About the Contributors

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Kanokwan Atchariyachanvanich is Lecturer at Thai-Nichi Institute of Technology, Thailand after completing a postdoctoral fellowship program from National Institute of Informatics, Japan. She received a Ph.D. in Informatics from the Graduate University for Advanced Studies, Japan in 2007, a M.S. in Information Management from the Asian Institute of Technology, Thailand in 2001, and a B.S. in Information Technology from Assumption University, Thailand in 1999. Her research interests include critical success factors in electronic commerce (EC), business models for EC and consumer behavior in EC market. Her prior research has been published in international journals and international proceedings such as International Journal of Electronic Customer Relationship Management, International Conference on Electronic Commerce, Information Processing Society of Japan (IPSJ) Journal, IEEE/IPSJ International Symposium on Applications and the Internet (SAINT), and ACM SIGecom Exchanges.

Joanne Callen is Associate Professor and works as a Senior Research Fellow in the Centre for Health Systems and Safety Research at the University of New South Wales. Previously she was Head of the Discipline of Health Informatics at the University of Sydney. Her research centres on exploring how information and communication technologies (ICT) can improve health outcomes for patients and support health professionals in the delivery of high quality, safe, and efficient patient care. She has published a considerable body of research on the use of clinical information systems and published the first international study which quantitatively linked organisational culture with the use of information systems. Recently her research has focused on how to use information technology and other systems strategies to improve the safety of test result follow-up.
John Campbell is Professor of Information Systems in the Faculty of Information Sciences and Engineering at the University of Canberra. A major theme throughout his research is how users interact through information systems in the social world and, in particular, the ways in which organizational decision-making and community interaction are enacted through collaborative technologies. He has published in Information Systems Journal, Information & Management, Data Base for Advances in Information Systems, Behaviour & Information Technology, Journal of Organizational Computing and Electronic Commerce, and Australasian Journal of Information Systems.

Michael Essig is Professor and Chair for Materials Management & Distribution at Bundeswehr University Munich and is Co-Director of the Research Center for Law and Management of Public Procurement as well as the Transfer Center for Defence Supply Chain Management. Professor Essig acts on the review board of the “Journal of Supply Chain Management”, the “Journal of Purchasing and Supply Management”, “Supply Chain Management: An International Journal” and for the Research College of the Chartered Institute of Purchasing and Supply (CIPS). He is member of the Scientific Board of the German Purchasing Association, member of the Scientific Advisory Board of the Austrian Minister of Defence, member of the Scientific Board of the European Defence Public Private Partnership Association, and a former member of the advisory board of the European Research Center of Purchasing and Supply (ERPS) and of the management committee of the International Purchasing & Supply Education & Research Association (IPSERA).

Scott Gardner is Associate Professor and the Foundation Director of the Master Class Program at Murdoch University. Dr Gardner has fifteen years experience as an academic educator and manager, consultant and facilitator working in Australia, the United Kingdom (UK) and South East Asia. As a specialist in change management, strategic management and stakeholder communications he has published widely in academic and professional journals. His professional portfolio includes training or consulting for major public and private sector clients spanning Western Australia, (WA), New South Wales (NSW), the UK and Indonesia and acting as an internal strategy advisor for senior executive teams at two WA Universities.

Andrea Genovese is Lecturer at the University of Sheffield Management School. Dr Genovese received an MSc degree in Engineering and Technology Management from the University of Naples “Federico II” (Italy) and a PhD in Science and Technology Management from the same institution. He also holds a MBA from Whittemore School of Business and Economics at University of New Hampshire (USA). Since 2010, he has been working at the Logistics and Supply Chain Research Centre at the University of Sheffield Management School (UK), first as a post-doctoral researcher and then as a Lecturer. His research interests include the design of decision support systems for solving logistic problems and low carbon innovation management for supply chains.

Andrew Georgiou is Senior Research Fellow at the Centre for Health Systems and Safety Research, part of the Australian Institute of Health Innovation, University of New South Wales. He has worked in a number of senior research and executive positions including as the United Kingdom NHS Assistant Director of Classifications (1995-1997) and Co-coordinator for the Coronary Heart Disease Programme for the Royal College of Physicians in London (1999–2002) and Senior Research Fellow at the Centre
Andrew is currently an Editorial Board member of the Open Medical Informatics Journal, the Journal of Pathology Informatics, Health Care Informatics Review and the International Journal of Medical Informatics.

Kholekile L. Gwebu is Assistant Professor of Decision Sciences at the University of New Hampshire. He earned his Ph.D. in Management and Information Systems from Kent State University. His research interests are in agent-based simulation, decision support, Open-Source Software and IT Outsourcing. His papers have appeared in Decision Support Systems, Journal of Information Systems, Journal of Strategic Information Systems, and Journal of Systems and Software.

John W. Hamilton is the Associate Director of the Consortium for Supply Chain Management Studies and Assistant Professor of Management at St. Louis University. He has an undergraduate degree from Washington University in St. Louis and MBA and doctoral degrees from St. Louis University. He retired from UniGroup, Inc., a private multi-billion dollar transportation company, as Senior Vice President and Chief Information Officer in 2002. He is and has been active in professional and community organizations including; the Center for the Advancement of Information Technology, Washington University; Academy of Management; and the National Defense Transportation Association. He is on the board of several local community and service organizations. He has published papers and presented on topics including Trust and Transaction Cost in Supply Chain Optimization: An Exploratory Study, The Turnaround ERP Project: Strategies and Issues to ‘Wireless Communication Systems: A Satellite Based Approach for Competitive Advantage in Logistic and Transportation Support Services.’

Seock-Jin Hong is a Professor at the Bordeaux Management School (BEM) in Bordeaux, France. Prior to joining BEM, Prof. Hong was a Associate Professor and Director at the Graduate School of Logistics at the University of Incheon. Prof Hong was a Research associate at the air transport department of the Korea Transport Institute (KOTI) and an Assistant general manager in Korean Airlines Seoul from 1988. During his stay in Korean Airline, he acted as a key person on global alliance with Air France and Delta and preparation of open-up the Incheon International Airport. And also, He has acted as a Researcher of ITA (Institute of Air Transport – Institut du Transport Aérien) in Paris, France. His research interests include supply chain and transport, supply chain risk managements, air transport and cargo and lean logistics. His papers have appeared in various journals such as World Review of Intermodal Transportation Research, Transport Policy Studies, International Journal Electronic Customer Relationship Management and Korea Logistics Review. He serves as a referee for World Review of Intermodal Transportation Research, Journal of Korean Society of Transportation and Eastern Asia Society for Transportation Studies.


Stefan Klein is Professor for Interorganizational Systems and a Director of the European Research Center for Informations Systems (ERCIS) at the Department of Information Systems, University of Münster. He has held teaching or research positions at University College Dublin, Ireland, University of Linz, Austria, University of Koblenz-Landau, Germany, University St. Gallen, Switzerland, Harvard University, German National Research Center for Computer Science (GMD), and University of Cologne. His current research areas are Information Infrastructures, Network Economy, Information Management, Social Media and the transformation of work.

Ik-Whan G. Kwon is Professor of Decision Sciences and MIS at the John Cook School of Business, St. Louis University. He is also a Director of the Center for Supply Chain Management Studies at the John Cook School of Business since 1998. Dr. Kwon is one of the founding members of the Center for Supply Chain Management Studies in 1998 and assumed the role of Directorship of the Center since its inception. Dr. Kwon has published more than 125 academic articles and professional papers in numerous journals including *Journal of Supply Chain Management, Supply Chain Management: An International Journal, International Journal of Physical Distribution and Logistics Management, New England Journal of Medicine, American Journal of Medical Association, American Journal of Public Health* and others. He serves on the Editorial Board of *Information Systems and Supply Chain Management*, Member of Editorial Board of *International Journal of Business Innovation and Research*, Member of Editorial Board of *International Journal of Procurement Management*, Member of the Review Board of *Supply Chain Management: An International Journal*, Member of the Review Board of *Managerial Issues*, and Member of Advisory Board at Business Innovative Research Center (BIRC) at University of Mass at Dartmouth.

Julie Li is a Research Assistant and PhD Candidate in the Centre for Health Systems and Safety Research within the Australian Institute of Health Innovation at the University of New South Wales. Julie has a background in health information management and is interested in the broader social implications of electronic information systems implementation with emphasis on innovations in clinical work practice. Prior to commencing her PhD, Julie completed an Honours project focussing on the impact of Computerised Provider Order Entry on the test management work practices of Emergency clinicians. She is currently undertaking a PhD exploring the influence of information communication technology on the clinical work practices and role of Nurse Practitioners in emergency departments. She also sits as a student member on the editorial board of the Methods of Information in Medicine journal.
Yaotai Lu is Adjunct faculty in the School of Public Administration, Florida Atlantic University. His major research areas include public budgeting and finance, public asset management, public procurement, and public safety management.

Maria Madlberger is Professor at the Department of Business and Management at Webster Vienna Private University. Her research is focused on the interdisciplinary links between information systems, supply chain management, and marketing. Current research interests are related to information systems-based inter-organizational collaboration, such as electronic data interchange, information sharing, supply chain collaboration in the context of efficient consumer response (ECR), and electronic commerce B2B and B2C. Dr. Madlberger published her research in journals such as the International Journal of e-Collaboration, Journal of Electronic Commerce in Organizations, Electronic Markets, and International Journal of Physical Distribution and Logistics Management, among others. She is an Associate Editor of the Electronic Commerce Research Journal and serves as a session and minitrack chair at various conferences (e.g., AMCIS, ECIS, Conf-IRM). She received her Ph.D. from the Vienna University of Economics and Business where she was an Assistant Professor at the Department of Management Information Systems and the Department of Retailing and Marketing.

Bruce McCabe works at the intersection of technology, innovation and business. He began his career at IBM in 1988 and has held senior roles at IBM, WordPerfect, Novell and Gartner. In 2002 he founded S2 Intelligence, a think tank to support organisational innovation through grounded research. In 2009 he started an Innovation Advisory practice for KPMG, to help organisations create value through innovative new products, services and processes. He is currently working with National ICT Australia, the nation’s peak computer science organisation, to help them spin-off new commercial enterprises. Bruce is widely recognised for his pioneering research into how new technologies are adopted and applied in business. He has authored more than 300 essays, columns and research papers. Over the past 16 years has supplied independent analysis to most companies on the ASX-100, and to agencies in every State and Federal government. He has acted as an advisor to the Commonwealth Scientific and Industrial Research Organisation (CSIRO) and maintains relationships with a variety of universities, science organisations and commercial R & D labs.

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Shams Rahman is Professor of Supply Chain Management, at the School of Business IT and Logistics, RMIT University. Professor Rahman, a former British Commonwealth scholar, has worked in various Universities in Australia, United Kingdom, and Thailand. He is on the editorial board of ten international journals and a foundation member of the International Advisory Committee of the Asia-Pacific Federation of Logistics & Supply Chain Systems. Professor Shams Rahman has published over 120 scholarly papers which include articles in international journals, book chapters, and referred papers in international conference proceedings. He is frequently called upon to make presentations for professional bodies and senior executives on issues such as supply chain management, cold logistics, six sigma and quality management, reverse logistics, and theory of constraints. Professor Rahman holds masters degrees in Industrial Engineering and in Mechanical Engineering and a PhD in Operations Research from the University of Exeter, UK.

Kai Reimers is Professor of Information Systems at RWTH Aachen University in the Faculty of Business and Economics. Trained in economics and business administration in Germany, Professor Reimers works at the interface between information systems and organization theory. He received a doctorate in economics and business administration from the University of Wuppertal with a thesis on the economic analysis of standardization processes and earned a post-doctorate degree (“venia legendi”) at the University of Bremen with a thesis on IT Management. From September 1998 to August 2003 he worked as a Visiting Professor at the School of Economics and Management, Tsinghua University, Beijing, sponsored by the German Academic Exchange Service (DAAD). Since September 2003 he works as a Full Professor of Information Systems at RWTH Aachen University in the Faculty of Business and Economics where he heads the Research Group on Electronic Business. His fields of interest cover inter-organizational information systems (electronic data interchange, electronic markets), enterprise systems implementation, and issues of information systems standardization.

José Rodrigues Filho is an associate professor of Management Information Systems at the Universidade Federal da Paraíba, Brazil. He was Takemi Fellow at Harvard University and completed his
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Anne Rouse is Associate Professor of Innovation and Business Strategy and an organizational psychologist at the Deakin Graduate School of Business. There she teaches innovation management, IT strategy, and business consulting. She joined Deakin after several decades in industry, working as a project management and business process specialist. Dr Rouse’s PhD, from the University of Melbourne, investigated outsourcing risks and benefits. As a result of this research she became co-author of the first Federal Government’s guide to sourcing, published in 2004. This guide continues to be adapted and used by Australian Federal and State governments as a blueprint for managing outsourced arrangements. Dr Rouse publishes on innovation and outsourcing-related topics.

Barry Shore, Professor of Management Sciences at the University of New Hampshire, received his undergraduate degree in engineering from Tufts University and his PhD from the University of Wisconsin. He has authored over 100 peer-reviewed research articles and presentations and four books published by McGraw-Hill and Holt Rinehart and Winston. Previous to receiving his PhD he worked for Boeing Company, General Electric and Hewlett-Packard. He is a fellow of the Global Information Technology Association, has served as Chairman of the Board and was elected in 2010 to the Cosmos Club in Washington, D.C.

Jeffrey Soar is Professor and Chair in Intelligent Domestic Healthcare Infrastructure at the University of Southern Queensland. He is internationally recognised for his research leadership in eHealth and specifically the field of technology to support seniors in independent living and access to healthcare. He came into research leadership roles in academia following a long career as a senior industry executive with strategic responsibilities in Australian state and federal government agencies as well as national and regional agencies in New Zealand. Prof Soar is the founder and Convenor of the Queensland Smart Home Initiative and the SAIL (Smart Ageing & Independent Living) research consortium. Jeffrey has over 100 peer-reviewed publications and has attracted over 30 grants and commissions for research projects including national strategy papers. He has been engaged by governments and international development agencies for projects and strategic advice in the Asia-Pacific and Middle East regions.

Khi V. Thai is Professor, and Director, School of Public Administration, and also Interim Director, School of Criminology and Criminal Justice, Florida Atlantic University. His expertise is in public budgeting, financial management and public procurement. He authored or co-authored to over 100 refereed journal articles, book chapters, books, technical reports, and has been editing three academic journals. Most recently, he has provided technical assistance to the South Florida Water Management District, the Government of Sierra Leone, Uganda, Bulgaria, Columbia, United Nations, USAID, and the Federal Government of Canada in the area of procurement reforms, procurement integrity and international procurement. He is the founder of the Public Procurement Research Center in 1999, and served as its director.
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**Sebastian Titz** studied industrial engineering and management at the TU Ilmenau, Germany and received an MBA at the University of New Hampshire, USA. He completed his PhD at the University of Naples, Italy, his research focusing on the social interaction of employees after corporate mergers.

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**Jim Underwood** is Senior Lecturer at the University of Technology, Sydney. Dr Underwood has been teaching and researching the social aspects of IS development for more than 40 years, mostly in Canberra and Sydney. He was originally a mathematician and has worked for several IT consulting companies. His interests include the politics of information systems development, the dynamics of learning, and the meaning of knowledge and self in a virtual society, approached through the philosophical lenses of Foucault, Latour and Deleuze (amongst others).

**Venky Venkatachalam** is Professor and Co-Project Leader for the Green Launching Pad project at the University of New Hampshire. He is Chair of the Decision Sciences department and Professor of Information Systems in the Whittemore School of Business and Economics at the University of New Hampshire. Since August 2005 he has been Director of the Enterprise Integration Research Center at the University of New Hampshire. He received his bachelors degree with honors in mechanical engineering from the University of Madras, India, MBA from the Indian Institute of Management, Calcutta, and Ph.D. from the University of Alabama.

Marilyn Wells is Lecturer in the School of Information and Communications Technology (SICT) at CQUUniversity (CQUni), and previously worked at University of Western Sydney (UWS) for five years before joining CQUni. Marilyn joined UWS after holding senior management positions in various organisations as well as implementing information systems in SMEs. Marilyn has experience in teaching at postgraduate and undergraduate levels, and her research interests include the power/knowledge nexus, resistance to change, perceptions of implementing new information systems and student educational experience. Marilyn holds a PhD and Masters of Commerce (IS) from UWS.

Johanna Westbrook is Professor and Director of the Centre for Health Systems and Safety Research (CHSSR), Australian Institute of Health Innovation (AIHI), Faculty of Medicine, University of New South Wales. Her research expertise centres on the design and execution of complex multi-method evaluations in the health sector with a particular focus on the effective use of information and communication technologies. She has undertaken leading research on medication safety, the effectiveness of electronic medication management systems to reduce errors and safe work and communication practices in hospitals. Professor Westbrook has an extensive publication record which includes over 200 refereed publications and has won several awards for her research.