About the Contributors

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Carol Charsky is a contractor for Customs and Border Protection in USA for 16 years working in the LAN Engineering Department. She holds a bachelor’s degree in information systems from George Mason University and a master’s degree in e-commerce from University of Maryland University College.

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Subramanian Chitra holds a bachelor’s degree in computer science from University of Madras. She had worked as a faculty most of her professional tenure, and had also worked as a tutor in University of Western Sydney. She is currently applying for her PhD at the University of Western Sydney.
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Dave Curtis is an enterprise architect, focusing on the strategic aspects of enterprise architecture. He relocated from the UK to Sydney, Australia in 2005 in order to take the up the Asia Pacific Enterprise Architecture role for a large insurance broker. Dave completed his formal IT training in the UK in the early 1990s. He spent a number of years as a systems analyst programmer developing and implementing systems across a range of industries including the manufacturing, insurance and financial services sectors. With a desire to move more towards systems design and architecture, Dave spent seven years in a consulting role as both a lead consultant and technical architect designing and delivering solutions to customers in the energy, telecommunication and financial services sectors. Dave is a member of the Australian Computer Society (ACS) and is active in attending various forums, seminars and discussion groups. Additionally, Dave has also represented various groups in the past presenting at industry forums and workshops on technology and design approaches.

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A former Colombo Plan scholar, Dr. **Mark Goh** holds a PhD from the University of Adelaide. In the National University of Singapore, he holds the appointments of director (industry research) at the Logistics Institute-Asia Pacific, a joint venture with Georgia Tech, USA, principal researcher at the Centre for Transportation Research, and was a program director of the Penn-State NUS Logistics Management Program. He also used to be director of supply chain solutions for Asia/Middle East with APL Logistics, crafting logistics engineering solutions for major MNCs in this part of the world. Dr. Goh was a board member of the Chartered Institute of Transport (Singapore), past chairman of the Academic Board of Examiners for the Singapore Institute of Purchasing and Materials Management, member of the advisory committee of the Transportation Resource Centre (NUS) and a past vice president of the Operations Research Society of Singapore, associate senior fellow of the Institute of South East Asian Studies. His other professional affiliations include membership of INFORMS, and the Academy of International Business. His biography appears in *Who’s Who in Asia and the Pacific Nations*, *Who’s Who in the World*, and *Outstanding People of the 20th Century*. He has held appointments as a visiting professor in business logistics strategy at Chulalongkorn University, Commonwealth Fellow to the UK, Citibank International Fellow to the U.S., visiting research fellow at UMIST, visiting scholar at Beijing University, visiting professor at Melbourne University, and adjunct professor at the University of South Australia. He is currently on the editorial boards of the *Journal of Supply Chain Management*, *Q3 Quarterly*, *Journal for Inventory Research*, and *Advances in Management Research*, and has served as an associate editor for the *Asia Pacific Journal of Operational Research*.

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