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
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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.
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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 Sociootechnical 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.
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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.

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**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.

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**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.

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**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.
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.

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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.
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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.