About the Contributors

Alan Eardley is the Director of the MRes Scheme in the Faculty of Computing, Engineering and Technology at Staffordshire University, as well as being Associate Head of Postgraduate Research Studies. He has considerable commercial experience in management and systems analysis in a variety of industries, and has worked as an academic for over twenty four years in schools of business and computing. He has participated in a number of industrial collaborations and consultancy projects and has co-authored five text books on IS and the use of IT in business. Eardley has a first class honours degree in Business, a Masters degree in Computer Science and a PhD in Strategic Information Systems. His current research into knowledge management, research methods and strategic planning in business and healthcare applications has resulted in a number of publications in international journals and conferences.

Lorna Uden is Professor of IT systems at the Faculty of Computing, Engineering and Technology in Staffordshire University. Her research interests include Technology Learning, HCI, Activity Theory, Knowledge management, Web Engineering, Multimedia, E-business, Service science, semantic web, and Problem-Based Learning. Professor Uden is program committee member for many international conferences and workshops. She is on the editorial board of several international journals. Professor Uden is also visiting professor to universities in Australia, China, Finland, Italy, Malaysia, Slovenia, Spain, South Africa and Taiwan. She has been keynote speaker at several international conferences. On the international front, she collaborates widely with colleagues worldwide.

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Hisbel Arochena is a Senior Lecturer in Computer Sciences in the Faculty of Engineering and Computing, Coventry University. Prior to this appointment, she was working on internet-related applications in the business sector and as an Associate Lecturer in the University of Havana, Cuba. Her work dealt with the mathematical modeling of tide, storm surges, greenhouse effect and other oceanographic processes. She has published journals and conference papers on the optimization of bi-dimensional cutting, as well as on the greenhouse effect and the mathematical modeling of tide. Her current research interests fall within the area of applications of statistics and optimization to medical research.

Rajeev K. Bali is a Reader in Healthcare Knowledge Management at Coventry University. His main research interests lie in clinical and healthcare knowledge management (from both technical and organizational perspectives). He founded and leads the Knowledge Management for Healthcare (KARMAH) research subgroup (working under BIOCORE). He is well published in peer-reviewed journals and
conferences and has been invited internationally to deliver presentations and speeches. He serves on various editorial boards and conference committees and is the Associate Editor for the International Journal of Networking and Virtual Organizations as well as the International Journal of Biomedical Engineering and Technology. He is currently working on his sixth textbook.

**Vikraman Baskaran** is an engineer by profession with an interest in Biomedical Computing. His research interest is on finding a viable application of the KM paradigm in healthcare application. His special interest in developing HL7 messaging and healthcare informatics has provided opportunities in excelling in these fields. He is a member in HL7 UK and Canada. His current activities overlap KM, e-Health, AI and healthcare Informatics. He has been teaching at graduate and undergraduate level as lecturer at Coventry University since 2003. Prior to this, he has been engaged in a wide area of industrial projects (software and engineering at senior levels).

**Hilary Berger** is a Senior Lecturer in the Cardiff School of Management at University of Wales Institute Cardiff (UWIC) where she currently combines teaching duties in parallel with extended research activities. She has a breadth of teaching expertise and experience across a variety of subject areas and audiences within both the private and public sectors. Her research within the Information Systems domain has been published widely in both European and International academic arenas.

**Mihaela Dan** is Associate Professor, PhD, at the UNESCO Chair for Business Administration, Academy of Economic Studies, Bucharest. She teaches Customer Relationship Management, Communication in Business and Media, International Business, in English and German. Her research interests include: Relational Management, International Marketing, Organizational Behavior.

**Paul Beynon-Davies** is professor of business informatics at Cardiff Business School, Cardiff University. Before taking up an academic post, Beynon-Davies worked for several years in the Information Systems industry in the UK. He still regularly acts as a consultant to the public and private sector particularly in the area of ICT and its impact on organisational performance. He has researched and published widely in the field having 11 books and over sixty academic papers to his name. Beynon-Davies has engaged in a number of projects related elated to the impact of ICT on the economic, social and political spheres, both in the UK and Europe.

**Constantin Bratianu** is professor of Strategic Management and Knowledge Management at the Academy of Economic Studies, Bucharest, Romania. He is the Head of UNESCO Department for Business Administration and Director of the Research Center for Intellectual Capital, Academy of Economic Studies, Bucharest. His main academic and research interests are knowledge dynamics, knowledge management, intellectual capital, strategic management and university management. He is co-editor of the academic journal Management & Marketing, and co-president of the annual International Conference on Business Excellence, Brasov, Romania. He has held the position of General Director for Higher Education in the Ministry of Education and Research in Romania (1998-2000), and Expert for Science and Education in the Romanian Parliament (2001). He has been Visiting Professor at the University of Applied Sciences, Steyr, Austria at Our Lady of the Lake University, San Antonio, Texas, USA and at the Tokyo University of Science and Technology, Kobe University, and Osaka University, Japan.
Anikó Csepregi is a PhD student at the School of Economics and Management at the University of Pannonia, Hungary. Her main fields of interest include knowledge management and knowledge-sharing.

Won-Chen Chang received his BS in environmental engineering from the National Cheng Kung University, Taiwan and an MS in environmental engineering from the George Washington University, USA in 1993. He obtained his PhD degree in the Department of Industrial and Information Management at National Cheng Kung University, Taiwan, 2008. He works at Metal Industries Research and Development Centre and has been responsible for chief positions in several sections including industrial information analysis, knowledge property management, and promotion and information. His research interests include knowledge management, patent engineering and industrial information analysis.

Ching-Wen Chen is an associate professor of the Department of Information Management, National Kaohsiung First University of Science and Technology, Kaohsiung, Taiwan, R.O.C. He received his PhD in production and operations management (in Information System and Quantitative Sciences) at Texas Tech University, Lubbock, TX. Chen spent his time in studying quality issues, such as the topics concerning service quality and user satisfaction, including the information systems success measuring by the user satisfaction. He also worked in the e-commerce, fuzzy logic related topics and expert systems. His research has appeared in International Journal of Quality & Reliability Management, International Journal of Information and Management Sciences, Engineering Economist, Quality Engineering, Journal of Electronic Commerce in Organizations, and Expert System with Applications.

Elayne Coakes is a Senior Lecturer in Business Information Management in the Westminster Business School, University of Westminster. She is Module Leader of a number of key modules in this area. Her research interests lie in the socio-technical aspects of information systems, the contribution of the stakeholders to the process of strategic planning for information systems and in particular knowledge management. Her current research relates to knowledge sharing in sustainable science. As a member of the BCS Socio-technical Group she is active in promoting this view of information systems and has edited three books of international contributions in the field, including, ‘The New SocioTech: Graffiti on the Long Wall’ (2000), ‘Knowledge Management in the Sociotechnical World: the Graffiti Continues’ (2002) and SocioTechnical and Human Cognition Elements of Information Systems (2002). In addition, ‘Knowledge Management Challenges and Issues’ was published in 2003.

Angelo Corallo is a Researcher at the eBMS of Scuola Superiore ISUFI. His research and teaching activities are focused on technology and organizational strategies in complex industries. He is involved in activities related to knowledge management and collaborative working environments in project and process-based organizations, with specific reference to the aerospace industry and interest towards languages, methodologies and technologies for knowledge modeling. He has coordinated efforts in the EU research programs for DBE (Digital Business Ecosystem) and OPAALS (Open Philosophies for Associative Autopoietic Digital Ecosystems).

Marco De Maggio has a PhD in “e-business” at eBusiness Management Section of Scuola Superiore ISUFI at the University of Salento, Italy, a Bachelor Degree in Economics at University of Lecce, and is a Chartered Accountant. His research field concerns the development of Methodologies for the analysis and management of Organizational Learning Patterns inside Organizations and Communities of Practice.
As a Visiting Scholar at the Center for Digital Business of MIT, he experimented with the application of Content and Social Network analysis supported by computer-aided systems for the improvement in the analysis of Virtual Communities. Lecturer at the Faculty of Engineering of the University of Salento and in Master's and PhD programs of eBMS – ISUFI and in corporate education programs such as the FHINK Master's of Finmeccanica.

**Alina Mihaela Dima** is Associate Professor, PhD, at the UNESCO Chair for Business Administration, Academy of Economic Studies, Bucharest. She teaches International Business and Negotiations, in English. Her research interests include Competition Policy, International Commercial Law, and Organizational Culture.

**Gianluca Elia** is an Assistant Professor at the University of Salento (Italy), and he is strongly involved in the higher education programs and research activities of Scuola Superiore ISUFI. His research interests concern the “Learning, Innovation and Value Network” research field, with a specific focus on innovative methodologies, strategies and tools enhancing collaborative learning and knowledge management. He is also the coordinator of the Mediterranean School initiative, a program launched by Scuola Superiore ISUFI in Southern Mediterranean Countries aimed at creating a network of Competence Centres specialized in Digital, Organizational and Strategic Innovation. He is also involved in the management of complex research projects, in collaboration with leading companies, universities and research centres. He had a major role in the design and implementation of the Virtual eBMS, a technology platform integrating knowledge management and web learning applications. This platform was awarded the Brandon Hall Research prize in learning technology in 2006. Many book chapters and publications in international journals and conference proceedings document his research activities.

**Zoltán Gaál** is an acknowledged expert in the field of enterprise theory and practice. He is Professor of the Department of Management of the University of Pannonia, Veszprém, Hungary. He is member of Science and Arts Habilitation Committee of Budapest Technical University, board member of Scientific Society of Management, member of Arts Habilitation Committee of University of Miskolc, elected member of Expert Committee of Management Science, Hungarian Academy of Sciences, elected Co-President of Union of Technical and Scientific Societies of Veszprém County, chairman of Corporate Cybernetics Task Force of the Veszprém Academic Committee of the Hungarian Academy of Sciences. He has published numerous articles and presented his work at national and international conferences. His main fields of interest include strategy management, corporate culture, maintenance management.

**Francesca Grippa** is an Assistant Professor in Management Engineering at the e-Business Management Section, Scuola Superiore ISUFI, University of Salento, Italy. Her current research interest is in applying social network analysis to business and learning communities. Grippa holds a PhD in e-Business Management and an MA in Business Innovation Leadership from the University of Salento and a BS in Communication Sciences from the University of Siena, Italy. In 2005 and 2006 she was visiting scholar at the MIT Sloan Center for Collective Intelligence.

**Aziz Guergachi** is an associate professor in the Ted Rogers School of Information Technology Management at Ryerson University. Prior to becoming part of the Ryerson community, Guergachi was involved in the development of a large software system for trade promotion management and collab-
orative sales forecasting. His current research interests lie in the fields of advanced system modeling and machine learning with applications to business management and engineering systems. He is the recipient of the New Opportunities Award of the Canada Foundation for Innovation, and currently runs a research Lab for Advanced System Modeling.

**Chao-Hen (Weissor) Hsueh** obtained his MBA in the Department of Business Administration from SooChow University, Taiwan. Currently he is an assistant professor in Department of Finance at National Kaohsiung First University of Science and Technology, Taiwan. His research and teaching interests are in financial analysis and knowledge-based systems. He is also a senior CPA and has in depth expertise in financial statement analysis.

**Akira Kamoshida** is a Professor of Center for Innovation Systems Research, Tokyo Institute of Technology. He is a visionary leader of E-business and Networked Society, having written many books and articles on magazines like Harvard Business Review. He holds a BE from Yokohama National University, an MBA from Keio Business School. He was also educated at London Business School. The main themes he has focused in are IT enabled knowledge society and transformation of business, enterprise and industries. His current research themes and interests are Service Science, Innovation Management and Computational Modeling.

**Ah-Lian Kor** is a Postdoctoral Researcher and Lecturer at Leeds Metropolitan University. In 2001 she obtained a PhD from the University of Leeds for research work entitled “A Computer Based Learning Environment for the Exploration of Buoyancy”. Her diverse research interests are: information and e-Government systems; innovation systems; and the investigation of reasoning and learning styles users adopt when interacting with computer-based learning systems. Her research also includes modeling qualitative understanding based on semantic networks or causal maps. She has also published papers in qualitative spatial reasoning and is a paper reviewer for: American Conference of Information system, AMCIS; Journal Information Technology and Politics (JITP); Special Issue of Government Information Quarterly: An International Journal of Information Technology Management, Policies, and Practices. She is a Committee Member for the International Conference of e-Government (ICEG) 2008-2010 and Co-Chair of the mini-track entitled “Public Sector ICT & Innovation”; Program Committee Member for e-Democracy 2009 Conference; Technical Committee Member for Cyberlaws 2010 Conference. She is a Special Guest Co-Editor for the journals Library History and Transforming Government: People, Process, Policy.

**Zoltán Kovács** is Assistant Professor at the Department of Management of the University of Pannonia, Hungary. His main fields of interest include intercultural management and organizational culture. He completed his MSc in Entrepreneurial Engineering and Management at the University of Pannonia in 2001 with a focus on strategic challenges of international companies. Since then he has worked as a researcher with co-operation of THT Intercultural Management Consulting, Amsterdam completing a survey on national and organizational culture in Hungary in 2005. The research project surveyed the peculiarities of the Hungarian national culture as well as the relations of its attitudes on the one hand and the connection between national culture and competitiveness on the other. He obtains his PhD in Economics and Management in 2007.
About the Contributors

Sheng-Tung Li received his BS and MS degrees in computer engineering from Tamkang University, Taiwan, and his PhD in computer science from University of Houston, University Park, Texas, USA. He is currently a professor at the Institute of Information Management and Department of Industrial and Information Management at National Cheng Kung University, Taiwan. Li is author/co-author of five books, one patent, over 50 journal articles, and numerous conference papers. His research interests include knowledge management system, knowledge engineering, data mining, and soft computing.

Marianne Loock is a Senior Lecturer in the School of Computing at the University of South Africa, focusing on the lecturing of Software Engineering, Digital Logic and Information Security. Loock is interested in research that focuses on Information Security and access control, Data Base Management of very large data bases as well as Knowledge Management in Enterprises. She has supervised Master students successfully within the field of Computing. She is also part of the Information and Computer Security Architectures (ICSA) research group at the University of Pretoria where she is a registered student and in the final stages of her PhD in access control within a Data Mining environment. Loock lives in Pretoria, South Africa with her husband Johan and children Corlia and Werner.

Rémy Magnier-Watanabe is Assistant Professor in the MBA Program in International Business at the Graduate School of Business Sciences of the University of Tsukuba in Tokyo. He graduated from the Ecole Supérieure de Commerce de Grenoble in France, holds an MBA from the Georgia Institute of Technology in the United States, and received his PhD in Industrial Engineering and Management from the Tokyo Institute of Technology in Japan. His present research focuses on knowledge management, institutionalization processes, and cross-cultural management.

Alessandro Margherita is a Researcher in Business Engineering at the eBMS – Scuola Superiore ISUFI (University of Salento). He possesses a PhD in e-Business Management and his research is characterized by a cross-disciplinary focus, with a major interest towards areas such as organizational innovation, process engineering and organizational learning. In 2006 he was visiting at the Center for Digital Business of MIT (USA). At the eBMS, he's involved in a laboratory focused on new product development processes in aerospace. He's a lecturer at the Faculty of Engineering of the University of Salento, and since 2004 he's regularly involved as teacher in Master's and PhD programs of ISUFI as well as in corporate education programs such as the FHINK Master's of Finmeccanica.

Raouf N.G. Naguib is Professor of Biomedical Computing and Head of BIOCORE. Prior to this appointment, he was a Lecturer at Newcastle University, UK. He has published over 240 journals and conference papers and reports in many aspects of biomedical and digital signal processing, image processing, AI and evolutionary computation in cancer research. He was awarded the Fulbright Cancer Fellowship in 1995–1996 when he carried out research at the University of Hawai'i in Mānoa, on the applications of artificial neural networks in breast cancer diagnosis and prognosis. He is a member of several national and international research committees and boards.

Marja Naaranoja is a faculty member at Vaasan Ammattikorkeakoulu, University of Applied Sciences (VAMK), Finland, where she teaches project management, use of computers and environmental economics and is responsible of the development of the master program in construction. Her research
area has been use of information technology and knowledge management. She has published about 30 articles in journals or refereed conference proceedings.

Nóra Obermayer-Kovács is an Assistant Professor at the Department of Management, University of Pannonia, Hungary. Her main fields of interest include knowledge management, knowledge-sharing culture and knowledge-sharing behaviour. She holds an MSc in Entrepreneurial Engineering and Management. Since then she has worked as a researcher with co-operation of KPMG-BME Academy, Budapest realizing a survey on knowledge management in Hungary in 2005/2006. The research project investigated the characteristic features of knowledge management among Hungarian organizations. She obtained her PhD in Economics and Management in 2008. She has published numerous articles and presented her work at national and international conferences.

Graham Orange is a Reader in Information Systems at Leeds Metropolitan University. His research focuses on knowledge management and organisational learning but includes other areas such as HE in FE, business process modeling, IS strategy, IS development, and e-Government systems. Graham supervises doctoral students and teaches on the Faculty’s Masters programme. Prior to joining Leeds Metropolitan University Graham was a professional information systems consultant with one of the UK’s most prestigious firms. He is now an active researcher writing and reviewing journal (e.g. European Journal of Information Systems) and conference papers, conference chair (e.g. Americas Conference on Information Systems and International Conference on E-Government mini track chair), reviewing research council proposals etc. He has links with many other institutions around the world and is Visiting Professor at the University of Malaya, University of Palermo and at the Danube University Krems. He has close links with industry and local authorities with regard to both research and consultancy and has just completed a European project on youth citizenship (POLITEIA) with municipalities in Europe.

Dai Senoo is Associate Professor in the Department of Industrial Engineering and Management at the Tokyo Institute of Technology in Japan. He received his PhD from Hitotsubashi University in Japan. His numerous publications, include several books like "On Practice: Knowledge Creation and Utilization", Hakuto-shobou, 2001 written with Satoshi Akutsu, and Ikujiro Nonaka (Eds.). His present research interests are in knowledge management, business development, and workplace reformation.

Hanifa Shah is Associate Dean (Research) and Professor of Information Systems at Birmingham City University. Previously at Staffordshire University, she was Director of the University’s Centre for Information, Intelligence and Security Systems and Head of the Information & Knowledge Management Research Group. She has over 30 years in-depth knowledge and experience of both the higher education sector and business. Shah has been at the forefront of the development of industrial links and partnerships for research, enterprise and teaching by Universities and has supervised over twenty PhDs. Her current research includes research methodologies for information systems research with collaborating corporations (ALTAR), organisational and professional development in IT (STEP), the exploitation of mobile technologies in health informatics, and the improvement of patient processes in hospitals. She is investigating enterprise architecture based approaches for information systems and knowledge management (ADaPPT) in areas such as healthcare and e-government. She has published over seventy papers in important information systems conferences and journals such as Communications of the ACM and European Journal of Information Systems.
About the Contributors

**Peter Sharp** is based at Regents College, London, where he is Module leader in Research Methods and Skills and MA Programme Manager. Peter has a Bachelors in Law from Oxford University (Oxon), and a Masters in Computing from Staffordshire University. Sharp is a Member of the UK Academy of Information Systems, the Law Society, the Higher Education Academy, the City Information Group and the Commerce and Industry Group. He graduated from Oxford University and practised as a solicitor before doing a Masters in Computing Science and working in a computer consultancy firm. He is an expert in Knowledge Management and Information Systems, a field in which he obtained his doctorate and continues to conduct research and provide consultancy advice. Sharp has published widely in this field and is on the editorial board of the Electronic Journal of Knowledge Management. He is a professionally qualified lecturer in higher and professional education and is also actively involved in commercial and academic groups in the field of research methods and skills.

**Li-Yen Shue** is a professor of the Department of Information Management, National Kaohsiung First University of Science and Technology, Kaohsiung, Taiwan. He received his PhD in Industrial Engineering from Texas Tech University, Lubbock, TX. His research and teaching interests are in scheduling, system development, intelligent systems, and knowledge management. He taught in Taiwan as well as Australia. His research has appeared in Journal of Operational Research Society, Expert Systems with Applications, Journal of Intelligent Manufacturing, Computers & Industrial Engineering, and Journal of Information Management.

**Peter A.C. Smith** is President of The Leadership Alliance Inc., a consulting practice servicing the needs of public and private sector organizations in the Americas and Europe. TLA designs and carries out consulting assignments, workshops, and training programs aimed at achieving success and sustainability in today's complex and dynamic environments. TLA maintains close relationships with a number of universities and a network of international authorities in academe and practice. Research assignments are undertaken on topics of relevance to the company and its clients and are reported as appropriate to sponsors and/or through the professional literature. Peter is also an Alliance Partner of KonvergeandKnow KM Solutions and of NewMindsets e-Learning Systems. He is also Managing Editor of the Journal of Knowledge Management Practice and Consulting Editor of The Learning Organization. In addition he as a member of the Editorial Review Board of Management Decision journal and is Visiting Professor of Management Learning Processes in the Canadian School of Management and is a past Chair of the International Community of Action Learners (ICAL).

**Hanlie Smuts** is currently an employee of Mobile Telephone Networks (Pty) Ltd (MTN), one of three mobile operators in South Africa. Her research interests include knowledge management and innovation and in particular how it relates to customer experience—and subsequently market share growth—in the mobile market today. Such knowledge also fosters innovation in an environment where all mobile operators in South Africa have access to the same mobile networks, devices and similar products and services. Innovation is a key differentiator and knowledge management processes play a key role in facilitating innovation cycles. Smuts is currently busy with her PhD in the knowledge management field examining specifically how it relates to Information Technology outsourcing. She lives in Johannesburg with her husband André and children Stefan and Corlia.
Lajos Szabó is an Associate Professor and Head of Department of Management at the University of Pannonia, Veszprém. He is founder member of the Hungarian Project Management Association. He has published numerous articles and presented his work at national and international conferences. His main fields of interest include intercultural, project and maintenance management.

Alta van der Merwe is a researcher at the CSIR (Meraka Institute) within the HuFEE (Human Factors and Enterprise engineering) Group, focusing on issues affecting the development of socio-technical systems, both within enterprises and for the individual. Van der Merwe is interested in research that focus on elicitition of knowledge, conceptual modeling of knowledge and knowledge management in Enterprises. She is also passionate about the research process and has supervised many Master and PhD students successfully within the field of Computing. She lives in Pretoria, South Africa with her husband Derick and children Christiaan, Bennie and Arina.

Simona Vasilache is Assistant Professor at the UNESCO Chair for Business Administration, Academy of Economic Studies, Bucharest. She teaches Cross-cultural Management, Business and Strategic Management, Communication in Business and Media, in English. Her research interests include Knowledge Management, Organizational Culture, Organisational Intelligence.

Nilmini Wickramasinghe researches and teaches in several areas within information systems including knowledge management, e-commerce and m-commerce, and organizational impacts of technology with particular focus on the applications of these areas to healthcare and thereby effecting superior healthcare delivery. She is well published in all these areas with more than 100 referred scholarly articles, several books and an encyclopaedia. In addition, she regularly presents her work throughout North America, as well as in Europe and Australasia. Wickramasinghe is the U.S. representative of the Health Care Technology Management Association (HCTM), an international organization that focuses on critical healthcare issues and the role of technology within the domain of healthcare. She is the associate director of the Center for the Management of Medical Technologies (CMMT), a unique research-oriented center with key research foci on knowledge management, healthcare, and the confluence of these domains and holds an associate professor position at the Stuart School of Business, IIT. In addition, Wickramasinghe is the editor-in-chief of two scholarly journals: International Journal of Networking and Virtual Organisations and International Journal of Biomedical Engineering and Technology, where she was also the journals founder, both journals are published by InderScience.

Sean Tung-Xiung Wu attempts in his research to prove there is a “Knowledge Spectrum” to bridge physics/materials sciences, biology/life sciences and the social/behavioral sciences. There are continuous linkages between these fields, however, the fundamental theories and measurement tools should not be the same. Wu theorizes “Adoption Models in Humans’ Behavior” to explain his ideas, models which need long-term experiments tracking behavioral evidence. Therefore, he has conducted research on “Internet Users’ Behavior” and “Voters’ Behavior” for almost thirty years. He also has developed a KM system to manage his longitudinal data that might contribute to a new paradigm after observing full cycles of humans’ certain behaviors. Wu has been a faculty at the Department of Information Management of Shih Hsin University and was the founding chair. He is also an affiliate faculty for the National Taiwan University and a leading coordinator of an international research team for Georgia Tech in the U.S.