About the Contributors

Maria Manuela Cruz-Cunha is currently an Associate Professor in the School of Technology at the Polytechnic Institute of Cavado and Ave, Portugal. She holds a Dipl. Eng. in the field of Systems and Informatics Engineering, an M.Sc. in the field of Information Society and a Dr.Sci in the field of Virtual Enterprises, all from the University of Minho (Portugal). She teaches subjects related with Information Systems, Information Technologies and Organizational Models to undergraduated and post-graduated studies. She supervises several PhD projects in the domain of Virtual Enterprises and Information Systems and Technologies. She regularly publishes in international peer-reviewed journals and participates on international scientific conferences. She serves as a member of Editorial Board and Associate Editor for several International Journals and for several Scientific Committees of International Conferences. She has authored and edited several books and her work appears in more than 70 papers published in journals, book chapters and conference proceedings. She is the co-founder and co-chair of CENTERIS – Conference on ENTERprise Information Systems.

João Eduardo Varajão is professor of information systems management and software engineering at the University of Trás-os-Montes e Alto Douro and visiting professor at EGP – University of Porto Business School. He graduated in 1995, received his master degree in Computer Science in 1997 and, in 2003, received his PhD in Technologies and Information Systems, from University of Minho (Portugal). He currently supervises several Msc and PhD thesis in the information systems field. His current research includes information systems management, project management and enterprise information systems. He has over one hundred publications, including books, book chapters, refereed publications, and communications at international conferences. He serves as associate editor and member of editorial board for international journals and has served in several committees of international conferences. He is the co-founder and co-chair of CENTERIS – Conference on ENTERprise Information Systems. He is also a member of AIS, IEICE and APSI.

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Frédéric Adam is Associate Professor in Business Information Systems at University College Cork in Ireland and Visiting Research Fellow in the School of Economics and Management at Lund University (Sweden). He holds PhDs from the National University of Ireland and Université Paris VI (France). His research interests are in the area of decision-making and decision support and in the area of ERP. He has written and edited a number of books and has over 20 journal papers published in international journals including the Journal of Strategic Information Systems, Decision Support Systems, and the
About the Contributors

Tom Alby as director search, Tom Alby is responsible for search engine optimization and search engine marketing at uniquedigital in Hamburg, Germany. Previous to this role, he was director for the international search products of Ask.com and focussed on web and image search relevance. He was also technical director of search in Europe for Lycos Europe and Hotbot. Tom graduated from the University of Bielefeld, with master degrees in English, German and computer science in 2000, and is a certified Project Management Professional (PMP) by the Project Management Institute, 2004. He has published several books about web technologies and is a lecturer at the Hamburg University of Applied Sciences and the private Business and Information Technology University in Iserlohn.

Pierluigi Argoneto received his Master of Science in Mechanical Engineering, year 2003, obtained summa “cum laude” from the Faculty of Engineering of the University of Basilicata, Italy. From the DTMPiG of the University of Palermo, Italy, he holds a doctoral degree in Production Engineering, year 2007. During and after his Ph.D., thematic concerning the analysis, the design and the negotiation protocol tests for e-procurement applications have been investigated. A second research interest has been the analysis of competitive environment, with a particular focus on the decision support methodologies at strategic level, mainly based on a game theoretic approach. Another research line concerns the formalization and the study of networked enterprises by using Real Options and cooperative games as tools for decisional support systems. Nowadays he works at the Healthcare Department of the Regione Basilicata at the office of strategic investments and management of financial resources of the healthcare system.

Susana Badillo is a Ph.D student at the ‘Project and Systems Engineering’ program by the Polytechnic University of Catalonia. Degree in Graphic Design. Specialization and Master in Design by the Metropolitan Autonomous University, Mexico. Divisional Coordinator of Virtual Education. Teacher-Researcher in the Department of Research and Knowledge in the Division of Sciences and Arts for Design.


Constant D. Beugré (Ph. D. Rensselaer Polytechnic Institute) is a professor of management at Delaware State University, College of Business where he teaches courses in organizational behavior and strategic management at the undergraduate level and organizational leadership at the graduate level. Dr. Beugré also served as the chair of the department of business administration and acting associate dean of the college of business. Prior to joining Delaware State University, Dr. Beugré was an assistant professor.
of management and information systems at Kent State University, Tuscarawas Campus. Dr. Beugré was also a visiting fellow at Harvard University in 1996. His research interests include organizational justice, offshoring and neuroeconomics. Dr. Beugré has published three books and more than 70 refereed journal articles and conference proceedings. His publications have appeared in academic outlets, such as Organizational Behavior and Human Decision Processes, Decision Sciences, International Journal of Human Resource Management, International Journal of Manpower, Journal of Applied Behavioral Science, Journal of Applied Social Psychology, and Research in the Sociology of Organizations.

**Marjorie Luísa Biehl** has been an accountant and a manager at an automobile dealership in Brazil since 2007. She received her degree in Accounting Sciences at Unisinos University in 2009 where she was honored by the Accounting Regional Council. Her current research focuses on Strategic Information Management.

**Giorgio Bruno** is an Associate Professor at Politecnico di Torino, Italy, where he teaches courses on software engineering and object-oriented programming. His current interests concern the operational modeling of business processes and collaborative services, and the design of information systems and workflow systems. He has authored two books and over 130 technical papers on the above-mentioned subjects.

**Stephen Burgess** has research and teaching interests that include the use of ICTs in small businesses (particularly in the tourism field), the strategic use of ICTs, and B2C electronic commerce. He has received a number of competitive research grants in these areas. He has completed several studies related to website features in small businesses and how well websites function over time, including his PhD from Monash University, Australia (completed in 2002). He has authored/edited three books and special editions of journals in topics related to the use of ICTs in small business and been track chair at the international ISOOneWorld, IRMA, Conf-IRM and ACIS conferences in related areas. More recently, Stephen has extended his research interests to include the use of websites by community based organisations. He has published in journals such as the Journal of Information Science, Information Systems Frontiers, the International Journal of Tourism Research and the Journal of Hospitality, Marketing and Management.

**Claudia C. Cabal-Cruz** is a Lecturer in Finance at the Economic and Management Sciences Department, University of Quindío, Colombia. She is studying a doctorate in Social Economy at the International University of Andalucia, Spain. Her research area is e-marketing and consumer behavior.

**Anders Carstensen**, holds a Master of Science in Applied Physics and Electrical Engineering from Linköping Institute of Technology since 1983. He is currently working as Subject teacher in computer science at Jönköping University since 1998, and is mainly teaching Database Management and Programming Methodology. He is also a Ph.D. student with main research interests in the area of enterprise modeling and interoperability problems in extended enterprises.

**Rodrigo Baroni de Carvalho** is a professor in the Master in Business Administration of Fumec University, Minas Gerais, Brazil. He has a PhD in Information Science from the Federal University of Minas Gerais (UFMG). Part of his PhD was done at the Faculty of Information Studies, University
of Toronto, Canada with the supervision of professor Chun Wei Choo. His master degree was in Information Science and the bachelor degree was in Computer Science both from UFMG. Before being a full-time professor, he has worked for 16 years as system analyst and IT project manager mainly in the financial industry. His main research interests are knowledge management, KM software, ERPs, portals, technology acceptance, software engineering and information science.

**Ritesh Chugh** lectures in the Faculty of Arts, Business, Informatics and Education at CQUUniversity Melbourne, Australia. He teaches to both postgraduate and undergraduate students in the fields of Information Systems (IS) Management and Development, IS Project Management, and Electronic Commerce. Ritesh has been awarded CQUUniversity’s 2007 Faculty/Pro-Vice-Chancellors’ portfolios/AIC Tier One Award for teaching excellence and the CQUUniversity’s Melbourne teaching excellence award for 2008. Currently, he is working towards a doctoral degree that will develop a model to enhance tacit knowledge transfer and make knowledge ubiquitous. His range of interests includes project management, knowledge management, electronic commerce and developing varied teaching and learning practices on a formal note and philately and numismatics on a more casual note. Ritesh is a member of the Australian Computer Society, IEEE, and IEEE’s Computer Society too.

**Lawrence Chung** joined The University of Texas at Dallas (UTD) in 1994, and currently is an Associate Professor of Computer Science in the Erik Jonsson School of Engineering and Computer Science. He received his Ph.D. in Computer Science in 1993 from The University of Toronto. Dr. Chung is the principal author of the book Non-Functional Requirements in Software Engineering. Working in the early phases of the software development lifecycle for over 15 years, Dr. Chung has written a collection of book chapters and articles in over 100 journal, conference, workshop, and invited papers, in the areas of requirements engineering and software architecture. His work has been applied by other researchers to projects in performance engineering, project risk management, and organizational modelling. Dr. Chung serves as an editorial board member on the international journal, Requirements Engineering, and ETRI journal.

**Fintan Clear** developed an academic background in Geography and Communications Policy, and then worked in business communications for GKN, Pitman, the European Space Agency (ESA) and the BBC World Service before moving into systems development with Sainsbury’s where he gained extensive experience of the complex needs of large supply chain systems. Moving back into higher education, he then helped set up electronic business degrees and developed a research focus in technology adoption, especially amongst small firms. He has worked on a number of funded research projects including a pan-European project on virtual working and HEIF-sponsored projects looking at ICT adoption and ‘Web 2.0’ tool use by firms and their role in knowledge transfer and business growth. In ongoing work he is looking at the potential role that theatric devices can play in the knowledge transfer of complex knowledge. He is a member of the Institute of Knowledge Transfer, the British Academy of Management and BRESE (Brunel Research in Enterprise, Innovation, Sustainability and Ethics).

**Dalila Coelho** works as assistant researcher in Beja’s Polytechnic Institute, in the scope of national and international projects, related to education and training, since 2005. She is also a teachers’ trainer (future and in-service) in the subjects of Pedagogy, Research, Educational Management, as well as an adult trainer in Personal Development and Project Management. She worked in educational management
with the local administration for three years. She is currently working in Mozambique as manager in educational projects in poor areas. She has a degree in Educational Sciences.

Kathryn Cormican (Ph.D.) is a lecturer in the College of Engineering & Informatics at the National University of Ireland Galway. Her research interests lies in the areas of enterprise integration and technology innovation. Kathryn leads a number of European Union and industry funded research projects in this area. She has published over 60 papers at international conferences and peer reviewed journals. Kathryn works closely with many leading organisations and SMEs helping them to diagnose, develop and deploy new processes and systems.

José C. Delgado is an Associate Professor at the Computer Science and Engineering Department of the Instituto Superior Tecnico (Lisbon Technical University), in Lisbon, Portugal, where he earned the Ph.D. degree in 1988. He lectures courses in the areas of Computer Architecture, Information Technology and Service Engineering. He has performed several management roles in his faculty, namely Director of the Taguspark campus, near Lisbon, and Coordinator of the B.Sc. and M.Sc. in Computer Science and Engineering at that campus. He has been the coordinator of and researcher in several research projects, both national and European. As an author, his publications include one book and more than 40 papers in international refereed conferences and journals.

Keith Dickson is currently Deputy Head (Research) & Professor of Technology Management at Brunel Business School, Brunel University, UK. Previous academic posts at Kingston University, Technical Change Centre (London), and Aston University. He co-founded BRESE, Brunel Research in Enterprise, Innovation, Sustainability and Ethics, at Brunel in 2001. In the last 15 years he has secured (with partners from UK, France, Germany, Hungary, Italy and Finland) six major research grants from ESRC, HEFCE, European Commission, and the Anglo-German Foundation on such topics as ‘Use of IT in SMEs’, ‘Teleworking in SMEs’, ‘Intellectual Property Protection in the Textiles Industry’, ‘Social Capital in SMEs’, and ‘New Product Development Networks’. His numerous research articles have been published in such journals as Research Policy, Journal of Economic Asymmetries, New Technology Work and Employment, and the International Journal of Technology Management.

Caroline Dominguez is a Professor at the University of Trás-os-Montes e Alto Douro in Portugal, where she lectures business management. Her main research interest lies in development issues, project and quality management. Before pursuing an academic career, she was the head manager of organizations dealing with development issues in Peru and Portugal, where she developed and implemented various international funded projects.

Gerhard Doppler is working in project management and consulting. After studies in telecommunication, informatics and business sciences, he has collected sound experience in giving training, in software development and in the conception and creation of e-learning content. During this time he gained several business market qualifications and certifications like Microsoft Certified Trainer, Sun Certified Web Component Developer and Master in Microsoft Dynamics CRM. Development of educational programs based on Blended Learning methodology is one of his major fields since 2001. He has been working in international projects since 2006, geographically covering Europe and some African countries.
**Eduardo Escofet** got his B.Sc. from the Central University of Las Villas, Cuba in Computer Sciences Specialized in Artificial Intelligence in 1994. He obtained a M.Sc. degree in business information technology specialized in business executive decision making in 1997 from the University of Holguín, Cuba. He has lectured at several universities, developed multiple software products and advised various theses and software projects. He is now a Ph.D. candidate in the department of Software Engineering and Languages at the University of Granada, Spain. His areas of interest are application framework development, service-oriented architecture integration, business intelligence engineering, Web-based business strategies and software quality improvement methods.

**Joaquín Fernández** is a PhD in Computer Science by the Polytechnic University of Catalonia and Bachelor of Fine Arts by the University of Barcelona. Professor in the Department of Graphical Expression of Engineering, UPC. Has been Director of Design Superior Degree of UPC and Director of Laboratory of Multimedia Applications (LAM) of UPC. Research activity focuses in innovation in ICT applications in the fields of health and learning. Participating and directing several projects involving the application of multimedia and Internet technology.

**Mário Pedro Ferreira** is a lecturer at UCP - Porto (since 1999) and Braga (2008) teaching undergraduate and postgraduate courses to Management and Economics Degrees and Msc’s in Economics and Marketing in the areas of International Economics, European Economics, Economic Integration, International Business, Project and E-Business. Holds a PhD in Economics from Reading University and a MBA from Cardiff Business School. Researcher at CEGE (Center of Management and Economics Studies) and member of EURAM. His main publications and research interests are in the areas of E-Business, Microfinance, International Business and Finance. Took part in two pioneer projects about the assessment of microfinance in Portugal: one for the OEFP and another for the Aga Khan Foundation.

**Marco Ferruzca** is a Professor at the Faculty of Design and Arts (Metropolitan Autonomous University) in Mexico City. Industrial Designer. Master in Hypermedia. He obtained in 2008 a Ph.D. degree at the Polytechnic University of Catalonia. His professional experience is focused on Applications, Products and Services of Web-based Systems. His research activity is related to collaborative design and knowledge management.

**José Figueiredo**, Professor in the Engineering and Management Department of IST – Lisbon Institute of Technology – Technical University of Lisbon, is an Electronic Engineer with an MBA in Information Management and a PhD in Industrial Engineering. Always being involved in the university teaching he started two small companies in the information technologies sector. He currently teaches Project Management and Information Management. He is currently the Vice-President of the research unity of the Engineering and Management Department in IST and the coordinator of the department’s master course in industrial management (MEGI). He published several papers in international journals, book chapters, and conference proceedings.

**María José Rodríguez Förtiz** received her Ph.D. in Computer Science from University of Granada, Spain, in 2000. She is an Associate Professor in the Department of Computer Languages and Systems at the same University and chairs an accredited research group consisting of 18 researchers since 2001. She had been a member in program committees and referee of several conferences and journals. She
has been the main researcher of several national projects related to software engineering, software evolution, cooperative systems modelling, adaptive hypermedia systems, and assistive technology for people with special needs (cognitive and mobility impairments).

**Garyfallos Fragidis** is Lecturer of Business Information Systems in the Department of Business Administration of the Technological Education Institute of Serres in Greece. He holds a M.B.A. from the University of Macedonia in Thessaloniki, Greece. His research is mostly related with the strategic and organizational aspects of electronic business. His current research interest focuses on the development of customer-centric business models. In the past he was engaged in research related to e-business models, service models, business ecosystems, e-government and knowledge management. He has working experience in information technology projects and participated in the implementation of several EU-sponsored research projects.

**Burkhardt Funk** is full professor for Information Systems Research at the Leuphana University Lüneburg. After studying physics and computer science he worked as a consultant for McKinsey&Company in banking and E-Commerce. Burkhardt has an entrepreneurial background and is co-founder of unique-digital, one of the Top 10 German Online-Media Agencies, where he developed methods and tools for managing Search Engine Marketing campaigns. His research interests encompass analytical modelling of managerial decision problems in E-Business, the integration of Enterprise Resource Planning (ERP) and Environmental Management Information Systems (EMIS), and patterns in software architecture. He has published several research articles in these fields and consulted leading companies.

**Luís Ganhão** have a degree in Physics by Faculdade de Ciências de Lisboa, but developed is career in Information & Technology. In his more than 10 years of experience in IT he managed Projects in several countries (Portugal, Italy, Egypt, Saudi Arabia, Dubai) mainly in Extreme Performance. Since 2007 he Manages Oracle Portugal Solutions & Architecture Team. Luís Ganhão his an active lecturer in the most important IT events in Portugal.

**José Luis Garrido** is currently an Associate Professor in the Department of Computer Languages and Systems at the University of Granada (Spain). He obtained his PhD in Computer Science from the same university in 2003. He had been a member in program committees and referee of several conferences, journals and books. He has also been a co-chair of the International Workshop on System/Software Architectures in the series 2007-09, and guest editor for several conference proceedings and special journal issues. His articles and research interests focus on requirements and software engineering, system/software architectures, coordination models and languages, groupware applications, ubiquitous computing, conceptual models, and notations for specification and modelling of distributed, interactive and cooperative systems.

**Juan C. Gázquez-Abad** (PhD. University of Almería) is Profesor of Marketing at the University of Almeria (Spain). Moreover, he has been visiting professor at the University of Ghent (Department of Marketing), Belgium. His research program focus on issues related to retail management, brand management and consumer choice behaviour. Prof. Gázquez-Abad has published in the major Spanish Marketing Journals, as well as other international journals such as The Services Industries Journal, Managing Service Quality, Agribusiness and has presented papers in several conferences (e.g. EMAC, ICORIA, EAERCD, EIRASS).
Sitki Güzlü is a professor of production and operations management in the Faculty of Management at Istanbul Technical University. He holds a B.S. in Chemical Engineering from Bogazici University (June 1969), a M.A. in Management from Istanbul University (June 1981), and a Ph.D. in Management Engineering from Istanbul Technical University (June 1986). He became Associate Professor in October 1990 and full Professor in December 1996. He worked as a researcher for two years and as a plant and technical service engineer for more than four years. He lectures on Quality Management, Production Management, Technology Management, and Project Management. His research interests are in the areas of technology transfer and quality management. His works have been published in international and national journals and conference proceedings. He is a member of Turkish Chamber of Chemical Engineers, Production and Operations Management Society (U.S.A.), European Operations Management Association, and American Society for Quality.

Pramila Gupta has research and teaching interests in Information Modelling, Database Management Systems and e-business. Pramila started her academic career at CQUniversity Melbourne, Australia as a lecturer in 1998 and has progressed to be an Associate Professor providing academic leadership to a large team of about 100 academics at the university’s Melbourne campus. Pramila’s long tenure at the campus has helped her in acquiring sound knowledge about University’s academic policies and processes and contributing to the efficient and positive support systems for students and staff at the Melbourne campus. Pramila has had substantial professional and industrial experience in India with major manufacturing and prestigious development corporations. Pramila is a member of the Australian Computer Society (MACS).

Aura Haidimoschi graduated Economics, International cooperation and trade. Experience in training for adult education and human resources management. Attended training courses focused on international trade, international marketing and business management. Post graduated courses for european project management. Project managemer for projects financed by Lifelong Learning Program and Structural Funds. Head of the CCIB Training Unit and Vicepresident of the Pact for Social Inclusion and Social Protection for Bucharest Ilfov Region.

Ciara Heavin is a College Lecturer in Business Information Systems at University College Cork, Ireland. She holds a BSc and MSc in Information Systems from UCC and has recently submitted a PhD in the area of knowledge management. Her main research interests include the development of the ICT industry, primarily focusing on Ireland’s software industry and knowledge management in software SMEs.

Eduardo Huerta is a Ph.D student at the ‘Project and Systems Engineering’ program by the Polytechnical University of Catalonia. Master in Interactive Systems by the Escola de Disseny ESDI, Barcelona. Professional designer by the Technological Metropolitan University, Chile. Doctoral thesis focuses on methods and processes of collaborative design for ICT artifacts and information systems in the fields of e-health and e-learning.

Ioannis Ignatiadis obtained a PhD degree in Information Systems from the University of Bath, School of Management, UK. He also holds Masters degrees in Information Technology and Technology Management from Imperial College and UMIST, UK. He worked in the industry as a software consultant.
in information technology projects for large European multinationals in UK, Germany and Greece. He also worked as an Information Systems researcher in the implementation of European Union-sponsored Information Society Technologies (IST) projects. His research interests evolve around the social, business and organizational aspects of Information Systems and E-business development and use. He is the author of a number of research publications in these areas.

**George Leal Jamil** is a professor in the Master in Business Administration of Fumec University, Minas Gerais, Brazil. He has a PhD in Information Science from the Federal University of Minas Gerais (UFMG). His master degree was in Computer Science (UFMG) and his graduate area was Electric Engineering (UFMG). He wrote 14 books in the information technology and strategic management areas. Yearly, he manages the doctoral consortium of the International Conference on Information Systems and Technology Management at the University of Sao Paulo (USP). His main research interests are information systems management, strategy, knowledge management, software engineering, marketing and IT adoption in business contexts.

**Susan M. Jones** is a professor of Business Administration at Southwest Minnesota State University (SMSU) in Marshall, Minnesota, where she has taught for the past 15 years. She holds a Bachelor of Science degree from SMSU in business administration and a Master of Business Administration (M.B.A.) degree from the University of Minnesota. She was employed for ten years as a Financial Analyst and Financial Analyst Manager at the Schwan Food Company in Marshall, Minnesota. She then earned a doctorate degree in sociology from South Dakota State University, with concentrations in social organization and demography. She has presented at academic conferences and belongs to several academic organizations, including the Rural Sociological Society and the Midwest Sociological Society. She has three times been named to the Faculty Honor Roll by the students at SMSU.

**Bwalya Kelvin Joseph** is currently a lecturer and Researcher at the University of Botswana. He holds a Bachelors of Science and Technology in Electrical Engineering (Moscow Power Engineering Tech. University) and a Masters in Computer Science (Korea Advanced Institute of Science and Technology). He is also currently pursuing PhD in Information Systems (Univ. of Johannesburg). He started his carrier in 2003 as a Research Assistant at Samsung’s Image and Video Systems lab in Taejon, South Korea. During this time, he wrote and presented several research papers at international fora. In 2007, he headed a IDRC – sponsored project in Zambia. He is also currently, IT Team Leader at the Tertiary Education Council of Botswana. His research interests include e-Government, business information systems, database management, distributed systems and business process modeling.

**Stamatia-Ann Katriou** is a MSc student in Software Engineering at the University of Glasgow and holds an honors degree in Informatics from the Alexandreio Technological Institute (ATEI) of Thessaloniki. After working as a developer for a year on the EU-funded e-business PANDA project at the Research Programmes Division of ALTEC S.A. in Thessaloniki, Greece, she led ALTEC’s development for the OneStopGov, SemantivGov and SCUBE-ICT EU-funded projects. Her research interests are in the fields of business computing, the semantic web and software engineering practices. She has traveled extensively concerning her collaborative work and research interests and also contributes at International Conferences.
About the Contributors

Hillevi Koivusalo is a director of the service sector, at Hyria Education, in Finland. Her main interests are SME consultations, management, teaching and education, computing and software.

Adamantios Koumpis heads the Research Programmes Division of ALTEC S.A., which he founded at 1996 (then as independent division of Unisoft S.A.). His previous job position was at the Institute of Computer Science, FORTH, at Heraklio, Crete, where he worked at the Rehabilitation Tele-Informatics and Human-Computer Interaction Group on several EC RTD projects (RACE, ACTS and TAP). He is author of research papers, technical reports and Project deliverables and has successfully lead many industrial and European research projects in the areas of E-Commerce, the public sector and business enterprise re-organisation and information logistics, concerning linking of data/information repositories with knowledge management and business engineering models. Adamantios holds a PhD degree from the University of Kingston, UK and a Bachelor degree from the University of Crete, Greece. Together with Androklis Mavridis they have created the PACE toolkit and are responsible for this research activity in ALTEC.

Hsiang-Jui Kung is an associate professor of information systems in the College of Information Technology at Georgia Southern University. He earned his BS degree in Naval Science from Chinese Naval Academy, his MS degree in Computer Science from Northwestern University, and his Ph.D. in Information Systems from Rensselaer Polytechnic Institute. His research interests include information systems education, systems analysis & design, e-government, e-commerce, and database. He has published extensively in journals such as International Journal of Cases on Electronic commerce, Journal of Information Systems Education, Journal of Business Ethics, Journal of Computing Sciences in Colleges, International Journal of Information Technology Education, and Journal of Informatics Education Research.

Erja Lakanen has its Master in Education from Helsinki University. Further education in management, human resources and organizational development and consultancy. Pedagogical qualifications for adult education. Trainer (management), expert services and projects for SME’s and larger organization at Hyria Education Oy from 2006. Twelve years as human resources manager in research centres (VTT, Geology Survey of Finland) and telecom company. Ten years in commercial and administrative work in different service companies and sectors: banking and financial, media and advertising, hotel and restaurant sectors.

Bojan Lalic, dipl ing during the course of working life over ten years spent working on projects at strategic and operational level in companies such as TESA SCG modeler Ltd., Beohemija Belgrade, Hotel Danube, Serbian Chamber of Commerce, etc. Currently, Manager of the International Graduate School of Engineering and Management, University of Novi Sad and an Institute Program Manager of Cisco Entrepreneur Institute Training Center Serbia. At the university teaches courses: Operations Management, E-Commercial, Strategic Project Management, Intelligent Enterprising and Effective Management. He is working on his doctoral dissertation on “Contribution to the development of conditions for the development of intelligent enterprises in Novi Sad, Maribor and New York”. Dissertation is based on a set of real case studies.
Desiree Lawless has 17 years of manufacturing experience; 10 of these in plant management and 7 in supply chain. Ms. Lawless is a graduate of the Georgia Institute of Technology with a bachelor’s degree in Industrial Systems Engineering. She also has a Master’s degree in Textile Science from the Institute of Textile Technology. Additionally, Ms. Lawless is a longtime triathlete and a 2009 Ironman Canada Finisher.

William F. Lawless is a Professor of Mathematics and Psychology. He has a PhD in Social Psychology that was granted in 1992 from Virginia Tech, and a Masters Degree in Mechanical Engineering (LSU, 1977). He is a Professional Engineer with a rating in Nuclear Waste Management and he is a Senior member of IEEE. His research interests are in organizational theory, organizational performance and metrics, and in mathematical models of organizations. He has published over 36 articles and book chapters, over 110 peer-reviewed proceedings and abstracts, and he has received about $1.4 million in research grants. He was a founding member of Department of Energy’s Savannah River Site Citizens Advisory Board (1994-2000; 2003-2007) where he authored or coauthored over 100 sets of recommendations. He is also a past member of the European Trustnet hazardous decisions group.

Tatiana Levashova, PhD, received her ME degree at St. Petersburg State Electrical Engineering University, Russia, in 1986 and her PhD in computer science at SPIIRAS in 2009. She is a researcher at Computer Aided Integrated Systems Laboratory of SPIIRAS. Her current research is devoted to knowledge-related problems such as knowledge representation, ontology management, and context management.

Brandon Link is a recent graduate of The University of Kansas School of Business in the United States where he studied Management & Leadership, International Business and Geography. His current studies focus on Retail Management and Inventory Control Systems.

Jayantha P. Liyanage specializes in Asset operations, Maintenance technology, and Asset management at the University of Stavanger (UiS), Norway. He is also the Chair and a Project advisor of Centre Industrial Asset Management (CIAM). He was recently appointed to the Board of Directors of Society of Petroleum Engineers (Stavanger chapter) and serves as the Chair of scholarships. Dr. Liyanage is a Co-organiser and coordinator of the European Network for Strategic Engineering Asset Management (EURENSEAM) involving approx. 15 European countries. Furthermore, he was appointed to a special Working Group (WG) on Advanced maintenance engineering, Services, and Technology of IFAC (International Federation for Automatic Control). He was also honoured as a Founding Fellow of the ISEAM (International Society of Engineering Asset Management), and Honorary Fellow of IFRIM (International Foundation for Research in Maintenance). Dr. Liyanage has earned B.Sc. in Production engineering (First Class Honours), M.Sc. in Human factors (Distinction), and PhD in Offshore engineering specializing in Operations & Maintenance. He is actively involved in joint industry projects both at advisory and managerial capacities, and also currently serves as the principal and external advisor for a number of PhD projects. He has published more than 75 publications in various books, international journals and conferences over the last few years. He is active as a member of a number of International societies and Networks. He also serves as an editorial reviewer and a member of international editorial boards of a number of international journals (inclusive of; IJTHI, ISJ, IJDS, JJITO, IJIKM, and an in-
About the Contributors

vited reviewer of JQME, and RASS), and actively involves in national and international conferences as a member of International steering committees and program chair. For his performance he has received a number of prestigious awards inclusive of University of Peradeniya Award for the Best Performance in Engineering (1995), Colombo Dockyard Award for the Best Performance in Production Engineering (1995), The Overall Best in Masters (1999), Lyse Energy Research Award for Excellent Research and Academic Contributions (2001), Society of Petroleum Engineers Best PhD Award (2003), Emerald Literati Club Award for Excellence (2004).

**Uglješa Marjanovic**, MBA during the course of working life over five years spent working on projects at strategic and operational level in companies such as Bloomsburg Maintenance and Construction, University of Pennsylvania, Flat Rate Moving Systems in New York, Center for Competitiveness and Cluster Development, Faculty of Technical Sciences in Novi Sad. Currently, an assistant manager and facilitator at the Cisco Entrepreneur Institute, Training Center Serbia. At the Institute teaches course iExec Enterprise Essentials. Training iExec Ugljesa has performed in Belgrade, Novi Sad, Leskovac, and Kragujevac for over 120 participants with a positive response to the presented subject matter. Worked as a Teaching/Research Assistant during the course of pursuit of MBA at Bloomsburg University of Pennsylvania. He is working on his magister’s thesis at the Faculty of Technical Sciences in Novi Sad where he teaches course E-Commerce.


**Josep Maria Monguet**, coordinator of the ‘Project and Systems Engineering’ Ph.D program (UPC). Has been: Vice Chancellor of Polytechnic University of Catalonia (UPC), Director of Design Superior Degree of UPC and Director of Laboratory of Multimedia Applications (LAM) of UPC. Director of the Audiovisual Department in the Education Sciences Institute, UPC. Since 1987, professor at the Industrial Engineering School of Barcelona. Businessman. Research activity focuses on innovation in ICT applications in the fields of health and learning. Since 1982, participating and directing several projects involving the application of multimedia and Internet technology.

**Elisabete Paulo Morais** is Professor of Computer Science in the Department of Informatics and Communications, in the Polytechnic Institute of Bragança. He received his PhD in Computer Science from Trás-os-Montes e Alto Douro University, Portugal. His current research focuses on electronic business and maturity models. It is a member of several scientific committees. Has several papers published in journals and proceeding of conferences.
Leonel Morgado is a Professor at the University of Trás-os-Montes e Alto Douro, in Portugal, where he lectures on programming and the use of virtual worlds. His main research interest is the use of virtual worlds as tools for learning and business. Before pursuing an academic career, he was terminologist for a MS Office 97 localization team, a manager of Web-development and software-deployment teams, a business technical manager, and a programmer. Publications: [http://home.utad.pt/~leonelm/](http://home.utad.pt/~leonelm/) and [http://www.degois.pt/visualizador/cv.jsp?key=5033201325101998](http://www.degois.pt/visualizador/cv.jsp?key=5033201325101998).

Valentina Ndou, PhD is an assistant professor at eBusiness Management School, ISUFI, University of Salento. After graduating in ‘Business Administration’ at University of Scutari, she attended a master in marketing and development of territorial systems at ISUFI, eBusiness Management School. Then, she followed the PhD studies focusing her research on virtual networks applied to tourism enterprises and destinations. Her research specializes in analyzing the effectiveness of information systems for SME and their evolution over time, with particular emphasis on new solutions and approaches for business management, eBusiness models, internetworking approaches for SME, virtual clusters and training mechanisms.

Zlatko Nedelko, born 1983, is a researcher at Faculty of Economics and Business with the Department of Organization and Informatics, University of Maribor, Slovenia. He is also PhD student at same faculty. He published his papers at several scientific conferences, many of them abroad. He is also a member of scientific committees of several international conferences abroad. The fields of his research interests are organization and management. Recently he is involved heavily in researching personal values of managers.

José Adriano Pires is Ph.D. in the technology and information systems field from the University of Minho. Professor Coordinator in the Department of Informatics and Communications, in the Polytechnic Institute of Bragança, where he served as director between 2001-2006. Currently, is Pro-President of IPB to the entrepreneurship area. It is a member of several scientific committees, guiding two PhD projects and has participated in several panels of the Master and Doctoral degree. Has several papers published in journals and minutes of meetings. Was coordinated of four projects resulting in the registration of two marks.

José Porfírio is Director of the Social Sciences and Management Department at Universidade Aberta in Portugal. He has a Phd in Strategic Management, a Master in Operational Research and a Degree in Management. He is currently responsible for the PhD in Management of Universidade Aberta. He is a professor in the MBA course of Universidade Aberta, which he coordinated until September 2009, being responsible for the scientific area of Strategy. Their research activities are mainly being done in the domain of Corporate Strategy, the role of Strategic Tools and MIS for the Strategic Management of Companies, and also in the area of Rural and Regional Development.

Vojko Potocan, born 1962, is an Associate Professor of organization and management on the Faculty of Economics and Business (FEB), Department of Organization and Informatics, University of Maribor, Slovenia. He teaches (on the graduate level, on the undergraduate level, and in doctoral program) in three universities in Slovenia and in three universities abroad (Germany, Croatia and Czech Republic).
About the Contributors

He takes part in different foreign scientific conferences and realized a number of study visits on abroad (University of Gent, Belgium; University of Greenwich, London, UK; University of Economics, Vienna, Austria). He was 3 times a visiting professor abroad and gave about eight further seminars at foreign universities. He has published +450 texts (+350 in foreign languages in 32 countries), including 8 books, and edited proceedings and textbooks. His research interests include Organization and Management.

Paolo Renna is an Assistant Professor at Department of Environmental Engineering and Physics in the Engineering Faculty of Basilicata University (Italy). He took Ph.D. degree at Polytechnic of Bari in Advanced Production Systems. His academic researches principally deal with the development of innovative negotiation and production planning in distributed environments and manufacturing scheduling in dynamic environment. Several contributions have been presented on design Multi Agent Architecture and test by discrete event simulation in Business to Business environment. Among the contributions, he is co-author of two research books about e-marketplaces and production planning in production networks. Moreover, he has developed coordination approaches in multi-plant production planning environment and innovative scheduling approaches in flexible and reconfigurable manufacturing systems.

Clara Rodrigues has a degree in Sciences of Education, from the University of Coimbra. Since 2005, she is been working in research project management within International Programmes in different Education fields such as: evaluation, staff development, adult learning and organisational management. She delivers training for trainers and other professionals in the topics of pedagogy, project management, competence’ evaluation and research methodology. In parallel she has been working as consultant for companies and associations on Project planning and financing.

Inma Rodríguez-Ardura is an Associate Professor of Marketing in the Economic and Business Department of the Open University of Catalonia (Universitat Oberta de Catalunya or UOC), Spain. Currently she is serving as Director of the Doctoral Programme at the Internet Interdisciplinary Institute (IN3-UOC). She holds a doctorate in Economics and Business Studies from the University of Barcelona. Her research interests include e-commerce, consumer behaviour on the Internet, and marketing e-learning interfaces. She is the author of several books and articles on these areas.

Nezha Sadguy has collaborated with eBusiness Management Section working in projects related to eBusiness models for SME of Agrifood sector. After her graduation in Business Administration in Al Akhawayn University, Morocco - Major: Finance, Minor: International business, she followed the master ISUFI in Business Innovation Leadership. Her fields of research have been mainly concentrated in: Analysis and study of e-marketplace for Agrifood: e-business services, processes and attributes; supply chain management; Business Intelligence for e-Business Application in the Food Sector; Design and development of E-learning modules for Agrifood firms.

Chiara Sancin has a degree in “Physics” from the University of Trieste. She has specialisations in the fields of Economics and Management of Industrial Innovation, journalism and science communication, multimedia communications. From March 1998 to August 2005 she worked at ICS-UNIDO, as responsible of the Managing Director's office. Her experience is in institutional activities, management of international projects, organisation, communication, conferences in training education and scientific matter and in the research activities especially connected to the innovative training applied to the ICT. She is currently involved in the field of international projects and tenders. In addition she has experience in international project management.

Kurt Sandkuhl, received his MSc and his PhD in computer science from Berlin University of Technology in Germany and his postdoctoral lecturing qualification from Linköping University in Sweden. He is full professor of information engineering in the School of Engineering at Jönköping University in Sweden. Before joining Jönköping University in 2002, he was department and division manager at Fraunhofer-Institute for Software and Systems Engineering in Berlin. His current research interests are in enterprise knowledge modeling, computer-supported collaborative work, information logistics and ontology engineering.

Gustavo Schneider is a graduation student in Business at Unisinos University. He is collaborator on IT researches at the University with Dr. Adolfo Alberto Vanti since 2007, having contributed in some papers. Nowadays he also is intern at a Brazilian bank.

Nikolay Shilov, PhD, received his ME at St.Petersburg State Technical University, Russia, in 1998 and his PhD in computer science at SPIIRAS in 2005. He is a senior researcher at the Computer Aided Integrated Systems Laboratory of SPIIRAS. His current research interests belong to areas of virtual enterprise configuration, supply chain management, knowledge management, ontology engineering and Web-services.

Alexander Smirnov received his ME, his PhD and D.Sc. degrees at St.Petersburg, Russia, in 1979, 1984, and 1994 respectively. He is a Deputy Director for Research and a Head of Computer Aided Integrated Systems Laboratory at St.Petersburg Institute for Informatics and Automation of the Russian Academy of Sciences (SPIIRAS). He is a full professor of St.Petersburg State Electrical Engineering University. His current research interests belong to areas of corporate knowledge management, Web-services, group decision support systems, virtual enterprises, and supply chain management.

Ronald G. Stover is professor of Rural Sociology at South Dakota State University where he has been employed since 1983. Born and raised in Georgia, USA, he attended the University of Georgia, earning undergraduate, masters and doctorate degrees in Sociology. After being awarded his doctorate in 1975, he taught at Clemson University before moving to South Dakota State University. He has published numerous chapters in books and articles in professional journals. In 1993, he published Marriage, Family, and Intimate Relations with Dr. Christine A. Hope and in 1999, he published Industrial Societies: An Evolutionary Perspective with Dr. Melodie L. Lichty and Ms. Penny W. Stover. He has several times been voted Teacher of the Year by students at South Dakota State University and last year was awarded the university’s most prestigious teaching award.


Evangelos Tolias is a programmer and web developer interested in Semantic Web technologies, Web Services, Enterprise Application Integration and Evolutionary algorithms. He was born on 15 April 1985 and is completing a software engineering degree at the Alexandreio Technological Educational Institution (ATEI) of Thessaloniki. He has been working in the Research Programmes Division of AL-TEC S.A since July 2008. He participated in the SemanticGov (Providing Integrated Public Services to Citizens at the National and Pan-European level with the use of Emerging Semantic Web Technologies), OneStopGov (A life-event oriented framework and platform for one-stop government), T-Seniority and SCUBE (Strategic Cooperation in Ukraine, Belarus and EU in Information and Communication Technologies) European Union projects.

Sonja Treven was born in 1956 in Ljubljana. She is employed as an associate professor at the Faculty of Economics and Business, University of Maribor in the field of Human Resource Management. She obtained her doctorate at the Faculty of Economics, University of Zagreb. With contributions participated in more than sixty national and international conferences (Las Vegas, Varanasi, Samos, Puerto Vallarta, Kuala Lumpur, Cancun, Vienna, Caracas, Manali, Jaipur, Orlando, Wollongong, Zadov, Baden Baden, Varaždin, Portoroz, ...), is the author of three books (Management of human resources, organizational behavior and Mendarodno Coping with stress) and co-author of several books and more than eighty scientific or technical works.

Hui Lien Tung is an Assistant Professor of Mathematics and Computer Science at Paine College. She has a Masters Degree in Information Science (State University of New York-Albany, 2000) and a Masters Degree in Education (National-Louis University, IL, 1990). Her research interests are in MIS, metrics of organizational information systems and performance, e-Government, IT in eHealth, Systems Analysis and Design and database. She has published several Journal articles, book chapters, peer-reviewed proceedings and conference papers.

Adolfo Alberto Vanti has been a full professor in IT Management at Unisinos University in Brazil since 1998. He received his PhD in Business Administration at Deusto University in Spain. His current research focuses on Strategic Information Management, Business Intelligence and Fuzzy Logic Applications.

George Velegrakis is an Electrical and Computer Engineer, graduate of the National Technical University of Athens. He holds a M.Sc. in Environmental Policies and Development, from the Rural and Surveying School of the National Technical University of Athens. Since 2008 he works for the private company IDEC S.A. as project manager. He speaks fluently Greek, English and German.

Adrian Woods PhD FRSA, Foundation Chair in Management, Assistant Head of School, Brunel University, Business School. Professor Woods has worked extensively as a consultant both in the private and public sector in the U.K. and in the European Community. His consultancy has included labour market analysis, skills shortages, technological diffusion and business conditions. His research has encompassed strategy formation, graduates in small firms, international MBAs and entrepreneurial attitudes in the public sector. More recently he has worked on social enterprises and their strategic development.
Muammer Zerenler was born in 1975, in Konya. He earned his Bachelor of Science (B.Sc.) degree in 1996, his Master of Science (M. Sc.) degree in 1998, and PhD degree in 2003 from Selcuk University in Konya, Turkey. His doctoral thesis is titled “The Effect of Process Flexibility on the Businesses’ Performance during the Crisis Period”. He is Associate Professor of Production and Operations Management since 2009. He lectures courses such as Modern Production Systems, Strategic Production Management, and Electronic Commerce. He has published three books and co-authored many national and international articles and papers in the areas of Production Systems, Information Systems, and Electronic Commerce.

Simona Šarotar Žižek, MSc., born 01.02.1973 in Murska Sobota, graduated from the Faculty of Economics and Business, University of Maribor. She finished M.Sc. studies in Economic and Business Sciences at the same faculty in 2000. She complemented up her theoretical knowledge permanently by the practical work. In 1998 she was employed with the company Mura d.d. as an assistant of the director in the department of Total Quality Management. In September 2004 she became secretary of the Board of the company Mura d.d.; later on she expanded her frame of work by undertaking the tasks of the Head of Strategic Development. She has been employed at the Faculty of Economics and Business in Maribor since 2007 asenior lecturer in HRM. She is author or co-author of articles in several international and Slovenian journals and on scientific and expert conferences.