About the Contributors

Emma O’Brien  BBS (Business Computing), MSc, PhD – Enterprise Research Centre, UL. Emma is a research fellow with the enterprise research centre (ERC) in the University of Limerick. She has worked on several national and international projects in her time in the ERC In May 2000 – 2003 Emma worked with an international e-learning company, NetG in which she was responsible for developing e-learning products for the customers. Furthermore she was responsible for Managing the localisation of courses by our Japanese partners and maintaining and editing the course engines for localization. In October 2005 she completed her PhD - eCasme and beyond towards tailoring training in SMEs in which she Identified a framework to assist SMEs to tailor e-learning courses to their training needs. In addition Emma implemented this framework as a practical online tool. Emma is a member of the editorial board of the Journal of Technology Enhanced Learning and participated as a reviewer for IADIS International Conference in E-Learning.

Seamus Clifford, BSc, MSc, PhD, NPDP - Enterprise Research Centre, UL. Seamus is a senior research fellow with the Enterprise Research centre in University of Limerick. He is currently working on several Innovation Partnership projects (Industry-University joint research projects) with companies dealing with issues around experimental design / engineering knowledge management, process innovation and new product development. He completed his PhD in 2001 at the University of Limerick. The project was on the Formulation of Capacitor Materials for Reliable Co-fired Capacitor-Varistor Devices and was completed for the New Product Development Department at Harris Semiconductor (Irl) Ltd., now Littelfuse (Ire) Ltd. The aim of the project was to produce a surface mountable co-fired varistor-capacitor device. Prototyping was carried out on the production pilot line based at Littelfuse in Dundalk. Previously, he was also a research fellow for three years with the European Commission at their Institute for Reference Materials and Measurements (IRMM – based at Geel in Belgium) and he has also worked at the Swiss Federal laboratories for Materials Testing and Research (EMPA – based at St. Gallen in Switzerland) as an extractive metallurgist. He has also worked for Tubex Ltd., for three years, at both the Plastics and the Aluminium Divisions on the installation of the ISO 9000 quality system and the definition and control of product specifications.

Mark Southern, BSc PhD - Enterprise Research Centre, UL. Mark graduated from Nottingham Trent University in 1989 with a degree in Industrial Studies and obtained his Doctorate in 2004 by researching the application of innovative wireless technology applications into SMEs. He is currently working with the Enterprise Research Centre on a European Research project called EURobust. This project is looking at the application of robust design tools in European industry. Mark is an experienced manager
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with a proven track record in project team management in both multinational’s and SME’s. He has significant experience in managing teams in research, design, development, procurement and installation of complex manufacturing systems in these environments. He is an experienced man manager with an excellent track record in financial metrics management and dead line achievement.

Ileana Hamburg, worked 20 years as a professor for Mathematics and Computer Science at the University of Craiova, Romania. In Germany she worked as a software developer for a company and as a researcher within the Faculty of Informatics at the University of Erlangen, Germany. She is a research fellow at the Institute of Work and Technology (IAT), FH Gelsenkirchen and lecturer for Informatics at the Open University (FU) of Hagen. She works and coordinates German and European projects particularly in the field of Web services and applications for learning and knowledge management, social networks, communities of practice. Dr. Ileana Hamburg works in different program committees of international conferences and is an evaluator for projects in different national and European initiatives.

Timothy Hall is Director of EMRC- Educational Media Research Centre, University of Limerick, Ireland. EMRC’s interests encompass all aspects of TEL-Technology Enhanced Learning, TEL support for PBL-Problem Based Learning, collaborative and self-organised learning and the integration of these techniques into complete and supportive learning environments, always with a focus on the users. Topics of interest include: eLearning pedagogy, curriculum design, instructional design and learning styles, personalisation, reusability and interoperability, web2 and the use of social tools in learning, learning communities and COPs, the structure and management of Post Experiential Learning and Life-Long-Learning as applied to knowledge generation and transfer in technology and science and particularly with SMEs. EMRC’s own solutions are based on OSS to maintain maximum flexibility and adaptability. For many years Tim has been active in European Union collaborative programmes in education and training with participation in some twenty successful projects, he maintains research and collaboration links in most EU countries, Central and Eastern Europe and beyond in China and Malaysia. Tim is also a lecturer, in the Dept of Electronic & Computer Engineering, UL applying PBL and collaborative learning techniques in his teaching, he hold a Professorship (h.c.) from Stefán cel Mare University, Suceava, Romania. Formerly he was PlasseyMTC Research Fellow of Continuing Education and Post Experiential Learning, University of Limerick. Tim was educated at the University of Northumbria and the University of Birmingham in the UK and has worked as an engineer in the computer industry, in the semiconductor industry, in power supply design and for the BBC.

Rivadávia Correa Drummond de Alvarenga Neto is Professor at Fundação Dom Cabral (www.fdc.org.br), a Brazilian business school ranked the 13th best business school in the world and the best one in Latin America according to the Financial Times Executive Education ranking 2009. He holds a PhD in Information Science, School of Information Science, Universidade Federal de Minas Gerais (UFMG), Brazil. In 2009, he was a Post-Doctoral Fellow and Visiting Scholar at the Faculty of Information Studies at the University of Toronto, Canada, hosted by Dr. Chun Wei Choo, where he’s also a member of the KRMC –Knowledge Management Research Centre. Rivadávia speaks regularly on the subject of knowledge management and he conducted the first in depth qualitative study within the Brazilian organizational context in 2005. Since 2001 he’s been working with many world class organizations,
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such as Petrobras, Embrapa (The Brazilian Agricultural Research Corporation), ONS (Brazil’s National Operator of the Interconnected Power System), Astra Zeneca, Linde, Itau-Unibanco, Anglo American, The Linde Group and NEC, among many others. His main research interests/areas are knowledge management, information management, organizational theory, knowledge-based theories of the firm and social networks/social media, among others. He’s authored a book (Knowledge Management in Organizations, Saraiva Publishers, São Paulo, Brazil, 2008) and co-authored several others. His papers and articles have been published in Brazil, Spain, France, England, Chile, South Africa, Canada, United States, Malta, Ireland and Portugal, among others. Before working at Fundação Dom Cabral, he was Dean at Centro Universitário UNA, Brazil.

Renato Rocha Souza is Professor and Researcher at Fundação Getúlio Vargas (http://www.fgv.br), one of the most preeminent Think Tanks of the world and the top one in Latin America. He is also a Collaborator professor at Universidade Federal de Minas Gerais, Visiting Fellow at the Hypermedia Research Center at the University of Glamorgan, UK, and a member of the ISKO - International Society for Knowledge Organization. He holds a PhD in Information Science, School of Information Science, Universidade Federal de Minas Gerais (UFGM), Brazil. His main research interests/areas are knowledge organization systems, natural language processing, formal ontologies, information retrieval, knowledge management, social networks, among others.

Federica Ricceri is an assistant professor of Accounting at the University of Padova. Her research and teaching interests include strategic performance measurement, management and financial accounting, extended performance reporting, intellectual capital, the strategic management of knowledge resources, and finance and valuation. She has published several articles in both international and national refereed and professional journals focusing on intellectual capital and the strategic management of knowledge resources. She has also published several chapters in international and national books focusing on strategic performance measurement and financial accounting. She has presented her ideas and research findings to national and international gatherings. She is a member of the editorial board of the Journal of Human Resource Costing and Accounting.

James Guthrie is a Professor at the University of Bologna and an Honorary Professor at the University of Sydney. His research and teaching interests include social and environmental reporting and auditing, public sector accounting, auditing, accountability and management, management of knowledge and intellectual capital and the measurement of intangibles. He also consults on public and private sector management, management of knowledge, intellectual capital, budget performance, and annual reporting strategies. James has published over 130 articles in both international and national refereed and professional journals, and over 30 chapters in books. He has presented his ideas and research findings to over 280 national and international gatherings. James is also co-editor of seven public sector management and accounting books. He is the co-editor of Accounting, Auditing and Accountability Journal.

Rodney Coyte of the University of Sydney specializes in research combining strategy and the management of resource development and deployment in organizations. His PhD examined how teamwork structures affected organizational resource management and the effectiveness of strategic change. Dr. Coyte’s recent research explores: organizational structure and change factors enhancing situated learning and its effect on intellectual capital development in organizations; the effect of performance evaluation
systems on information sharing behaviour and strategic alignment; and processes affecting change in management accounting practices. Dr. Coyte publishes on the role of empowered teams, shareholder value measurement techniques and knowledge development processes. Dr. Coyte has managed operations as an Information Technology Manager and conducted strategic and operational planning as a Business Planning Manager with the Mars Corporation. He also has extensive experience in information technology and management consulting to a diverse range of organisations in Australia and South East Asia.

**Steve Russell** - Two years of directed Virtual World research and development for enterprise applications. Designed and directed the construction of business-ready Second Life applications for Command & Control, real-time Building Operations, Work Rehearsal, and 3D Project Management. Designs for Virtual World additions for Siemens offerings in areas such as diagnostic products and training, and for software systems and processes for health records. Founded a consulting company for international advice on Knowledge Management applications. Worked for leading corporations as a Knowledge Engineer and Intelligent Systems architect. Led departments and companies as a manager and CIO. Data mining and information systems designs for diverse enterprise domains including manufacturing, telecommunications, marketing, and product improvement. Commercial and academic work in Natural Language Processing, document understanding, workflow efficiency and Operations Research for clerical and professional teams. Analyses of cognitive and social issues in work performance and learning. Medical experience as an EMT, and through research into Radiation Therapy Planning, and through Ph.D. research into disease systems, Genomics, and Proteomics at the University of Colorado Health Sciences Center in Analytic Health Sciences.

**Dimitris Karagiannis** studied Computer Science at the TU-Berlin and graduated several research visit stays in the USA and Japan. He was scientific director for Business Information Systems at the Research Institute FAW in Ulm/Germany. 1993 he founded the Department of Knowledge and Business Engineering at the Faculty of Computer Science at the University of Vienna, focusing on Meta-Modelling, knowledge-based Business Process Management and Engineering, as well as Knowledge Management. He has published research papers in the field of Databases, Information Systems, BPM-, Workflow-Systems and Knowledge Engineering and - Management. He is the author of two books concerned with Knowledge - Databases and - Engineering and is engaged in national and EU-funded research projects. The BPMS-Approach he established, which is concerned with the thematic of knowledge-based Business Process, has been successfully implemented in several industrial and service organisations. He founded the software-company BOC (www.boc-group.com), which implement software tools based on the Meta-Modelling approach. Actually he established the Open Model Initiative (www.openmodels.at) in Austria.

**Vedran Hrgovic** holds MSc in International Business Administration and is currently a PhD candidate at the University of Vienna. He is presently working in the research and development area within the BOC Asset Management GmbH having specific interests in the semantic workflows and enterprise ontologies. Mr. Hrgovic was involved in LD-CAST, BREIN, MATURE and plugIT EU Research projects (within the FP6 and FP7 Framework Programme).

**Robert Woitsch** holds a PhD in business informatics and is currently responsible for European and National research projects within the consulting company BOC (www.boc-group.com) in Vienna, in
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Claire Gubbins (PhD, MCIPD, MIITD, BBS) is a Senior Research Fellow with the Enterprise Research Centre, at University of Limerick. Previously, she was a Lecturer of Management and HRM at University College Cork and in HRM and HRD at the University of Limerick (UL). She completed her PhD with the University of Limerick for which she was credited with an Academy of HRD Malcolm S. Knowles Dissertation Award finalist award. She has published in Organisation Studies, Human Resource Development Review, Advances in Developing Human Resources and the Journal of European Industrial Training. Her current research interests are on social networks, trust and knowledge sharing. She is also a lead researcher for the Irish Centre for Manufacturing Research (ICMR) research project focusing on training and training information support in manufacturing.

Lawrence Dooley (M. Comm., PhD) is a College Lecturer in Enterprise and Innovation at University College Cork (Ireland). Prior to joining UCC, he was based at the Centre for Enterprise Management in the University of Dundee, Scotland. His core research interests focus on organisational innovation and issues related to inter-enterprise collaboration and venture creation. Other related interests include creativity, portfolio management and knowledge exchange. He has published widely over recent years and actively liaises with industry both through applied research projects and consultancy. His latest research projects examine emerging models of collaboration across distributed innovation networks and the area of biotechnology clustering.

Alberto Carneiro is Head of the Sciences and Technologies Department at Autonomous University of Lisbon. He received a PhD in Engineering and Industrial Management from Technical University of Lisbon and a MSc in Business Administration with a specialization in Strategic Management and Planning from the same University. Dr. Alberto Carneiro focuses on management of information systems (security and control) at industrial strategic management, and the adoption of innovation and new services development. His interdisciplinary research interests mainly involve Information Systems (Security and Auditing), Knowledge Management and the relationships between Information and Communication Technology and Competitive Innovation. He is studying the ways in which training, knowledge accumulation, and information technology enable change in the way management teams innovate and make strategic decisions. Presently, he is teaching database systems, network security and principles of management in computing science and computer engineering courses. Alberto Carneiro is the author of some textbooks, such as, Auditing and Controlling Information Systems (2009), Auditing Information Systems (2004, 2nd edition) and Introduction to Information Systems Security (2002) and Innovation - Strategy and Competitiveness (1995). Moreover, he has written and presented more than
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**Haris Papoutsakis** is an Associate Professor at the School of Applied Technology at the Technological Educational Institute of Crete, and the Honorary Treasurer of WOCATE, the World Council of Associations for Technology Education. He holds an Electrical Engineer degree (1971), an MBA (1974) and a recent PhD (2005). His area of research relates to innovation, entrepreneurship, quality and knowledge management and focuses on the industrial inter-departmental relationships and the acquisition of work-related knowledge and skills in education and training. Prior to his assignment at the TEI of Crete in 1986, he worked for more than twelve years with Mobil Oil, Hewlett-Packard and IT&T in field and senior management positions in Greece and the Middle East.

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Saïda Habhab-Rave undertook her doctoral studies at Jean Moulin University – Lyon 3 where her thesis focused on fuzzy logic and decision making. She’s currently an Professor at the Business School ISTEC Paris and is an associate member of CEREGE – University of Poitiers. Her research interests include knowledge management, decision making, TIC and innovation.

Candemir Toklu is currently the program manager for the regional Knowledge Management Center of Competence at Siemens Corporate Research Inc., in Princeton, NJ, USA. He is managing a group of consultants and research scientists working in the areas of knowledge management, enterprise content management, business process management, enterprise architecture planning, virtual worlds, scenario planning and semantic web. Dr. Toklu received Master’s and Ph.D. degrees in Electrical Engineering from the University of Rochester, in Rochester, NY, in 1994 and 1998, respectively. He began his career at Siemens Corporate Research in 1997 as a member of technical staff -- followed by project manager, senior member of technical staff, senior consultant and finally program manager positions. He is the author and co-author of over 20 published journal and conference papers. He also holds over 8 US patents in the areas of video image processing and digital libraries.

Stefania Mariano is the Head of Campuswide Research, the School of Management Research Coordinator, and an Assistant Professor of Management at NYIT, New York Institute of Technology. She received her PhD in Management and her MBA with honours from Molise University, Italy. She was a visiting scholar at the Department of Management Science of the George Washington University (USA) and a visiting researcher at IKI – Institute of Knowledge and Innovation at GWU (USA). She has participated in national and international research projects in the USA, Europe, and the Middle East. She has presented several research papers at national and international conferences, has published in numerous academic journals, and has contributed chapters for several books. She has experience teaching in both the undergraduate and graduate levels.

Nicola Simionato’s love affair with the internet began in humble times of NCSA Mosaic and 14.4kbps dial-up modems, in the mid 90s. He held positions of Web Project Manager, Web Master and Web designer in Italian web agencies before joining Alitalia Italian Airlines in 2001, initially as alitalia.com’s webmaster and later as Commercial Web Development Manager. In December 2006 his addiction to travel brought him to the Kingdom of Bahrain, where as Head of e-Commerce he is driving Gulf Air’s “web revolution”, aimed to shifting sales and services to the website, developing ancillary products and establishing Gulfair.com as the channel of choice in the customer-airline relationship.

Alton Y. K. Chua is Assistant Professor with Nanyang Technological University (NTU) where he teaches in the Master of Science in Knowledge Management and Master of Science in Information Systems programs. Alton’s research interests lie mainly in communities of practice, knowledge management implementation and online education. In 2006, he was the co-recipient of the Highly Commendable Award for the paper entitled “The Mismanagement of Knowledge Management” awarded by Emerald Literati Network. Alton has published some 70 journal articles and conference papers. He currently serves on the editorial board of three refereed journals. He holds a Bachelor’s degree in computer science, a Master’s degree in education and Doctorate in business administration.
Maria do Rosário Cabrita holds a Ph.D. in Business Administration (Institute of Economics and Business Administration, Lisbon Technical University). She is Assistant Professor of Industrial Engineering at Faculdade de Ciências e Tecnologia, Universidade Nova de Lisboa, Portugal. She is also Assistant Professor at the Portuguese Banking Management School in Lisbon. She teaches several disciplines in graduate and post-graduate courses (Project Management; Strategic Management; Knowledge Management; Intellectual Capital; Marketing and Innovation; Banking Financial Analysis; Assets and Liabilities Management). Involved in international projects (in Africa and Europe) she also works as consultant in private and public sectors. She has several years of experience in various management positions in international banks. She has published numerous journal and conference papers in the knowledge management and intellectual capital domains. She has sat on the scientific committees of conferences on intellectual capital and knowledge management, and takes part in European research projects. She has received some papers-award in Portugal and abroad. In January 2005, she received the Edvinson-Saint Onge’s best paper award at the 26th McMaster World Congress.

V. Cruz Machado holds a PhD in computer integrated management (Cranfield University, UK). He is an associate professor of Industrial Engineering at Faculdade de Ciências e Tecnologia, Universidade Nova de Lisboa, Portugal. He coordinates the post-graduate programmes in industrial engineering, project management and lean management. He teaches courses in operations and production management and has published more than 150 articles in scientific journals and conferences, in addition to having supervised fifty MSc and PhD students. His main scientific activities are directed to the design and improvement of supply chain management. He is the president of UNIDEMI (Research & Development Unit in Mechanical & Industrial Engineering) and the president of the Portugal Chapter of the Institute of Industrial Engineers.

António Grilo holds a PhD degree in e-commerce by the University of Salford, UK. He is Auxiliar Professor of operations management and information systems at the Faculdade Ciências e Tecnologia da Universidade Nova de Lisboa, in doctoral, master and undergraduate degrees. He is also a member of the board of director of the research center UNIDEMI. He has over 30 papers published in international conferences and scientific journals, and he is an expert for the European Commission DG-INFSO. Besides academia, he has been working in the last 10 years as a management information systems consultant, particularly in e-business, e-commerce and project management information systems. Currently he is a Partner at Neobiz Consulting, a Portuguese management and information systems company.