About the Contributors


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Frank Fuchs-Kittowski is a senior researcher, project manager and head of a research group at Fraunhofer Institute for Software and Systems Engineering (ISST), Berlin, Germany. He received a Diploma (1997) and a PhD (2006) in Computer Science from the Technical University Berlin. He was a stipendiary of the “German National Merit Foundation (Studienstiftung des Deutschen Volkes)”. His working and research areas are collaborative knowledge work and business collaboration.

Florian Heidecke started his professional career with an apprenticeship at the Deutsche Bank in Magdeburg (Germany). Then he studied business informatics at the University of Leipzig (Germany) and graduated with a master’s degree in 2004. He is now a Ph.D. student and works as a research assistant at the Institute of Information Management, University of St. Gallen HSG (Switzerland). In his research Florian focuses on corporate learning and knowledge management, e-collaboration, web 2.0, and social software. Since 2007 he works as a project manager within the competence network “Business 2.0 – Center for Innovations in Business Processes” that deals with the impact of web 2.0 and the associated paradigms on business processes. Furthermore, Florian is member of the program committee of the triple-i conference in Graz (Austria) and acted as a reviewer for several scientific conferences (e.g., AMCIS and ECIS).

Joel Helquist is an assistant professor of accountancy at Utah Valley University. Prior to that, he was a research assistant at the Center for the Management of Information at the University of Arizona. He received his Ph.D. in Management Information Systems with a minor in Management and Policy from the University of Arizona in 2007. Prior to completing his Ph.D., Joel worked as a consultant for Arthur Andersen, LLP and KPMG, LLP in Seattle, Washington. His research interests are primarily focused around collaboration processes and technologies.

Stijn Hoppenbrouwers (Nijmegen, 1970) holds master degrees in English Language & Literature (Utrecht) and Linguistics (Bangor, Wales). Since 1996 he has been involved as a researcher and designer in various applied science projects concerning the creation of languages and tools for modeling in information system development and enterprise engineering (University of Tilburg). Also, he was on the team that created the ArchiMate language for Enterprise Architecture modeling. He acquired his PhD in Computer Science at the University of Nijmegen in 2003 and was appointed assistant professor
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Zhongju (John) Zhang is an Associate Professor in the School of Business, University of Connecticut. He received his Ph.D. in Management Science (with minors in Economics and Operations Management) from the University of Washington Business School. Zhang’s research focuses on the problems at the interface of information systems/technologies, marketing, economics, and operations research. His current research examines the pricing issues of online competition and service quality; incentives and user behavior related to online communities and information markets; data mining and predictive modeling for decision support; and, operational scheduling and risk management. Zhang’s research has been published (or forthcoming) in Information Systems Research, INFORMS Journal on Computing, Journal of Management Information Systems, IEEE Transactions on Engineering Management, Decision Support Systems, European Journal of Operational Research, International Journal on Human Computer Studies, Communications of the ACM, Electronic Commerce Research and Applications, as well as in leading international conference proceedings. Zhang currently serves on the editorial board of Journal of Database Management and Journal of Electronic Commerce Research. He has also served as associate editor, session chairs, and program committee members for various information systems and operations research conferences.


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Patrick O'Sullivan is a “System Test” Architect at IBM’s Dublin Software Lab. He completed his BSc in 1991, his MSc in 1997 and his PhD in 2001, and both of his IBM sponsored MSc and PhD HCI research projects won industry prizes. Pat has over 16 years Software Engineering experience with the latter 10 years at IBM. His research and publications interests include HCI, Software Engineering, Software Process/Architectural Models, Software Globalization, UIMS, RAS, Performance Engineering and Test Automation. Pat is a Senior Member of the IEEE, a Chartered Engineer with the Institute of Engineers of Ireland and also holds the FEANI title of EurIng. He was a founding and committee member of the SoftTest Ireland SIG and is an external examiner with the University of Limerick, Ireland. Pat is also a member of the Institute of Engineers of Ireland’s Information and Communications Technology Board.

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