About the Contributors

Yogesh Kumar Dwivedi is a lecturer in information systems at the School of Business and Economics at the University of Wales Swansea, UK. He obtained his PhD, entitled “Investigating Consumer Adoption, Usage and Impact of Broadband: UK Households,” and his MSc in information systems from the School of Information Systems, Computing and Mathematics, Brunel University, UK. He also holds a BSc (Biology) from the University of Allahabad, India, and an MSc (Plant Genetic Resources) from the Indian Agricultural Research Institute, Pusa Campus, New Delhi, India. His primary research interests focus upon the adoption and diffusion of information and communication technologies (ICTs) in organizations and society. In general, he is interested in investigating how consumers, organizations, and society deploy and use ICTs for various purposes such as delivering education, e-commerce, e-business, and e-government services. He is the sole author of a forthcoming book Consumer Adoption and Use of Broadband (Publisher: IGI Global). He has coauthored more than 40 papers in academic journals and international conferences. He is a member of the editorial board/review board of the following journals: Transforming Government: People, Process and Policy, Journal of Enterprise Information Management, International Journal of Electronic Finance, and Journal of Computer Information Systems and is guest/issue editor of the Journal of Electronic Commerce Research. He is a cochair of three mini-tracks in the American Conference on Information Systems, 2007. He is a member of the Association of Information Systems (AIS) and Life Member of the Global Institute of Flexible Systems Management, New Delhi.

Natasha Papazafeiropoulou is a lecturer in the information systems and computing department at Brunel University, UK. Her PhD from Brunel University is titled: “A Stakeholder Approach to Electronic Commerce Diffusion,” and she holds a first degree in informatics and an MSc in information systems, both from the Athens University of Economics and Business, Greece. She teaches information systems management at the postgraduate level. She also supervises researchers in the field of technology adoption by organizations. She has 10 years of research experience on electronic commerce, broadband Internet, enterprise recourse planning systems (ERPs), and customer relationship management systems (CRMs).

Jyoti Choudrie is a reader of information systems in the Business School, University of Hertfordshire. She also held the position of senior lecturer in the School of Business and Economics, Swansea University. Prior to that she was a lecturer in the School of Information Systems, Computing and Maths, Brunel University. She obtained her PhD on “Investigating Reengineering Teams in the Context of Business Process Change” from Brunel University. Her current research encompasses the social aspects...
of e-government and e-governance, diffusion and adoption of broadband technology, the usability of
e-government Web sites, the impacts of the diffusion of broadband technology on electronic govern-
ment, the social aspects of information systems and information, and communications technologies,
and electronic commerce. She has written for peer reviewed journals such as the European Journal of
Information Systems (EJIS), Journal of Information Technology (JIT), and Journal of Computing and
Information Systems (JCIS).

*****

Peter Adams has lived the issues of telecommunications for the past 20 years in his professional
life. He currently researches and teaches in the area of telecommunications at Charles Sturt University
and is cohost of the ABC Radio show Digital Living. Peter has worked in a range of sectors including
local government, tertiary education, the media, and the airline industry, where he was IT manager for
Australia’s largest regional airline. His research interests include consumer broadband adoption, the
digital home, and strategic use of ICT in multilayered organizations.

Antonios Alexiou obtained his diploma from the Department of Electrical and Computer Engineer-
ing of the Aristotle University of Thessaloniki, Greece. Furthermore, he obtained his Master’s degree
and his PhD from the Computer Engineering and Informatics Department of Patras University, Greece.
He is currently working as research and development (R&D) computer engineer at the research unit
6 of the Research Academic Computer Technology Institute in Patras, Greece. His research interests
include data networks, third generation mobile telecommunications networks, multicast routing and
group management, radio resource management, and mobile and wireless ad-hoc networks.

Jussara M. Almeida has been an associate professor of the Computer Science Department at the
Federal University of Minas Gerais, Brazil, since 2004. She received a BSc and MSc from the Federal
University of Minas Gerais, as well as MSc and PhD from the University of Wisconsin-Madison, EUA,
all in computer science. Her research interests include performance analysis and modeling of large scale
distributed systems as well as workload and user behavior characterization.

Virgilio Almeida is a professor of the Computer Science Department at the Federal University of
Minas Gerais, Brazil. His research interests include performance evaluation and modeling large scale
distributed systems. He held visiting professor positions at Boston University and Polytechnic Univer-


Alessandro Arbore is assistant professor of management and business administration at Bocconi
University and assistant professor of marketing at SDA Bocconi, Bocconi University Graduate School
of Management. He holds a Master’s degree and a PhD from the George Washington University, Wash-


Scott Barker holds a BA in history and an MA and a PhD in political philosophy from the University
of Dallas. He also holds a BA in Latin from the Wichita State University. A secondary teacher for 13
years, Scott now works as a freelance proofreader and editor in Massachusetts. He enjoys golf, travel,
old movies, and reading.
About the Contributors

Justin Beneke is a full-time marketing lecturer and program convenor in the School of Management Studies at the University of Cape Town. His academic interests lie in the fields of electronic marketing, retailing management, and higher education marketing.

Christos Bouras obtained his diploma and PhD from the Computer Science and Engineering Department of Patras University, Greece. He is currently an associate professor in the same department. He is also a scientific advisor of research unit 6 in Research Academic Computer Technology Institute (CTI), Patras, Greece. His research interests include analysis of performance of networking and computer systems, computer networks and protocols, telematics and new services, QoS and pricing for networks and services, e-learning, networked virtual environments, and World Wide Web issues.

Tanja Bratan is a PhD candidate in the School of Information Systems, Computing and Mathematics. She received her BSc from London Guildhall University in multimedia systems and communications in 2002, and an MSc in telemedicine and e-health systems from Brunel University in 2003. From 2002 to 2004 she worked as part of the UK team of the EU-funded e-vital project.

Inmaculada Cava Ferreruela was born in València, Spain in 1972. She obtained her Master's degree in 2003 and her PhD in 2005. She works as advisor on telecommunications policy and electronic government for the Regional Government of Valencia, Spain, but she also develops a research and teaching activity as assistant professor in the Telecommunications and Information Society Policy Research Group (Polytechnic University of Valencia, Spain). She is a regular contributor of communications and she also participates as active member of working groups and projects at the European level regarding electronic government and telecommunications policy.

Chandana Chakraborty is professor of economics and chairperson for the Department of International Business in the School of Business at Montclair State University in the United States. Dr. Chakraborty received her PhD in managerial economics from Rensselaer Polytechnic Institute in Troy, New York. In addition to teaching at Delhi University in New Delhi, India, she has been a member of the full-time faculty at two different U.S. universities and served as a visiting faculty at the prestigious Indian Institute of Management in Bangalore, India, and at Macquarie University, Division of Economic and Business Studies, in Sydney, Australia. Dr. Chakraborty’s research interests focus on productivity growth, technical change, international competition, foreign direct investment, economics of telecommunications, economic growth and development, and applied econometrics. She has published several articles related to these fields in leading economics journals including Economics Letters, Applied Economics, Economic Inquiry and Journal of Socio-Economics. Also, Dr. Chakraborty has coauthored (with Professor Romesh Diwan, Rensselaer Polytechnic Institute) a book to her credit titled High-Technology and International Competition, published in 1991 by Praeger Publishers, New York.

Shanton Chang teaches change management and social impacts of information systems at the University of Melbourne, in Melbourne, Australia. He completed his PhD at Monash University. His current primary areas of research include the social aspects of broadband technology adoption and appropriation, intercultural management and education, and the relationship between culture and technology.
Malcolm Clarke gained a BSc in electrical engineering and a PhD in biomedical engineering from Imperial College. He is currently a senior lecturer at Brunel University in communication technology and telemedicine. He established the MSc course in telemedicine in order to promote the values of distributed delivery of health care. He is the former chair of the Technology Special Interest Group of the American Telemedicine Association (ATA) and is on the board of the UKeHA. He serves on CEN, ISO, and IEEE/HL7 committees looking at standards for medical devices (X73). He acts as an advisor to the UN on telemedicine.

Massimo G. Colombo is full professor of economics of technical change at Politecnico di Milano (Italy). His main research interests are in industrial economics, the economics of innovation, and strategic management. His areas of research include the diffusion of advanced technologies, strategic alliances, the relation between firm organization and technical change, the dynamics of information and communication and technology (ICT) industries, and the organization and strategies of new technology-based firms. Professor Colombo has participated in numerous applied research projects promoted by the European Union, the Consiglio Nazionale delle Richerche (CNR), and the Italian Ministry of Research, among others. He has published numerous books and articles in international journals such as the Cambridge Journal of Economics, Economics Letters, the Journal of Economic Behavior and Organization, the Journal of Economics and Management Strategy, the Journal of Industrial Economics, the International Journal of Industrial Organization, Research Policy, the Strategic Management Journal, and others.

Herbert Daly is a doctoral candidate at the School of Information Systems Computing and Mathematics, Brunel University, where he is a member of the Center for Applied Simulation Modeling. His research interests are in multimethod modeling, and software engineering. Contact him at the School of Information Systems Computing and Mathematics, Brunel University, Uxbridge Middlesex, UB8 3PH, United Kingdom UB8 3PH; herbert.daly@brunel.ac.uk.

Alex De Smedt graduated at the Ghent University in 1977 as an electronics engineer. He was employed in telecommunication companies Siemens and Thomson and has a deep knowledge and experience in telecommunications systems and networks, interface, and protocols. He has been active in R&D advanced technology research and support. He is the author of a number of papers and presentations on seminars. His present interest is residential gateways.

Nikhilesh Dholakia is a professor in the marketing, e-commerce, and management information systems areas in the College of Business Administration at the University of Rhode Island in the United States. His research focuses on information age strategies in the global economies and on global consumption culture.

Isabelle Ellis is the associate professor of chronic and complex healthcare at Charles Darwin University, Australia. Prof. Ellis’s research interest include clinical e-health applications and remote and rural health service development. She has experience as a remote area nurse, and health service manager, and in providing tertiary education to undergraduate and postgraduate students in rural and remote areas using e-learning techniques.
About the Contributors

Olivier Epinette is associate professor of marketing at Institut National des Télécommunications in Evry, France, member of the Groupe des Ecoles de Télécommunications. Dr. Epinette's main research domains are information and communications technology, business-to-business marketing, and service innovation. He has published several articles, book chapters, and communications in the field of marketing. He is director of the final year major in e-business. He has participated and also managed various research projects dealing with the adoption and the use of ICT by organizations. He was previously assistant professor for the Franco-Polish School of New Telecommunications and Information Technologies in Poland. Dr. Epinette holds a BA in economics, an MSc in business administration (DEA) and a PhD in business administration from the University of Angers.

Morten Falch is associate professor at the Center for Information and Communication Technologies (CICT) located at the Technical University of Denmark (DTU). He holds a PhD from DTU, a Master's degree in economics and Bachelor's degree in math. His research activities have focussed on a wide range of issues related to information and communication technologies. This includes economic analysis of applications and telecommunication networks and services (e.g., cost analysis of telecom networks), e-government, regulation of the telecom sector (in particular regulation of interconnection), ICT industry policy, the role of competition in innovation of new services, and frequency management. He has participated in many EU-funded research projects and conducted a large number of consultancies for national and international organizations such as ITU, UNCTAD, the World Bank, and the national telecom agencies in Denmark, Norway and Sweden.

Qiuyan Fan is a lecturer and a course adviser for bachelor of business (e-business) at the University of Western Sydney. She has a particular interest in the issues surrounding the Internet and e-commerce as well as e-government. Her doctorate research looked at how Australian government policies influence Internet access.

Michelle Fandre is GIS director for GeoTel Communications. Michelle maintains the telecommunications infrastructure data set for the United States. She has worked in the telecommunications industry for over 11 years. Michelle earned a dual undergraduate degree in telecommunications and business geography from the University of Florida and a Master's in science in telecommunications from the University of Colorado Boulder.

Peter Farr, BE (Hons), BEd, MASc, is a professional engineer and management consultant with extensive experience in the technical and business aspects of ICT strategy. Through his extensive history of consulting work he has in-depth knowledge of e-learning, e-health, and e-government, much of which has focused on finding sustainable solutions for rural and remote areas of Australia. He was closely involved in the design and rollout of IP-based virtual private networks including the Catholic Education Communications Network (CathEDNet) and the “SamoaSchoolNet”. He led the team responsible for the formal evaluation of the Eastern Goldfields Regional Reference Site network in Australia in 2005-2006.

Enrico Ferro has a PhD in economics, management, and industrial engineering from the Politecnic of Milan, a Master's of management in the network economy from the Catholic University of Piacenza, and a BSc (Hons.) in European business with technology from the University of Brighton.
In 2001 he joined the Technology to Business unit of the Mario Boella Institute where he works as a senior researcher. He also lectures courses on economics of information and information management in the public sector at the Politecnico of Turin. His research interests are multidisciplinary and lie in the overlaps of economics, telecommunications, and information technology.

Elizabeth Fife has over 8 years of research experience in the field of telecommunications. Her current work includes cross-cultural analysis of mobile users’ behavior. As a principal researcher at the Center for Telecom Management at the University of Southern California, Dr. Fife has researched topics such as ICT use in the developing world, and IT adoption by small and medium-sized businesses, as well as models for technology adoption and diffusion. Dr. Fife has a dual appointment in USC’s Marshall School of Business and the Viterbi School of Engineering. She received her PhD from the School of International Relations, University of Southern California, with an emphasis in political economy.

Bardo Fraunholz is a senior lecturer in project management, enterprise modeling, and business information systems. He holds a Master's degree in business information systems/accounting from Germany and a post graduation in legal studies with specialization in IT, media, and corporate law, from London. He has spent several years in the information communication technologies sector as co-editor/board member of a publisher specializing in IT and telecommunication magazines in Europe. He has a wide range of publications in the eclectic interest areas: information systems projects, IT and law, knowledge management, mobile technologies/applications, and electronic governance.

Hidenori Fuke is professor at Faculty of Global Media Studies, Komazawa University in Tokyo, Japan, since April 2007. He has previously experienced regulatory matters as a senior executive at Nippon Telegraph and Telephone Corporation and done extensive research on regulatory policy as a board of director at InfoCom Research, Inc. He was a member of the faculty of Informatics, Kansai University in Osaka from 2000 to 2007. He received his BA in economics from Tokyo University, and MLitt from Glasgow University in Scotland. He received PhD in international public policy from Osaka University.

Joanna Fursse is a PhD student in the School of Information Systems, Computing and Mathematics. She completed her BSc in information systems at Brunel University in 2004. Jo became interested in health informatics while researching her dissertation on the quality of health Web sites and is currently researching the impact of remote patient monitoring on long term conditions.

Harvey Gates is an associate adjunct professor in the interdisciplinary telecommunications program at the University of Colorado at Boulder. Dr. Gates has been teaching and performing research at the University of Colorado in telecommunication sciences since 1981 while holding several senior executive positions within the commercial communication industry. He has published numerous technical articles and contributed on two books. He has supervised many masters and PhD theses and is currently one of the founding members of research center at the University of Colorado, which is focused on next-generation Internet-centric mobile meshed networking. His research interests include wireless networking protocols, sensor networks, and multimedia communications. Dr. Gates currently serves on several industrial boards of directors as well as several advisory boards and is active in many professional organizations including IEEE, AIAA, SPIE, and AFCEA. He was the general session chair.
About the Contributors

for the SPIE International Symposium for 5 years running from 1996 to 2000 and has been an active faculty member of the AFCEA Professional Development Center in Washington, D.C. since 1982. He received his PhD in electrical engineering from the University of Denver.

Roya Gholami is a lecturer in operations and information management group, Aston Business School in Birmingham, UK. Her current research interests are information technology and economic growth, ICT spillovers, information technology adoption, broadband technology (the deployment), and ICT in developing countries.

J. Ramon Gil-Garcia is a postdoctoral fellow at the Center for Technology in Government and is also on the faculty of the Rockefeller College of Public Affairs and Policy at the University at Albany, State University of New York. Dr. Gil-Garcia is the author or coauthor of articles in academic journals including The International Public Management Journal, Government Information Quarterly, European Journal of Information Systems, Journal of Government Information, and Public Finance and Management. His research interests include collaborative electronic government, adoption and implementation of emergent technologies, digital divide policies, education policy, new public management, public policy evaluation, and multi-method research approaches.

Sergio Godoy E., MBA, PhD, sgodoye@puc.cl, leads the WIP-Chile Project (Fondecyt Nº1050769). He is the head of research and postgraduate studies at the School of Communications, Universidad Católica de Chile (UC). He got his PhD and MPhil in communications from the University of Westminster and his MBA from the University of Exeter in England. He has written extensively about the business of communications, IT, and electronic media, and participated in the current policy discussions about digital television and public broadcasting in Chile. He has also worked in broadcasting management, corporate communications, and broadcast journalism, both locally and abroad.

José Luis Gómez Barroso is an assistant professor at the Universidad Nacional de Educación a Distancia (UNED). He holds a degree and a PhD in economics from the Universidad Nacional de Educación a Distancia (UNED). He also received a degree in telecommunication engineering from the Universidad Politécnica de Madrid, as well as another degree in law from the Universidad Complutense. His teaching and research interests are in the area of telecommunications regulation and public aspects of the development of information society. Dr. Gómez Barroso is a member of the Spanish Telecommunications Regulation Group (GRETEL).

Claudio Feijóo González gained his PhD in telecommunications engineering from the Universidad Politécnica de Madrid. Currently he works as a professor at the ETSI Telecomunicación de Madrid. His present interests include the development and prospection of new services and infrastructures and their regulation. Dr. Feijóo has been adviser for the State Secretariat of Telecommunications and Information Society in Spain and has led several projects for the EU, among them a twinning to help the development of the Latvian electronic communication sector. He has also participated in different public and private research projects for the main organizations and companies of the Spanish Information and Communications Technologies sector. He has also worked in several projects across Latin America. At present, he coordinates the Spanish Telecommunications Regulation Group (GRETEL).
Luca Grilli is assistant professor of business and managerial economics at Politecnico di Milano (Italy). His main research interests are in industrial economics, entrepreneurship in high-tech sectors, economics of innovation and strategic management, and regulatory issues. His areas of research include the diffusion of advanced technologies, strategic alliances, the dynamics of information and communication and technology (ICT) industries, and the organization and strategies of new technology-based firms. Dr. Luca Grilli has participated in numerous applied research projects, promoted by the Italian Authority for Electricity and Gas (AEEG), the Consiglio Nazionale delle Ricerche (CNR), and the Italian Ministry of Research, among others. He has published articles in international journals such as Economics Letters, International Journal of Industrial Organization, Applied Economics, Research Policy, Small Business Economics, Telecommunications Policy, International Entrepreneurship and Management Journal.

Pedro H.C. Guerra received a Bachelor's degree in computer science from Federal University of Minas Gerais (UFMG) in Brazil in 2006. He is currently a graduate student at the same university and will obtain his MS by 2009. Besides working as a system analyst, his research interests include workload characterization and user behavior characterization. In particular, he has developed a comprehensive work in broadband user behavior characterization. Other interests in computer science include data mining and performance modeling.

Natalie Helbig is a doctoral candidate at the Rockefeller College of Public Affairs and Policy at the University at Albany, State University of New York, with academic concentrations in information strategy and management and organizational theory. Her research is focused on e-government and information policy at the state, local, and organizational levels. Currently, she works as a program associate and project manager at the Center for Technology in Government focusing on research dealing with information management, IT workforce issues, and treating information as a public resource.

M. Soledad Herrera P., PhD (mherrepo@puc.cl) is senior researcher of the WIP-Chile Project (Fondecyt Nº1050769). A sociologist from Universidad Catolica de Chile (UC), she also holds an advanced diploma in data analysis. She got her PhD in sociology from Universidad Autónoma de Madrid, Spain. She currently teaches methodology and data analysis both at undergraduate and postgraduate level in the Institute of Sociology at UC in Santiago.

Laura Hosman is a postdoctoral research fellow with the Center for Telecom Management through the Marshall School of Business at the University of Southern California (USC). She also lectures at USC’s School for Public Policy and Development. Her work focuses on the role for information and communications technology (ICT) in developing countries, particularly in terms of its potential effects on sociocultural factors, human development, and economic growth. She is currently studying the role of corporate involvement in bringing technology to the developing world through public-private partnerships. She received her PhD in political economy and public policy from the University of Southern California.

Bronwyn Howell lectures in economics and the information economy at Victoria Management School, Victoria University of Wellington, New Zealand, and is a research associate of the New Zealand Institute for the Study of Competition and Regulation. She has published several journal articles,
book chapters, and conference papers on issues relating to competition, regulation, and the diffusion of broadband, in both the New Zealand context and internationally, and acts as a consultant on telecommunications competition and regulation issues. Prior to joining the faculty at Victoria University, she had a 15 year management career in the information technology sector.

Wei-Min Hu is an economist specializing in industrial organization, network economics, and applied microeconomics. In his current research, he focuses on broadband digital divide, innovation choice of high-tech industries, and the estimation of network effects, and the existence of applications barrier to entry in the video game industry. He received his BA from the National Chung-Hsing University in Taiwan, his MA from the Harris School of Public Policy, and his PhD from the University of California, Davis.

Kenichi Ishii, PhD, University of Tsukuba, is an associate professor at the Graduate School of Systems and Information Engineering, the University of Tsukuba. His research interests include uses and impacts of new information technologies such as the Internet and mobile phones, and international cultural influences. He has been participating in a number of research projects including World Internet Project (since 2001) and the Information Behavior Census Project (since 1995). He and his colleagues have been conducting time-budget surveys in Japan to measure information activities every 5 years since 1995. From a comparative perspective, he has also been studying influences of the Internet and mobile phones in East Asian countries including Taiwan, South Korea, China, and Japan. He has published papers on these topics in international journals and books including *Journal of Communication*, *Journal of Broadcasting & Electronic Media*, *Telecommunications policy*, *Telematics & Informatics*, and *Webcasting Worldwide* (Lawrence Erlbaum Associates).

Anwarul Islam is librarian, Prime Minister’s Office, Tejgaon, Dhaka-1215, Bangladesh, since 1995. Presently he is doing PhD work in the PG Department of Library and Information Science, Sambalpur University, Orissa, India. He is the writer of two books and dozens of articles. His field of interest is information technology in information management. He is a correspondent author. He may be contacted at anwarpulak@gmail.com.

Dal Yong Jin is assistant professor at Simon Fraser University, Canada. He finished his PhD from the Institute of Communications Research at the University of Illinois at Urbana Champaign in 2004. His major research and teaching interests are information and communication technologies, globalization and transnational culture, and telecommunications policy, as well as the political economy of culture and media. He is the author of a book entitled *Hands On/Hands Off: The Korean State and the Market Liberalization of the Communication Industry*, and his recent work has appeared in several scholarly journals, including *Media, Culture and Society*, *Telecommunications Policy*, *Television and New Media*, and *Information, Communication & Society*.

Russell Jones is a general practitioner (senior partner) at Chorleywood Health Center in Chorleywood and an associate professor in the School of Information Systems Computing and Mathematics at Brunel University. Russell’s interest is in developing clinical services in e-health and, in particular, in the use of e-health in primary care.
Peter Kawalek is a professor of information systems at Manchester Business School. He is currently involved in research projects that look at the diffusion of IT innovations in the public sector. Professor Kawalek has published two books and a number of journal and conference papers. His research interest include diffusion of IT innovations, process modeling, business process development, e-government, and IT Strategy.

Khalil Khoumbati is an assistant professor in the Institute of Information Technology, University of Sindh, Jamshoro, Pakistan. His current research focus is on the adoption of enterprise application integration in health care organizations. He received a PhD in “Evaluating Enterprise Application Integration Adoption in Health Care Organizations” from Brunel University and an MSc in information technology and a Bachelor's degree in electronics, both from Institute of Information Technology, University of Sindh. He has published several papers in internationally refereed journals including the Journal of Management Information Systems (JMIS). He has also published several research papers in internationally refereed conferences such as HICSS, AMCIS, ECIS, and EMCIS.

Diana Korsakaite was awarded a Master's degree in business management and administration by the Vilnius University in 1999. Now she continues her studies as a doctoral student at the Kaunas University of Technology. Untill 2004, Ms. Korsakaite worked as a professor's assistant in Vilnius University, lecturing courses on business management and strategy. In 2002 Ms. Korsakaite joined the newly established Communications Regulatory Authority. Since 2004, she has led the Strategy Department, and is responsible for strategy and planning activities, economic analysis of market development, organizational development issues, and international and public relations.

Nir Kshetri is an assistant professor at Bryan School of Business and Economics, the University of North Carolina-Greensboro. His research focuses on innovation diffusion and international dimension of ICT Marketing.

Banita Lal is a lecturer in the Department of Business & Management, University of Bedfordshire, Luton, UK. She obtained her PhD entitled “Homeworkers’ Usage of Mobile Phones Across Work-Home Boundaries,” and her MSc in information systems from the School of Information Systems, Computing and Mathematics, Brunel University, UK.

Tomas Lamanauskas was awarded a Master's degree in law by the Vilnius University in 2002. Now he continues his studies as a doctoral student at the same university. Since 2002 Mr. Lamanauskas is lecturing courses related to information technology and telecommunications law in Vilnius University (1999–2001). Mr. Lamanauskas worked as legal adviser for Lithuanian Telecom’s Business Solutions. In 2001, he joined the newly established Communications Regulatory Authority. Since 2004 Mr. Lamanauskas has been the deputy director of the CRA, in charge of the Strategy and the Legal departments.

Kate Carney Landow has more than 14 years of work experience in technical support for broadcast television and currently works as a broadcast engineer for EchoStar Communications, LLC. Kate has a BFA in Film Studies and an MS in Telecommunications from the University of Colorado.
About the Contributors

Sang-Yong Tom Lee is currently an assistant professor in College of Information and Communications, Hanyang University in Seoul, Korea. He received a PhD from Texas A&M University in 1999 and taught at the Department of Information Systems, National University of Singapore. His research interests are economics of information systems, online information privacy, IT and growth, and value of IT. He is trying to build a bridge between theory and applied work in these areas.

Sunhwa Lee is a doctoral candidate in the Department of Economics, University of California at Davis. She specializes in industrial organization and applied econometrics. Her research interests include the theoretical and empirical study of dynamic effects of statically designed regulation. She is currently working on a dynamic entry model of the telecommunication industry in the United States. She holds a BA and an MA in Economics from Seoul National University.

Stanford L. Levin is professor emeritus in the Department of Economics and Finance at Southern Illinois University Edwardsville. He received his PhD in economics from the University of Michigan. He has served as a commissioner of the Illinois Commerce Commission (1984-1986), chairman of the Department of Economics (1986-1994) and director of the School of Business’ International Exchange Programs (1996-2002). In addition, Dr. Levin is president of the Resource Group, Inc., an economic consulting firm.

John Lim is associate professor in the School of Computing at the National University of Singapore. Concurrently, he heads the Information Systems Research Center. He received a PhD from the University of British Columbia (1995). His current research interests include collaborative technology, negotiation support, and media effects. He has published in MIS and related journals including *Journal of Management Information Systems, Decision Support Systems, International Journal of Human Computer Studies, Organizational Behavior and Human Decision Processes, Behavior and Information Technology, Journal of Database Management*, and *Small Group Research*.

Yu-li Liu has been serving as one of the commissioners of the National Communications Commission (NCC) since February 2006. She is also a professor of the Department of Radio and TV at National Chengchi University in Taiwan. She earned her Master's degree in mass communication at Washington State University in 1983 and her PhD in telecommunications at Indiana University in 1992. She was a Fulbright visiting scholar of the Graduate Telecommunications Program of George Washington University (August 2002-February 2003). Dr. Liu has published numerous books such as *Multi-Channel TV and Audience, Cable TV Management and Programming Strategy, Cable TV Programming and Policy in China, Radio and TV*, and *Telecommunications*, among others.

Artur Lugmayr describes himself as a creative thinker and his scientific work is situated between art and science. His vision can be expressed as to create media experiences on future emerging media technology platforms. He is the head and founder of the New AMbient MUltimedia (NAMU) research group at the Tampere University of Technology (Finland) which is part of the Finnish Academy Center of Excellence of Signal Processing from 2006 to 2011. He is currently preparing his individually authored, text-book entitled *Ambient Media and Beyond* with Springer-Verlag. His passion is to be a notorious digital filmmaker (http://www.lugy.org).
About the Contributors

Erik Lundmark is a PhD student in information systems and management at Linköping University in Sweden. His field of interest includes the use of ICT and communication patterns in organizations and society. He has previously worked as a consultant, developing municipal e-community Web sites. Erik’s present research focuses on adoption and effects of standard systems.

Wagner Meira Jr. obtained his PhD from the University of Rochester in 1997 and is currently associate professor at the Computer Science Department at Federal University of Minas Gerais, Brazil. His research focuses on scalability and efficiency of large scale parallel and distributed systems, from massively parallel to Internet-based platforms, and on data mining algorithms, their parallelization, and application to areas such as information retrieval, bioinformatics, and e-governance.

John B. Meisel is a professor in the Department of Economics and Finance at Southern Illinois University Edwardsville. He received his PhD in economics at Boston College. He has published research examining the role of the Internet in transforming various communication and entertainment industries. Other research areas include antitrust, law and economics, and telecommunications.

Catherine Middleton’s research centers around adoption of new technologies with a focus on understanding services and applications for broadband and wireless networks. She has just completed a 3 year project on consumer adoption of broadband technologies. She is the principal investigator on the Community Wireless Infrastructure Research Project, investigating public Internet access infrastructures. Her research can be found at www.broadbandresearch.ca and www.cwirp.ca.

Mitchell Morehart is a senior agricultural economist at the Economic Research Service. He conducts research and develops current information and longer-term perspectives about the economic well-being of farm households, the financial structure and performance of farm businesses, and the economic contribution and performance of the farm sector of the U.S. economy. He has authored or coauthored of more than 80 ERS bulletins and journal articles that report research results in agricultural business, finance, and management.

Dave Murray is MD of eNua, an e-government and related IT and telecoms consultancy firm focusing on the developing world. Prior to this, he held a variety of senior roles in eticom, within the areas of data service product development and marketing, IT managed services, and information technology. An experienced strategic consultant and facilitator, he has also represented Ireland at European and global telecoms and information technology fora. A graduate of University College Dublin, he also holds postgraduate degrees in business studies and marketing and an MBA from the Michael Smurfit School of Business UCD.

Raghu Nambiath with more than 14 years of work experience as software developer is currently working as senior member of the technical staff at Texas Instruments. Additionally, Raghu is currently pursuing an MBA from the Robert. H. Smith School of Business, University of Maryland. Raghu had earned his undergraduate degree, a BE in computer technology, from the University of Bhopal India, and his graduate degree, an MS in telecommunications, from the University of Colorado Boulder.
About the Contributors

**Banani Nandi** is a principal technical staff member at AT&T Labs (formerly Bell Labs) in New Jersey in the United States. She received her PhD in economics from New York University and was awarded the Otto Ehrlich Memorial Award for her PhD dissertation. She taught at Calcutta University, India, Columbia University, New York, New York University, and the Business School of Rutgers University, New Jersey. Her field of specialization includes growth theory, international trade, and econometrics. Her current research interest focuses on the economics of telecommunications including policy analysis, ICT infrastructure and productivity growth, development economics, and applied econometrics. Dr. Nandi has published several papers in leading economics journals and contributed chapters in books on information technology.

**Humberto T. Marques Neto** is a PhD student in computer science at the Federal University of Minas Gerais (UFMG), Brazil. He received a BSc in computer science from the Pontifical Catholic University of Minas Gerais (PUC-Minas) and an MSc in information science from the Federal University of Minas Gerais (UFMG). His research interests include performance analysis and modeling of large scale distributed systems as well as workload and user behavior characterization.

**Oluwasola Oni** is a PhD student in the Information Systems and Computing Department at Brunel University. She holds a first degree in quantity surveying (2000, Federal University of Technology, Minna, Nigeria) and a MSc in business information technology (2003, Middlesex University, London, UK). Her research interests fall within social aspects and policy issues of broadband diffusion specifically focusing on its adoption by SMEs.

**Andrea Ordanini** is associate professor of management at Bocconi University. He is codirector of the Customer and Service Science (CSS) lab at the same university. He has been visiting professor at the University of California at Irvine where he is faculty associate at the Personal Computer Industry Center (PCIC).

**Kevin O’Reilly** is a senior technical analyst in the Delivery Services department of Ireland’s incumbent telecommunications provider eircom. Kevin is a business graduate from Griffith College Dublin and is currently preparing his thesis towards fulfillment of a Master’s degree in management of information systems at Trinity College Dublin. The subject matter of this thesis deals with the factors driving and restraining broadband adoption in Ireland.

**Adriana Ortiz** is a doctoral candidate in industrial engineering at the University of Navarra Engineering School. Her research interest is multimethod modeling (system dynamics, discrete event, agent based, and econometrics), soft variables, complex systems modeling, and knowledge management. She presented her PhD Viva on July 2006. Contact her at Univ. of Navarra Engineering School, Paseo Manuel de Lardizábal 13, 20018 San Sebastian, Spain; amortiz@tecnun.es.

**K.C. Panda** is currently working as reader and coordinator, PG Department of Library and Information Science, Sambalpur University, Orissa, India. He is author of 5 books and 85 articles and has produced 11 PhD researchers under his supervision. He is a former U.S. Fulbright Fellow. Information technology and research methodology are the subjects of interest to him. He may be contacted at krushna52@yahoo.co.in.
John Papagiannopoulos obtained his BSc from the Physics Department of Athens University and his MSc in telecommunications from the University of Athens. He is currently a PhD student in the Department of Information and Communication Systems of Aegean University. His research interests include the following areas: broadband technologies, broadband business models, and municipal broadband networks.

Anastasia Papazafeiropoulou is a lecturer in the Information Systems and Computing Department at Brunel University. She holds a first degree in informatics (1994, Athens University of Economics and Business) and an MSc in information systems (1997, Athens University of Economics and Business). Her research interests fall within social aspects and policy issues of electronic commerce, more specifically focusing on the use of stakeholder theory for the analysis of electronic commerce applications development. Her research also considers the knowledge diffusion mechanisms available for such applications. She has worked as a full time researcher for a three year EPSRC funded project with the title “Human Factors in Electronic Commerce: A Stakeholder Perspective.”

Ray J. Paul is a professor of simulation modeling, director of the Center for Applied Simulation Modeling, and the creator of the Center for Living Information Systems Thinking, all at Brunel University, UK. He is the editor of the Springer-Verlag Practitioner book series. His research interests are in methods of automating the process of modeling, and the general applicability of such methods and their extensions to the wider arena of information systems. He is editor of the European Journal of Information Systems and Guiding Editor of the Journal of Simulation. Contact him at the School of Information Systems Computing and Mathematics, Brunel University, Uxbridge Middlesex, UB8 3PH; ray.paul@brunel.ac.uk.

Francis Pereira is associate director, industry studies at the Center for Telecom Management, and lecturer in the Information & Operations Department, Marshall School of Business, University of Southern California. He received his PhD in political economy and public policy from the University of Southern California, and teaches courses in economics, statistics, and electronic commerce. For the past 13 years, his research has focused on key business issues in the telecommunications field, particularly adoption rates of e-commerce applications in the small and medium size enterprises, and business models in the new multimedia environment and the effects of emerging technologies on these models.

James Prieger is an economist at the Pepperdine University School of Public Policy, where he is an associate professor. He specializes in regulatory economics, industrial organization, and applied econometrics. His research includes the impact of regulation on innovation, the use of cell phones while driving, the broadband digital divide, the impact of the Americans With Disabilities Act on retail firms, and econometric methodology for nonrandomly sampled duration data. Prieger sits on the editorial board of Applied Economics Quarterly. He received his BA from Yale University and his PhD from the University of California, Berkeley.

Dimitris Primpas obtained his diploma from the Computer Engineering and Informatics Department of the Polytechnic School of the University of Patras on November 2002. Next, he was accepted in the postgraduate computer science and technology program in the same department and on April 2004
About the Contributors

he obtained his Master's degree. Now he continues the postgraduate studies in the same department in which he received his PhD. He works in the Research Unit 6 of Research Academic Computer Technology Institute and on Telematics, Distributed Systems, and Basic Services Laboratory of the Computer Engineering & Informatics Department, in Patras University. His interests include networks, protocols, quality of service, managed bandwidth services and network applications.

Challa Radhakumari is working as a reader in the Department of Commerce, Sri Sathya Sai University, Anantapur Campus, Anantapur, Andhra Pradesh. She was awarded the National Merit Scholarship for her distinction in B.com course. Having secured university rank and a gold medal for her post-graduate course, the author completed her PhD in the field of agricultural labor. Developing interest in the area of information technology, the author has successfully completed a major research project titled “Models of E-Governance & Implementation – A Comparative Study of Three Southern States of India-Andhra Pradesh, Karnataka, and Kerala,” sponsored by the University Grants Commission of India and brought about different publications of international interest. The author can be reached at radhakumari_c@yahoo.com.

Boumediene Ramdani is a researcher at Manchester Business School. He is currently researching SMEs adoption of enterprise systems. He has been involved in many projects that look at diffusion of IT innovations in the public sector. His research interest include: diffusion of IT innovations, SMEs, and e-government.

Leonardo Rocha is a PhD student in computer science format the Federal University of Minas Gerais (UFMG), Brazil. He received his Bachelor's degree in computer science in 2003 and his MSc in 2005, both from the Federal University of Minas Gerais. His research interests include workload characterization, capacity planning, user behavior of Web systems, data mining, e-business, and information retrieval. He has a large experience in open source systems and has already worked as a consultant for the Brazilian government.

Simon Rogerson is director of the Center for Computing and Social Responsibility at De Montfort University, UK. He is Europe's first professor in computer ethics. He received the 2000 IFIP Namur Award for outstanding contribution to the creation of awareness of the social implications of IT and in 2005 became the first non-American to receive the prestigious ACM SIGCAS Making a Difference Award. Following a successful industrial career, he now combines research, lecturing, and consultancy in the management, organization, and ethics of IT. He is vice president and council member of the Institute for the Management of Information Systems.

Arturo Robles Rovalo is a PhD student at the Universidad Politécnica de Madrid and a research fellow in the Information and Communication Technologies Group (GTIC) at the ETSI de Telecomunicación. Mr. Robles holds a degree in telecommunications engineering from the Universidad Nacional Autónoma de México. He had collaborated in the Business Development and Strategy Department of the European mobile operator Vodafone. His recent research interests mainly include the universalization of communication services in developed and developing countries, the regional technoeconomic analysis of ICT’s, and the progress of the information society. He is currently working on the analysis of the information society promotion policies in Latin America.
John Royle holds a Bachelor’s in engineering and Master’s in electronic systems engineering. He has extensive experience in helping organizations apply new ICTs successfully to improve business performance. He has an interest in technological innovation, blending business needs, technology capabilities, and user requirements to create business value. His interests also cover organizational change management and knowledge management, and he is currently working to apply mobile communications technologies in innovative ways to support business.

Javier Santos is the head of the Department of Industrial Management Engineering at TECNUN (University of Navarra). His research interest is complex systems modeling and lean management. He received his PhD in industrial engineering (University of Navarra). Contact him at University of Navarra Engineering School, Paseo Manuel de Lardizábal 13, 20018 San Sebastian, Spain; jsantos@tecnun.es.

Jose Mari Sarriegi is a professor of information systems and simulation at the University of Navarra Engineering School. His research interests include information systems security, knowledge management, and complex systems modeling. He received his PhD in mechanical engineering from the University of Navarra. Contact him at Univ. of Navarra Engineering School, Paseo Manuel de Lardizábal 13, 20018 San Sebastian, Spain; jmsarriegi@tecnun.es.

Roger B. Saunders has over 20 years of experience with the incumbent Australian telecommunications company covering engineering, marketing strategy, and planning for communications in a competitive market. A key project was to position the incumbent mobile and fixed communications network pricing, sales channel strategies, and data needs to meet the introduction of competition. Other experience includes product and program management. He has worked in the UK, U.S., Asia, and Australia and is now consulting to small and medium businesses.

Axel Schulz is a scientific researcher working for a member of the German parliament (Bundestag). He built up and led the grassroots initiative Altmark DSL that promoted broadband in an underdeveloped area in Germany. Following the earning of his Master's degree in applied ethics in 2004 from the University of Linköping, Sweden, he was employed as a research assistant at the European-University Viadrina in Frankfurt (Oder), Germany. He is he currently studying part time for his PhD at the Center for Computing and Social Responsibility at the De Montfort University, Leicester, UK.

Olivier Segard is assistant professor of marketing at Institut National des Télécommunications in Evry (France), member of the Groupe des Ecoles de Télécommunications. His research domains are marketing distribution channels and business-to-business marketing. He participated in several research projects dealing with interorganizational relationships in the telecommunication area and the adoption of IT services by enterprises or consumers. He teaches marketing fundamentals, market research, marketing distribution channels, and e-marketing. Olivier Segard holds a BA, an MSc (DEA), and a PhD in business administration.

Ninad Shringarpure is working as an IT security auditor with Coalfire Systems, Inc., in Louisville, Colorado. He has an undergraduate degree in electronics engineering from University of Mumbai, India. In addition, he earned a Master’s in Science (telecommunications) from the University of Colorado at Boulder with a focus on network security. He was the vice-president (public relations) of the Telecom
**About the Contributors**

Student Organization (TSO) for the year 2006 and served as a teaching assistant during Spring and Fall 2006.

**Ingjerd Skogseid** earned her Master's degree in information science in 1993 from University of Pittsburgh PA, U.S. and she is currently completing her PhD. Following her Master's degree she was employed as a research assistant at University of Pittsburgh, in the U.S. (1993-1994). Since 1995, she has been employed as researcher at Vestlandsforsking and researching the interplay between applied information technology and rural development.

**Aradhana Srivastava** is a geographer with a keen research interest in the geography of health. She holds a PhD in the geography of health from Center for the Study of Regional Development, Jawaharlal Nehru University, New Delhi, one of the premier national universities in India. She has to her credit several publications in health and social development on issues in health status, morbidity analysis, ageing, and health care, social morbidity, nutrition, maternal and child health, and information and communication technologies in the health sector. She is currently working with PRIA, a premier national nongovernmental organization, on governance and development issues.

**Peter L. Stenberg** is a senior economist at the Economic Research Service. He received his PhD in economics from the University of Minnesota and has conducted research with respect to North American, African, and Eastern European economies covering topics in economic development policy and human and physical infrastructure. He has written over 100 articles on telecommunications, economic impact of universities, science and technology policy, defense restructuring, high tech industry, and other economic development and policy subjects.

**Timothy S. Sullivan** is an instructor in the Department of Economic and Finance at Southern Illinois University Edwardsville. He received his PhD in economics at the University of Maryland. He has published research examining the role of the Internet portals and the Internet’s effect on the music industry. Other research areas include local economic development, statistical methods, and labor economics.

**Bernd Carsten Stahl** is a reader in critical research in technology in the Center for Computing and Social Responsibility at De Montfort University, Leicester, UK. His interests cover philosophical issues arising from the intersections of business, technology, and information. This includes the ethics of computing and critical approaches to information systems. He is the editor-in-chief of the International Journal of Technology and Human Interaction. More information can be found under at http://www.cse.dmu.ac.uk/~bstahl/.

**Chandana Unnithan** is an associate lecturer in business information communication systems, business strategy, and project management. She holds a Master’s degree in research in business computing and an MBA from Australia. She has spent several years in the information communications technology sector including IBM and TATA. Her current research focuses on mobile customer relationship management (mCRM) in healthcare environments. Her publications are in the varied interest areas of e-commerce, project management, knowledge management, mobile business applications, and electronic governance.
About the Contributors

Lidwien van de Wijngaert is assistant professor at Utrecht University, Department of Information and Computing Sciences. In a broad sense, the research of Dr. L. van de Wijngaert addresses the adoption, implementation, uses, and effects of information technology both within the organizational as well as the domestic context. The goal of her research is to obtain insight into how information technology can effective and efficiently be used. The starting point is that this insight can best be obtained by maintaining a user perspective and matching user needs with technological capabilities. The research has a strong empirical basis and seeks collaboration with academia as well as industry and consumer organizations.

Cinzia Verga graduated in management, economics and industrial engineering at Politecnico di Milano (Italy). She has taken part in research contracts from business and public agencies.

Karianne Vermaas (1976) is a researcher at the research based consultancy firm Dialogic Innovation & Interaction in Utrecht, the Netherlands. She is also conducting her PhD research at Utrecht University, Department of Information and Computing Sciences. Her research focuses on the adoption and use of new technologies from a user perspective. This includes the use of (broadband) Internet in the residential and educational context for government information and services and for health information and services. She is for example involved in a longitudinal, multi-client research project on “Broadband and the User.” Her research is commissioned by several ministries and (large) organizations, such as cable and telecom companies, the Dutch police, and educational organizations.

Pierre Vialle is professor of marketing at Institut National des Télécommunications in Evry (France), member of the Groupe des Ecoles de Télécommunications. He is director of the final year major in marketing for the School of Management. His main research areas are the strategies of IT, telecommunications, and media companies and the marketing of related services, with an evolutionary, resource-based, and industrial network perspective. He has published several articles, book chapters and communications on these subjects, as well as a book called Stratégie des Opérateurs de Télécoms (Hermès, 1998). Pierre Vialle graduated from Ecole Européenne des Affaires (EAP) and holds an M.Sc. in business administration (DEA) from Paris I University.

Vishanth Weerakkody is a lecturer at the Information Systems and Computing department at Brunel University, UK. He holds a PhD in business process and information systems reengineering from the University of Hertfordshire. His current research interests include e-government, cross-organizational process redesign (X-engineering), and Web services, and he has guest-edited special issues of leading journals on these themes. Dr. Weerakkody has also held various IT positions in multinational organizations and his final appointment in industry was a methods and process analyst at IBM in the UK.

Alf Westelius is associate professor in information systems and management at Linköping University in Sweden. He earned his PhD at the Stockholm School of Economics and has worked with systems development and management of change in the private and public sectors as well as in NPOs. Alf’s research interests include people’s images and understandings of their work and their organizations and of information systems and organizational change projects where IT is an important factor.
About the Contributors

**Diana Wilson** is a lecturer in information systems on the M.Sc. Management of Information Systems at Trinity College Dublin. Her particular research interests are the social and organizational impacts of information systems, their causality and consequences, from a critical social theory perspective. She has written and presented in Europe and America on topics related to this field. Prior to entering academia, Diana worked as a metal worker in the chemical and metal industries.