About the Contributors

**Elayne Coakes** is a senior lecturer in business information management. She has a BA (Pub Admin) from Sheffield Polytechnic, a MSc (information systems), and a PhD (information systems) from Brunel University. Her current research relates to knowledge sharing in organizations. She is an internationally acknowledged expert on sociotechnical thinking and knowledge management. She was a visiting professor in Seville University (Spain), under the government grant scheme for distinguished, international scholars, a visiting research fellow in Queens University (Canada), and a keynote speaker at Manchester University (UK) at the Tribute day for Enid Mumford. As the Vice-Chair of the BCS Sociotechnical Special Group she is active in promoting information systems and has edited three books of international contributions in this field. Since then she has co-authored *Beyond Knowledge Management* and the *Encyclopedia of Communities of Practice in Information and Knowledge Management*. Additionally, she has published more than sixty book chapters, peer reviewed journal articles, and conference papers.

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**Russell Beale** leads the Advanced Interaction Group in the School of Computer Science at the University of Birmingham. Beale’s research focuses on using intelligence to support user interaction. Before returning full time to academia and research in 2003, Beale co-founded, ran, or worked for various internet-related companies. Beale’s current research centres on synergistic interaction, combining artificial intelligence with user-centred design to produce more effective, usable systems. Beale’s primary work is using artificial intelligence techniques to assist interaction, with particular interests in ubiquitous, pervasive and mobile systems; affect and personality in interaction; design approaches; HCI theory; and agent-based interaction, though his interests range across all aspects of the border between modern computer and communications technology and society.

**Yi-Fen Chen** is currently an assistant professor in the department of International Trade at the Chung Yuan Christian University, Chung Li, Taiwan. Her research interests include Internet marketing, consumer behavior, electronic commerce, and information management.

**Jim Coakes** received a BSc in mathematics from Southampton University, an MBA from Cranfield University and a PhD in stakeholders views in information systems from the University of London. Coakes is a senior lecturer in business information management at the Westminster Business School, focusing on the MBA, of which he was deputy director recently. His research and consultancy experience relates to the recognition and management of different views of information and situations by different stakeholders. Current research also covers innovative approaches to teaching and learning of
information management concepts. He has published in internationally recognised journals, as well as sections of books and an encyclopaedia, in the above areas.

Andy Dearden is reader in e-Social Action at Sheffield Hallam University. Dearden has been researching methods for designing, developing and applying information and communication technology (ICT) for over 18 years. His current focus is on participatory methods for designing, procuring and using ICT in ‘social action’, e.g. the voluntary and community sector, NGOs, trade-unions and other civil society settings. He is leading a major AHRC / EPSRC project investigating ‘Practical Design for Social Action’, and the Rural e-Services project described in this paper. He is chairing a special interest group of the International Federation for Information Processing (IFIP) Technical Committee 13 (HCI) on Interaction Design and International Development.

Ken Eason is Emeritus Professor of Cognitive Ergonomics in the Loughborough Design School of Loughborough University and is also a Senior Consultant in the Bayswater Institute in London. He is a past Head of the Department of Human Sciences and Director of the HUSAT (Human Sciences and Advanced Technology) Research Institute at Loughborough University and Director of the Bayswater Institute. For over 40 years Ken has been researching the human, social and organisational issues that surround first the IT industry and now the digital world. He is known in particular for his research on the use of ICT in work organisations and on the use of socio-technical systems theory to explain the complex interactions between collective tasks, technological systems and human organisation. He is the author of the book ‘Information Technology and Organisational Change’ and of over 100 papers on ICT systems in banking, utilities, health, education, manufacturing, libraries and publishing, the armed forces and government departments. He has worked as a consultant and action researcher on the development, implementation and evaluation of systems for many organisations including ICT developers and major user organisations.

Tim French is a senior lecturer at the university of Bedfordshire. French obtained a BA from the Open University whilst working in industry, later completing a master’s degree (MA) in computer studies in musicology at Nottingham University. He is a fellow of the College of Preceptors (FCollP) and a member of the British Computing Society, (MBCS) and a member of the BCS specialist interest groups in HCI (human computer interaction) and requirements engineering. He has in the past undertaken extensive freelance industrial consultancy activities to businesses of all sizes ranging from SME’s to large PLC’s and has most recently has engaged in part-time PhD studies in computer semiotics (trust aspects) at Reading University.

Iginio Gagliardone is Senior Researcher at the Centre for Global Communication Studies, Annenberg School of Communication in Philadelphia and at the Stanhope Centre for Communication Policy Research in London. His research focuses on the role of the media and communication in promoting reconciliation, human rights and good governance. Among his latest projects are a research to understand the implications of China's increasing involvement in the media in Africa and the coordination of the collection of public opinions in Darfur as a way to develop a better understanding of the conflict and support the peace process. He completed his PhD at the London School of Economics investigating the relationship between information and communication technologies and nation building.
Lin Haiyun received his MA in Communication in the Department of Communication, University of Macau.

Constance Kampf is an associate professor at the Aarhus School of Business, University of Aarhus, Denmark. She is a member of the Knowledge Communication Research Group and the Center for Internet Studies at the University of Aarhus. She received her PhD in rhetoric and scientific and technical communication from the University of Minnesota, USA. Recent publication activities include editing a special edition of the International Journal of Web based Communities focused on the Cultural and Rhetorical bases for Knowledge Communication in Web-based Communities (2008, vol.4. issue 4.), and an ongoing book project for Sage Publications focusing on a communications approach to project management. She has taught project management at the BA, MA and PhD levels, and was visiting a visiting scholar for the International Business Communication program at the Helsinki School of Economics in spring semester 2008.

Tsang-Hsiung Lee has a Ph.D. degree in the MIS area at the Katz Graduate School of Business at the University of Pittsburgh. His primary interest areas are E-learning, organizational innovations of MIS, qualitative research and case study method. Readers can contact him by email: design2learn@gmail.com.

Dr. Jay Liebowitz is the Orkand Endowed Chair of Management and Technology in the Graduate School of Management & Technology at the University of Maryland University College (UMUC). He previously served as a Professor in the Carey Business School at Johns Hopkins University. He was ranked one of the top 10 knowledge management researchers/practitioners out of 11,000 worldwide, and was recently ranked #2 in KM Strategy worldwide according to the January 2010 Journal of Knowledge Management. At Johns Hopkins University, he was the founding Program Director for the Graduate Certificate in Competitive Intelligence and the Capstone Director of the MS-Information and Telecommunications Systems for Business Program, where he engaged over 30 organizations in industry, government, and not-for-profits in capstone projects. Prior to joining Hopkins, Dr. Liebowitz was the first Knowledge Management Officer at NASA Goddard Space Flight Center. Before NASA, Dr. Liebowitz was the Robert W. Deutsch Distinguished Professor of Information Systems at the University of Maryland-Baltimore County, Professor of Management Science at George Washington University, and Chair of Artificial Intelligence at the U.S. Army War College. Dr. Liebowitz is the Founder and Editor-in-Chief of Expert Systems With Applications: An International Journal (published by Elsevier). He is a Fulbright Scholar, IEEE-USA Federal Communications Commission Executive Fellow, and Computer Educator of the Year (International Association for Computer Information Systems). He has published over 40 books and a myriad of journal articles on knowledge management, intelligent systems, and IT management.

Gianluca Miscione’s research activity is focused on the interplay between information technologies and organizational processes. Particular attention is paid to understanding what happens at the intersection of the global and the local. Gianluca received his Ph.D. from the Sociology Department of the University of Trento, Italy. Afterwards he joined the department of Informatics of the University of Oslo where he continued his research on large technical systems. Currently he is assistant professor in geoinformation and organization at the University of Twente in the Netherlands. His main research
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interests are organization, development-innovation, and information and communication technologies; ethnography and qualitative methods; trust and social capital.

Anders Mørch is professor of informatics at InterMedia, University of Oslo, Norway. He received his PhD in informatics from the University of Oslo, an M.S. in computer science from the University of Colorado, Boulder, and a B.S. in electrical engineering from the University of California, Santa Barbara. He developed educational software for three years at the NYNEX Science and Technology Center, New York. His research interests include educational applications of user interface agents, tailorable systems and end-user development, application of social science theory to interaction design (externalized design), and collaborative learning in virtual environments like Second Life. Mørch has been involved in a number of European projects and international activities in the areas of technology-enhanced learning (TEL) and end-user development (EUD). Contact him at anders.morch@intermedia.uio.no.

Samia Oussena is a senior lecturer in software engineering at Thames Valley University and has a research background in methodologies and software application development. More recently, Oussena is researching software modelling issues relating to e-learning systems. Oussena was involved in COVARM/Cova project - a recently completed project funded by JISC to produce reference model course / programme validation process within the higher education sector. Oussena is currently a technical leader on three further JISC projects: P-Spex (production of a Domain Map for course management), Remora (mobile learning for students) and MCMS (mining course management systems), a project that uses model driven data integration within the mining process.

Liza Potts is an assistant professor of writing, culture, and technology at Old Dominion University where she is the co-director of the CeME Lab. Her research interests include technologically-mediated communication, experience design, and participatory culture. Professionally, Dr. Potts has worked in the software and internet industries since 1994. Specializing in experience design, she has worked for Microsoft, design consultancies, and internet start-ups as a director, user experience architect, usability engineer, information architect, and program manager. Dr. Potts has published her findings in peer-reviewed journals such as the International Journal of Sociotechnology and Knowledge Development, Technical Communication Quarterly, Technical Communication, as well as numerous conference proceedings such as the Association for Computing Machinery’s Special Interest Group on the Design of Communication (SIGDOC), the British Computing Society’s Sociotech Interaction Design Workshop (Sociotech), and the International Professional Communication Conference (IEEE PCS). She has presented her findings at SIGDOC, AOIR, Sociotech, Interact, IEEE PCS, and CPTSC. She is the Treasurer/Secretary of SIGDOC and the Associate Editor of The Poster, an academic journal focused on Visual Rhetoric. Her Ph.D. (Communication & Rhetoric), M.S. (Technical Communication: Human-Computer Interaction), and Graduate Certificate in Human-Computer Interaction are from Rensselaer Polytechnic Institute (RPI) in Troy, New York, U.S.A.

Syed Mohammed Haider Rizvi has over 10 years experience as participatory development practitioner and research leader who has worked with communities in both rural and urban settings across India. He is the research associate for the Rural e-Services project described in this paper. He could successfully used participatory development tools in designing ICT Solutions by the rural poor. Dr Rizvi holds a PhD in the pscyhology of education from the Jawaharlal Nehru University, New Delhi. Dr Rizvi was
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previously head of research process and development for the Aga Khan Foundation Education service in India.

Pei-Di Shen now works as Director of the Teacher Education Center and associate professor of Graduate School of Education, Ming Chuan University, Taipei, Taiwan. Her primary interest areas are E-learning, Knowledge Management, Virtual Community, and Management Information Systems. Her research focus is the distance education in higher education. Readers can contact her by email: pdshen@mcu.edu.tw.

Dr. Jörgen Skågeby is a research fellow at the Department of Journalism, Media and Communication at Stockholm University, where he is conducting studies on digital culture, new media and gifting technologies. His work has been published in several distinguished journals including Journal of Information Technology, International Journal of Human-Computer Studies and The Information Society.

Peter A.C. Smith is President, The Leadership Alliance Inc., a wholly “complex adaptive systems” based consortium of international Associates. Peter maintains a worldwide consulting practice assisting leading public and private sector organizations enhance performance and profitability based on his proven expertise in the development of leadership, innovation, and knowledge management for traditional business environments as well as for currently emerging highly-networked contexts. He is Consulting & Special Issues Editor, The Learning Organization; Publisher and Managing Editor of the Journal of Knowledge Management Practice; and Assistant Editor, International Journal of Sociotechnology & Knowledge Development. Peter is published widely in more than sixty academic-journal papers and book chapters, and is in demand internationally as a speaker, workshop leader and conference chair.

Chia-Wen Tsai is an assistant professor in the Department of Information Management, Yuanpei University of Science and Technology. He studied E-learning, Knowledge Management, Electronic Commerce, and Service Management at Ming Chuan University. He is interested in the online teaching methods and knowledge management. Readers can contact him by email: jawen12b@gmail.com.

David Tuffley is a Lecturer in the School of ICT at Griffith University, and a Senior Consultant in the Software Quality Institute (the SQI is an Australian transition partner of CMU’s Software Engineering Institute). David’s research interests include the leadership of complex virtual teams, software process improvement and ethical IT practice. Before academia, David consulted in the computer industry for 17 years beginning in London in the 1980’s where he began as a Technical Writer and progressed from there to business analysis and software process improvement work. David has undertaken extensive action research into the communication problems experienced by software developers and users. David has an undergraduate background at the University of Queensland in Psychology and Anthropology. His M Phil and PhD work was at Griffith University in the areas of information systems and software engineering.

WU Mei, PhD (Concordia University, Canada), is Associate Professor and Coordinator of English Communication, Faculty of Social Sciences & Humanities, University of Macau. She is a founding member for the MA programme in Communication and New Media at the University of Macau, and has conducted a series of research studies on the Internet and telephony in China. She has just published
a book on organized viral marketing activities on the Chinese Internet. She also leads a project funded by the Research Committee of the University of Macau which examines the social history of telephone and mobile phone use in Chinese societies.