About the Contributors

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Kerstin Fink is University Professor at Innsbruck University/School of Management and head of the Department of Information Systems, Operational Management and Logistics. Kerstin Fink conducts research in the field of knowledge management and measurement as well as modeling of knowledge-intensive processes with special focus on small and medium-sized enterprises (SMEs). She was visiting researcher at Stanford University and the University of New Orleans and is currently guest professor at the University of Linz (Austria). Kerstin Fink was awarded with the Tyrolean Chamber of Commerce Prize, the Otto-Beisheim Prize and the Innsbruck Scientific Award for excellent research in the field of Knowledge Management.

Terri L. Griffith is a Professor of Management and Breetwor Fellow in Santa Clara University’s Leavey School of Business. Professor Griffith received her M.S. and Ph.D. from Carnegie Mellon’s Graduate School of Industrial Administration (now Tepper School of Business). Her B.A. in Psychology was granted by the University of California, Berkeley. Her research interests include the implementation and effective use of new technologies and organizational practices – especially focused on virtual teams, virtual work, knowledge transfer in global settings, triggers for technological sensemaking, and the “negotiated implementation” of organizational change. Most recently this work has been in two Fortune 100 tech firms, sponsored by the National Science Foundation. In 2000, she co-edited the book, “Research on Managing Groups and Teams: Technology.” She also authors the blog “Technology and Organizations” http://www.TerriGriffith.com/blog.
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Salah Eldin Adam Hamza is a quality manager, consultant of engineering & technology management, and expert of engineering & project management best practices. He is the author of several journal articles, and conference proceedings on knowledge management, business process analysis and engineering, organizational development, six sigma, and benchmarking. He holds a B.Sc. (1st class honors) and an M.Sc. in surveying engineering from the University of Khartoum, and an M.Sc. in total quality & performance management from Bradford University. Salah Hamza is also a senior member of the American Society for Quality (ASQ) and a member of the American Statistical Association (ASA).

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Joseph Kasten is the Chair of the Computer Information Systems Department in the Townsend School of Business at Dowling College. He earned his Ph. D. in Information Science from Long Island University. Prior to joining academia, Professor Kasten was an engineer in the defense industry, working in both aircraft and information systems design. His current research interests center on the creation and implementation of knowledge strategy as well as the leveraging of knowledge management systems to create competitive advantage and increased firm performance. Recent research has been published in Knowledge Organization, as chapters in KM texts, and in the proceedings of various I.T. conferences. When not teaching or writing, Joe and his family can be found camping, hiking, and canoeing the mountains and waterways of upstate New York.

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Christian Ploder is a Research Assistant at the Department of Information Systems, Operational Management and Logistics at the University of Innsbruck/School of Management and Ph.D. student. In his Ph.D. thesis he is developing a model for diagnosing knowledge intensive business processes. Since working at the Department he is a lecturer for Information System Basic Course, Project & Knowledge Management, author of different journals and papers presented on international conferences. His research interests include knowledge management focused on small and medium-sized enterprises as well as the topic of knowledge intensive processes.

Mark Salisbury has over 25 years of experience in designing and developing human performance solutions. He is the author of iLearning: How to Create an Innovative Learning Organization and has published many articles related to knowledge management in engineering, business, and education journals. He has a master’s degree in computer and information science and a Ph.D. in curriculum and instruction from the University of Oregon. Dr. Salisbury also holds a master of arts in teaching economics from Western Oregon University. After completing his graduate studies, he worked for eleven years at The Boeing Company on developing software to improve human performance. His time at Boeing
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Dalal M. Zoubi is an assistant Professor in the Educational Science Department, Irbid College, Al-balqa Applied University, Jordan. He graduated from Amman Arab University for Graduate Students, with a PhD in Educational Administration. His main research interests are in the field of Higher Education Studies, such as university management, academic issues, student learning. Dr. Zoubi has published several papers and has taught several research methods courses. Dr. Zoubi has occupied the position of assistant dean for students affairs, financial affairs, educational affairs in Irbid College, Al-Balqa Applied University for ten years.