About the Contributors

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Mohammad Al Nabhan was born in Jordan, in 1983. He finished his Bachelor’s degree in Computer Science in 2004, from Mu’tah University, Jordan. In 2006, he received his Master’s degree in computer science where he focused his research in computer multimedia applications at Anglia Ruskin University (ARU), UK. Al Nabhan is currently perusing his PhD in computer science at Brunel University, UK, where he is focusing on designing and developing novel software algorithms for navigation oriented applications. He is a member of IET, IEEE, and the Royal Institute of Navigation (RIN). AL Nabhan’s research interest includes mobile computing, Information Systems, multimedia applications QoS, and Location Based Services (LBS).

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John Breen is the Director of the Centre for Tourism and Services Research at Victoria University, Australia. He has conducted research in collaboration with industry partners and government agencies across a variety of industries including specific projects investigating enterprise education, tourism, accounting practices, child care, community banking, and agriculture. More generally he has undertaken
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**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 ISOneWorld, 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*.

**Peter Chan**, PMP, is a business planning manager at Hewlett Packard (HP). He runs a program management office within HP.com division. Before his dotcom era, Peter spent over eleven years on the road as an architect and consultant providing High Availability and IT Service Management services to companies from Fortune 500 to small and medium sized businesses across the world. Peter also worked at Bell Northern Research, a subsidiary of Nortel, for five years where he was a Member of Scientific Staff. Peter received his Bachelor’s degree in Computer Information Systems from Georgia State University. He holds a Master’s degree and a e-Commerce certification both from University of Maryland University College. Peter’s current research interests include operation management efficiency, project and program management excellence, and how to apply all these disciplines into the virtual world.

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**Naoufel Daghfous**, PhD, is a Marketing Professor at the “Université du Québec à Montréal” (UQÀM) since 1994. He published many papers in Canadian, American, and French marketing reviews. He is the author of many books in consumer behavior, marketing management, and quantitative methods. His research domains are basically in international marketing, innovations management, and consumer be-
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**Shauntell Durant** is a consultant with 10+ years of significant IT and Project Management experi-
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Shauntell is a member of Project Management Institute (PMI) organization and Silver Springs Comment
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**Verna Gall**, PMP, has 13 years of experience in Information Technology. For the last 8 years, she
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Ziad Hunaiti was born in Amman, Jordan, in 1976. He received Diploma in Aeronautical Communications Engineering in 1996 from Queen Noor Civil Aviation College, Jordan, the BSc degree in Electrical and Electronics Engineering in 2001 form Near East University, Cyprus, and PhD degree in Systems Engineering from Brunel University, UK, in 2005. He also worked as Instructor between 1996 and 2002 in both Queen Noor Civil Aviation College, Jordan and Near East University, Cyprus. Between 2002 and 2008 he worked as researcher at Brunel University and Anglia Ruskin University, UK. He currently works as Lecturer at Anglia Ruskin University, UK. He has published over 50 Journal papers, book chapters, and conference papers. Dr. Hunaiti is a Fellow of the Higher Education Academy (HEA), UK. His main research interests include networking, satellite navigation systems, wireless networks, mobile Information Systems, m-health, m-learning, location based services, and communication systems applications.
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