimensions of information technologies. His most active research at present focuses on the role of information technology for development (ITD). He teaches students to apply ITD concepts and practices to promote economic, social, and human development in micro-enterprises.

Judy Young is a lecturer within the School of Computing and Information Systems at the University of Tasmania. Her main interests are in the supervision of PhD candidates and researching in a wide range of information systems (IS) areas including gender, virtual organisations, business modelling, culture and enterprise research planning, and enterprise architecture. Along with her two co-authors listed above, Judy is an active member of the Interpretivist Research in Information Systems (IRIS) research group.