About the Contributors

**Esharenana E. Adomi** had his university education at the University of Ibadan, Ibadan, and Delta State University, Abraka, both in Nigeria. He holds BEd, MEd, MLS, and PhD degrees. He lectures at the Department of Library and Information Science, Delta State University, Abraka, Nigeria. His research interests lie in Web and Internet technology and ICT development and applications in different settings.

**Amalia Agathou** is currently in the final year of her undergraduate studies in the Department of Information and Communication Systems Engineering of the University of the Aegean in Greece. Her research interests include computer security, data modeling, and databases.

**Stephen K. Aikins** received a PhD from the University of Nebraska at Omaha where he has taught graduate-level courses in public-sector information management. He is a certified public accountant (CPA) and a certified information systems auditor (CISA). Dr. Aikins has several years of experience working in various capacities in government and in the private sector. He has been a state revenue auditor, a municipal government auditor for a public accounting firm, a Medicare auditor for a federal government contractor, and an assistant vice president for a multinational bank. His research interests are electronic government, Internet-based citizen participation, electronic democracy, information security, public sector economics, public financial management and public budgeting.

**Eugene J. Akers** is the senior director for the Center for Advanced Technology in the University Outreach Program of Auburn University Montgomery. The purpose of the center is to extend the resources and expertise of Auburn University Montgomery (AUM) and Auburn University to individuals, organizations, the community, and the environment in a manner that enhances productivity and the quality of life for individuals in Alabama. The center provides consulting services, training programs, economic development endeavors, technological advancements, and community service. As the senior director, Dr. Akers is responsible for establishing the strategic direction of the center. Dr. Akers also is responsible for business development, contract management, and client relationships. Dr. Akers currently serves as an adjunct assistant professor in the Department of Information Systems and Decision Science and the Department of Political Science and Public Administration of Auburn Montgomery.

**Micah Altman** (PhD, California Institute of Technology, 1998) is an associate director of the Harvard-MIT Data Center, is archival director at the Henry R. Murray Research Archive, and is senior research scientist in the Institute for Quantitative Social Science at Harvard University. Dr. Altman has
served as co-investigator in a number of research projects promoting the collection, sharing, citation, and preservation sharing of research data through the development of open-source software tools and methods. His extensively reviewed book, *Numerical Issues in Statistical Computing for the Social Scientist*, corrects common computational errors made across the range of social sciences. His more than two dozen publications and four open source software packages span many disciplines in social and information sciences.

**Andrea Baker** is a PhD candidate of information studies at the College of Computing and Information and a graduate research assistant at the Center for Technology in Government, University at Albany, State University of New York. At the University at Albany and Siena College, she is also an adjunct professor at the Department of English. Baker is the co-author of a chapter in *The Internet Election: Perspectives on the Web in Campaign 2004* and several papers presented at conferences of prestigious professional associations such as the American Society for Information Science and Technology and the American Society for Public Administration. Her research interests include computer-mediated communication, the impact of new media on the press, open-source technology and community, and collaborative e-government.

**David A. Bray** is currently with the Goizueta Business School, Emory University. He will be a visiting fellow with Oxford University’s Internet Institute in 2007. Bray’s research focuses on bottom-up (i.e., grassroots) sociotechnological approaches for fostering interindividual knowledge exchanges. Before academia, he served as the IT chief for the Bioterrorism Preparedness and Response Program at the Centers for Disease Control where he led the technology response to 9/11, anthrax, WNV, SARS, and other major outbreaks.

**Lia Bryant** is deputy director for the Hawke Institute of Sustainable Societies, University of South Australia. She is also director of the Research Centre for Gender Studies and is a senior lecturer in the School of Social Work and Social Policy. Her research interests include gender and technologies, gender and sexuality, organizations, work, rurality, and space and place.

**Anthony W. Buenger, Jr.** (Lt. Col., USAF, retired), is a professor of systems management (Military Faculty) and information operations and assurance at the Information Resources Management College, National Defense University, Fort McNair, Washington, DC. Buenger received his bachelor’s degree in electrical engineering from the University of Maryland in 1988. In 1992 he received an MA in space systems management from Webster University, Colorado. He is currently working on a PhD in business administration from Northcentral University, Arizona. He served his entire 21-year career in the communications, information technology, and information security fields.

**Donna Canestraro** brings more than 25 years of professional experience to her role as program manager at the Center for Technology in Government (CTG). Prior to joining CTG, Canestraro has worked with both public- and private-sector organizations including Unisys Corporation and General Electric. Her most recent position prior to CTG was as program manager with the Professional Development Program at the University at Albany’s Nelson A. Rockefeller College of Public Affairs and Policy. Her current work focuses on the policy, management, and technology issues related to inter- and intra-organizational information integration. As project manager for the XML Testbed, she has orchestrated
the development of the XML Testbed, as well as various conference presentations and academic papers about XML.

**Elena Castro** received an MS in mathematics from Universidad Complutense of Madrid in 1995. Since 1998 she has been working at the Advanced Databases Group in the Department of Computer Science, Universidad Carlos III of Madrid. Recently, she has obtained a PhD in information science from Universidad Carlos III of Madrid. She is currently teaching relational and object-oriented databases. Her research interests include database conceptual and logical modeling, advanced database CASE environments, and information and knowledge engineering.

**Mirko Cesarini** is currently working as professor’s assistant with the Faculty of Statistical Science, University of Milan Bicocca. He is also affiliated with CRISP (Interuniversity Research Center on Public Utility Services for the Individual). His research focuses on information systems. He has published several papers in refereed journals, and in proceedings of international conferences. He earned a PhD in 2005 in computer engineering and a master’s degree in the same field in 2001, both at the Politecnico di Milano, Milan, Italy.

**Ioannis P. Chochliouros** is a telecommunications electrical engineer who graduated from the Polytechnic School of the Aristotle University of Thessaloniki, Greece, holding also an MS and a PhD from the University Pierre et Marie Curie, Paris VI. He possesses extreme research and practical experience in a great variety of matters for modern electronic communications. He currently works as the head of the research programs section of the Hellenic Telecommunications Organization S.A. (OTE) in Greece, where he has been involved in different national, European, and international R&D projects and market-oriented activities, many of which have received international awards. He has published more than 80 distinct scientific and business papers and reports in the international literature (books, magazines, conferences, and workshops), especially for technical, business, and regulatory options arising from innovative e-infrastructures and e-services in a global converged environment. He is a member of several national and international scientific committees and fora. He also works as a university lecturer with the Faculty of Science and Technology, Departments of Telecommunication Science, Computer Science and Technology, University of Peloponnese, Greece.

**Stergios P. Chochliouros** is an independent consultant who is a specialist for environmental-related studies. He holds a PhD from the Department of Biology, University of Patras, Greece, and a university degree as an agriculturist. He has gained enormous experiences as an academic researcher and has been involved in various research activities, especially in options for the extended use and/or applicability of modern technologies. In particular, he has participated as an expert in many European research projects relevant to a variety of environmental studies. Moreover, he has gained significant experience both as an educator and advisor while being an author of several papers, studies, and reports.

**Gabriel Puron Cid** received a master’s degree in public administration and policy at the Center for Research and Economics Teaching (CIDE) in Mexico. After the conclusion of this program, he contributed actively at the Ministry of Finance of the federal government in Mexico to design and implement budgeting for results. Today he is a doctoral student of public administration at the Rockefeller College of Public Affairs & Policy of the University at Albany with a specialization in information management.
and policy in the public sector. His research interests are information technology applications in public finance and budgeting, digital government, IT investment and failures in intergovernmental systems, and public management of information systems in governmental contexts.

David Cook is an associate professor in the Department of Information Systems and Decisions Sciences, College of Business and Public Administration at Old Dominion University. His educational and work experience is in the area of operations management. He graduated from the University of Kentucky with a PhD in production and operations management. Dr. Cook has published in such journals as Production and Inventory Management, Human Systems Management, Production and Operations Management, The Journal of Computer Information Systems, and the e-Service Journal. His research interests include quality management, service operations, and electronic commerce. He is a member of the Decision Sciences Institute and INFORMS.

James Costello serves as Webmaster and Web application developer at the Center for Technology in Government. Prior to joining CTG, Costello operated his own Web design and development company and worked for several private and public organizations, including KeyCorp, the Professional Development Program of Rockefeller College, Coopers & Lybrand, and the Office of Data Processing, Human Resources Administration, City of New York. Based on his experience at CTG, he developed a curriculum on the benefits and challenges of using XML for Web site content management, which he has presented to over 30 different NYS agencies. He and Derek Werthmuller were the two chief architects of the XML Toolkit (http://www.thexmltoolkit.org), a product of the XML Testbed.

Ron Craig is a professor of business in the operations and decision sciences area of the School of Business & Economics, Wilfrid Laurier University, Waterloo, Canada. His research interests cover small business and information systems. He has published several articles and cases in these areas.

Dolores Cuadra received an MS in mathematics from Universidad Complutense of Madrid in 1995. Since 1997, she has worked as an assistant lecturer at the Advanced Databases Group in the Department of Computer Science, Carlos III University of Madrid. In 2003 she obtained a PhD in computer science from Carlos III University of Madrid. She is currently teaching files organization, database design, and data models. Her research interests include data models, conceptual and logical modeling, and advanced database CASE environments. She has been working in the Department of Computer Science at Purdue University of West Lafayette (Indiana) for nearly a year, where she has applied her research in spatiotemporal databases.

Alex Dunayev worked at the St. John IT Department developing the National Events Management System (NEMS). This won a national award for excellence in the not-for-profit organizations category. While working at St. John, Dunayev was also finishing degrees at the University of Auckland. His BCom (Hons) dissertation, which also received an award, forms the basis for his chapter in this book. Dunayev is CEO of AQXI Creative Software at the University of Auckland’s ICEHOUSE. He founded AQXI, largely staffed by other graduates from Auckland.

Antonina Durfee (Kloptchenko) is an assistant professor at Appalachian State University in Boone. She holds a PhD from Abo Akademi University. Her current research is in text mining, knowledge
About the Contributors


**William D. “Denny” Eshee, Jr.**, attorney-at-law, is professor of business law at Mississippi State University. He received his Juris PhD degree from the University of Mississippi. He has been admitted to the Mississippi Bar Association, Federal Bar Association, Alabama Bar Association, United States Court of Military Appeals, and The United States Supreme Court. He has authored or co-authored four books, *Mississippi Small Claims Court: A Debt Collection Guide for Mississippi Businesses*, *The Mississippi Entrepreneur’s Guide*, *The American Entrepreneur’s Guide*, and *The Legal Environment of Business*, as well as a host of journal articles and other business publications.

**Vesile Evrim** is currently a PhD student in computer science at the University of Southern California, and a research assistant in the Semantic Information Representation Laboratory at USC. She has received BS and MS degrees in applied mathematics and computer science at the Eastern Mediterranean University in Cyprus and another MS degree in computer science from USC. Her current research focuses on trust-based information retrieval, search engines, recommender systems, and social networks.

**Lixin Fu** has been an assistant professor at the University of North Carolina at Greensboro since he joined the university in 2001. He has published more than a dozen papers in refereed journals and international conferences in the past 5 years. His main research areas include data warehousing, data mining, databases, and algorithms. Dr. Fu has obtained a PhD in computer and information sciences at the University of Florida in 2001. He earned a master's degree in electrical engineering at Georgia Institute of Technology in 1997. He is a member of IEEE, ACM, and Upsilon Pi Epsilon Honor Society.

**Mariagrazia Fugini** is an associate professor of computer engineering at Politecnico di Milano. Previously, she was an assistant professor at the Department of Industrial Automation, Faculty of Engineering, Università di Brescia (1983-1991), and an associate professor with the Department of Computer Science, University of Pavia. She has been a visiting professor at the University of Maryland (1985-1986), the Technical University of Vienna (1986-1991), and the University of Stuttgart. Her research interests are in information system security, information systems development, software reuse, information retrieval, cooperative information systems, and reengineering in public administrations. She has published several books, papers in refereed journals, and papers in proceedings of international conferences and symposia.

**J. Ramon Gil-Garcia** is an assistant professor in the Department of Public Administration at the Centro de Investigación y Docencia Económicas in Mexico City and a research fellow at the Center for Technology in Government, University at Albany, State University of New York. Dr. Gil-Garcia is the author or co-author of articles in numerous academic journals including *The International Public Management Journal*, *Government Information Quarterly*, *Journal of the American Society for Information Science and Technology*, *European Journal of Information Systems*, *Public Finance and Management*, and *Gestión y Política Pública*. His research interests include collaborative e-government, interorganizational information integration, adoption and implementation of emergent technologies, digital divide policies, public management, public policy evaluation, and multimethod research approaches.
About the Contributors

Sheng-Uei Guan received an MS and PhD from the University of North Carolina at Chapel Hill. He is currently a professor and chair in intelligent systems in the School of Engineering and Design at Brunel University, UK. Professor Guan has worked in a prestigious R&D organization for several years, serving as a design engineer, project leader, and manager. After leaving the industry, he joined Yuan-Ze University in Taiwan for three and a half years. He served as deputy director for the Computing Center and the chairman for the Department of Information & Communication Technology. Later he joined the Electrical & Computer Engineering Department at National University of Singapore as an associate professor.

Shahidul Hassan is a doctoral student in public administration and policy at the University at Albany, State University of New York. His research interests are interorganizational collaboration and technology and work-practice transformation in government agencies.

Wen-Chen Hu received a PhD in computer science from the University of Florida, Gainesville, in 1998. He is currently an assistant professor in the Department of Computer Science at the University of North Dakota. Dr. Hu has been advising more than 50 graduate students and has published over 60 articles on refereed journals, conferences, books, and encyclopedias. His current research interests are in handheld computing, electronic and mobile commerce systems, Web technologies, and databases. He is a member of the IEEE Computer Society, ACM, and IRMA (Information Resources Management Association).

Xiaohua (Tony) Hu is currently an assistant professor at the College of Information Science and Technology, Drexel University, Philadelphia. He received a PhD (computer science) from the University of Regina, Canada (1995) and an MS (computer science) from Simon Fraser University, Canada (1992). His current research interests are biomedical literature data mining, bioinformatics, text mining, rough sets, information extraction, and information retrieval. He has published more than 100 peer-reviewed research papers in the above areas. He is the founding editor-in-chief of the International Journal of Data Mining and Bioinformatics.

Marijn Janssen is an assistant professor in the field of information systems at the Faculty of Technology, Policy, and Management, Delft University of Technology, The Netherlands. His research is focused on designing service architectures for public service networks. He received a PhD (2001) at Delft University of Technology in the field of management information systems and has been a consultant and information architect for the Ministry of Justice.

Anton Joha is a consultant at Morgan Chambers in The Netherlands and an affiliate of Delft University of Technology. His projects are mainly in the field of outsourcing and shared service centers. He holds an MS in management information systems from Delft University of Technology, The Netherlands.

Jimmie L. Joseph is an assistant professor in the Department of Information and Decision Sciences, College of Business, University of Texas at El Paso. He earned a BS in the triple majors of biology, computer science, and natural sciences from Indiana University of Pennsylvania, an MBA from the University of Pittsburgh’s Joseph M. Katz Graduate School of Business, an MS in MoIS from the University of Pittsburgh’s Joseph M. Katz Graduate School of Business, and a PhD in MIS from the University of
Pittsburgh’s Joseph M. Katz Graduate School of Business. Dr. Joseph has published in such journals as the *Journal of Management Information Systems*, *Human Systems Management*, and the *International Journal of Electronic Business*. His research interests include human computer interaction, electronic commerce, and social impacts of information systems. He is a member of the Association for Information Systems and the Decision Sciences Institute.

**Rhoda C. Joseph** is an assistant professor of information systems and technology at The Pennsylvania State University – Harrisburg. She has earned her PhD in business with a specialization in information systems from the City University of New York (CUNY), and her MBA from Baruch College (CUNY). Dr. Joseph’s research interests are in the area of technology nonadoption, e-government, and human factors in information systems.

**Kalu N. Kalu** is an associate professor of political science at Auburn University Montgomery. He is also a research fellow at The Macmillan Center for International and Area Studies, Yale University. His research emphasis is in the areas of institutional development and democratic theory, citizenship and administrative theory, civil-military relations, IT-leadership interface, national security and intelligence policy, e-government, and health care politics and policies. Dr. Kalu has published articles in the *Journal of Political and Military Sociology*, *Administrative Theory & Praxis*, *Public Administration Review*, *Administration & Society*, *International Review of Administrative Sciences*, *Social Science Computer Review*, *the Yale Political Quarterly*, and others. His book *Rentier Politics: State Power, Autarchy, and Political Conquest in Post-War Nigeria* is forthcoming.

**Atreyi Kankanhalli** is an assistant professor in the Department of Information Systems, School of Computing, National University of Singapore (NUS). She received a PhD in information systems from NUS. Dr. Kankanhalli’s research interests include knowledge management, e-government, virtual teams, and information systems security. Her work has been published in journals such as *MIS Quarterly*, *Journal of the American Society for Information Science & Technology*, *Journal of Management Information Systems*, *International Journal of Human Computer Studies*, *Communications of the ACM*, *Decision Support Systems*, and *International Journal of Information Management*, and conferences including *ICIS*, *HICSS*, and *WITS*.

**Dimitris K. Kardaras** is an assistant professor in information systems management in the Department of Business Administration, Athens University of Economics and Business (AUEB), Greece. He holds a BS (Hons) in informatics and a BS (Hons) in management both from the Athens University of Economics and Business, and an MS in information systems engineering and PhD in information systems from the Department of Computation at the University of Manchester Institute of Science and Technology (UMIST), England. Dr Kardaras has participated in many research projects in IS and IT since 1990 and has been teaching in IS courses for over 12 years. He has published journal and conference papers in the areas of IS planning, fuzzy cognitive maps, IS modeling, and e-commerce.

**David P. Kitlan** is an instructor in information sciences and technology at The Pennsylvania State University – Harrisburg. He is a PhD candidate in the public administration program at The Pennsylvania State University – Harrisburg. Kitlan holds an MS in information systems, an MBA, and an MEng from The Pennsylvania State University, Harrisburg. Mr. Kitlan completed his undergraduate degree in mechanical
About the Contributors

engineering, also at The Pennsylvania State University. He has over 20 years of corporate and industry experience in engineering, manufacturing, management, marketing, consulting, six-sigma methods, training, and project management. Kitlan’s research interests include areas of management, work teams, distance learning, e-government, data mining, information security, and the use of information systems in private, public, and nonprofit organizations.

Hsiang-Jui Kung is an assistant professor of information systems at Georgia Southern University. He received a PhD in management information systems from Rensselaer Polytechnic Institute in 1997. He joined Georgia Southern University full time in 2001. His research interests include systems analysis and design, database, e-business, IS education, and software evolution.

Giorgos Laskaridis holds a degree in informatics from the Department of Informatics, University of Athens, Greece, and is now a PhD candidate in the same department. As a research fellow, he has participated in several European and national R&D projects. His research interests are in the fields of electronic services, e-government, software engineering, and system analysis and design. He has published journal and conference publications in the area of e-services and e-government. He is currently advisor to the secretary general, general secretariat for information systems of the Hellenic Ministry of Economy and Finance.

Vincent Lasnik is currently an independent knowledge architect and instructional design consultant in Oregon. His professional experience includes 18 years beyond the PhD in cross-disciplinary technical and creative communications; instructional design and training; hybrid, blended, distance, and/or online learning; information design; interactive learning and multimedia production; research and development; and knowledge generation and dissemination. He holds a BA in history and psychology (Case Western Reserve University), an MA in humanities education, a PhD in instructional design and technology (both from the Ohio State University), and an MS in human factors in information design (Bentley College, McCallum Graduate School of Business).

Richard A. Leipold received a BA from Washington and Jefferson College in English literature, and an MA and PhD from the University of Pittsburgh in mathematics. After working as a computer engineer for Westinghouse Electric Corporation, he joined the Faculty of Waynesburg College. He is a professor of computer science and chair of the Department of Mathematics and Computer Science. He is a member of ACM, MAA, and Phi Beta Kappa. In addition to teaching, he directs a project to standardize training modules for digital forensics.

Gloria Liddell, attorney-at-law (presently inactive), is an assistant professor of business law at Mississippi State University. Dr. Liddell obtained a Juris doctorate degree from Howard University in Washington, DC. She was admitted to the bars of the District of Columbia and the states of Maryland, Florida, and Mississippi. Her experience includes practicing in the Division of Market Regulation at the headquarters of the Securities and Exchange Commission and the Federal Reserve Board. She has authored several publications on bankruptcy law and received numerous honors and awards from civic, nonprofit, and academic organizations.
**Pearson Liddell, Jr.,** attorney-at-law, is an associate professor of business law at Mississippi State University. He obtained a Juris doctorate degree from Howard University, Washington, DC. He was admitted to the bars of Washington, DC, Maryland, Florida, and Mississippi, as well as admitted to practice before the federal courts, including the United States Supreme Court. Dr. Liddell is a coauthor of the textbook *The Legal Environment of Business.* He has published several articles on such diverse business law topics as taxation, bankruptcy, the Digital Millennium Copyright Act, and legal concepts of Internet marketing.

**Chad Lin** is a research fellow at Curtin University of Technology. Dr. Lin has conducted extensive research as in the areas of IS and IT investments evaluation and benefits realization, IS and IT outsourcing, electronic commerce, e-health, virtual teams, and strategic alliance. Dr. Lin has published more than 80 refereed journal articles (e.g., in *Information and Management, International Journal of Electronic Commerce, Information Technology and People, Industrial Management and Data Systems,* and *Journal of Research and Practice in IT*) and conference papers as well as book chapters. Dr. Lin has also served as a member of the editorial review boards for several prestigious international journals.

**Luis Felipe Luna-Reyes** is a professor of business at the Universidad de las Américas in México. He holds a PhD in information science from the University at Albany. Luna-Reyes is also a member of the Mexican National Research System. His research focuses on electronic government and on modeling collaboration processes in the development of information technologies across functional and organizational boundaries.

**Xenia J. Mamakou** is a PhD candidate in the Department of Business Administration, Athens University of Economics and Business, and her field of study is in the development of methodologies for Web site evaluation. She received an MS in business information technology from UMIST in 2003. She has published articles on privacy and is doing research on e-commerce, online privacy, management information systems, and so forth. She is working at the Business Informatics Laboratory of AUEB teaching lab courses on business informatics, Web design, and design and development of management information systems.

**Konstantinos Markellos** is an electrical and computer engineer and researcher in the Department of Computer Engineering and Informatics, University of Patras. He obtained a diploma from the Department of Electrical and Computer Engineering (1999) and an MS in hardware and software integrated systems (2003) from the Department of Computer Engineering and Informatics. Today, he is a PhD candidate in the latter department. His research interests lie in the area of Internet technologies and especially e-commerce and e-government, and he has published several research papers in national and international journals and conferences; he is coauthor of one book and three book chapters.

**Penelope Markellou** is a computer engineer and researcher in the Department of Computer Engineering and Informatics, University of Patras. She obtained a PhD in techniques and systems for knowledge management in the Web (2005) and an MS in usability models for e-commerce systems and applications (2000) from the above university. Her research interests focus on algorithms, and techniques and approaches for the design and development of usable e-applications including e-commerce, e-learning,
e-government, and business intelligence. She has published several research papers in national and international journals and conferences and is co-author of two books and eight book chapters.

**Paloma Martínez Fernández** earned a degree in computer science from Universidad Politécnica of Madrid in 1992. Since 1992, she has been working at the Advanced Databases Group in the Department of Computer Science, Universidad Carlos III of Madrid. In 1998 she obtained a PhD in computer science from Universidad Politécnica of Madrid. She is currently teaching database design and advanced databases in the Department of Computer Science, Universidad Carlos III de Madrid. She has been working in several European and national research projects about natural language processing, information retrieval, advanced database technologies and software engineering.

**Dennis McLeod** is currently a professor of computer science at the University of Southern California (USC), and director of the Semantic Information Representation Laboratory at USC. He received PhD, MS, and BS degrees in computer science and electrical engineering from MIT. Dr. McLeod has published widely in the areas of data and knowledge base systems, federated databases, database models and design, and ontologies. His current research focuses on dynamic ontologies, user-customized information access, database semantic heterogeneity resolution and interoperation, personalized information management environments via cooperative immersipresence, information management environments for geoscience and homeland security information, crisis management decision support systems, and privacy and trust in information systems.

**Kostas Metaxiotis** is a lecturer in the National Technical University of Athens and senior advisor to the secretary for the information society in the Greek Ministry of Economy and Finance. He has wide experience in knowledge management, expert systems design and development, artificial intelligence, object-oriented knowledge modeling, inference mechanisms, and e-business. He has published more than 60 scientific papers in various journals, such as *Journal of Knowledge Management*, *Journal of Information and Knowledge Management*, *Knowledge Management & Practice*, *Journal of Intelligent Manufacturing*, *Applied Artificial Intelligence*, *Industrial Management & Data Systems*, *Journal of Computer Information Systems*, and so forth. He is a member of editorial boards of several leading journals in the field and is a member of the program committee at international conferences. Since 1996 he has been participating in various EC-funded projects within Tacis, Phare, MEDA, and IST Programmes as Senior ICT Consultant and Manager.

**Mario Mezzanzanica** is currently an associate professor with the Faculty of Statistical Science, University of Milano Bicocca. His research and professional interests focus on information technology management. He has been chairman of the scientific committee of CRISP (Interuniversity Research Center on Public Utility Services for the Individual) since July 2005. He has also been a member of the scientific committee of CEFRIEL at the ICT Center of Excellence for Research, Innovation, Education and Industrial Labs since March 2006. His scientific research activities focus on information systems, on which several research activities have been carried out and were published in scientific journals, books, and conference proceedings, both international and national. He was awarded a degree in electronic engineering from the Politecnico di Milano (1985).
Michael Middleton, PhD, is a senior lecturer in the School of Information Systems at Queensland University of Technology. His interests include information management, information use analysis and evaluation, and digital libraries. His publications include the books *Information Management* (published by Charles Sturt University Centre for Information Studies) and *Integrative Document and Content Management*, with Len Asprey (published by Idea Group). Middleton also has extensive experience as a consultant with investigations in information services areas including multicultural affairs, parliamentary services, library portals, and controlled vocabularies.

Melissa Moore (PhD, University of Connecticut) is an associate professor of marketing at Mississippi State University. She received her PhD from the University of Connecticut. Dr. Moore’s research interests concentrate on understanding the development and maintenance of customer-firm relationships. Her research has appeared in the *Journal of Internet Law*, *Journal of Business Research*, *Transportation Journal*, *Journal of Consumer Psychology*, *Marketing Management Journal*, and the *American Journal of Agricultural Economics*, and has been presented at both domestic and international conference venues.


Lourdes Moreno López received an MS in mathematics from Universidad Complutense of Madrid in 1999. She has been working with several IT companies, in R&D departments, working in matters about infometrics (information measurement) especially in Web channels. Since 2002, she has been working at the Advanced Databases Group in the Department of Computer Science, Universidad Carlos III of Madrid. She is a teacher in database design. She's currently developing her doctoral thesis and her research interests include design and accessibility in Web applications.

Krysania Nanini was awarded a degree in economics, management, and industrial engineering from the Politecnico di Milano, Milan, Italy, in 2005. She has published several papers in proceedings of international conferences.

Dale K. Nesbary serves as vice president and dean for academic affairs at Adrian College. He also holds an appointment as professor of political science. His past positions include being a member of the Oakland University Faculty, and he held administrative/research positions with the City of Boston, the National Conference of State Legislatures, and the Michigan Senate. His research interests include public-sector technology, state tax policy, and policing. He has published in a wide range of outlets, including *The Journal of Public Affairs Education*, *The Journal of Contemporary Criminology*, *Social Science Computer Review*, *The British Journal of Educational Technology*, *The International Journal of MS Care*, and *State Legislatures*. 
About the Contributors

Bruce Neubauer teaches in the public administration program in Government & International Affairs, University of South Florida. His areas include information systems, e-government, e-democracy, and the modeling and simulation of complex systems. His present research projects relate to the local provision of emergency medical services in the instance of a bird flu pandemic or similar event, and knowledge management among members of emergency response teams.

Donald F. Norris is the director of the Maryland Institute for Policy Analysis and Research and professor of public policy at the University of Maryland, Baltimore County. He is a specialist in urban politics, public management, and the application, management, and impacts of information technology, including e-government, in public organizations. Dr. Norris' works have been published in a number of scholarly journals. He holds a BS in history from the University of Memphis and both an MA and PhD in government from the University of Virginia.

Carlos Nunes Silva, PhD, is a professor auxiliar in the Department of Geography, University of Lisbon, Portugal. His research concerns local government, urban planning, e-planning, urban and metropolitan governance, and planning ethics.

Craig Orgeron currently serves as the enterprise architect for the Mississippi Department of Information Technology Services. Since being employed at the Mississippi Department of Information Technology Services, Orgeron has participated in numerous government information technology task forces and committees, such as the Digital Signature Committee, the Electronic Government Task Force, and the Governor’s Commission on Digital Government, which led to the implementation of the Enterprise Electronic Government in Mississippi. He holds a BBA degree in MIS and a master’s degree in public policy and administration from Mississippi State University. He is a certified public manager and a graduate of the Senator John C. Stennis State Executive Development Institute.

Angeliki Panayiotaki obtained a diploma in computer engineering and informatics from the University of Patras (1996) and an MS in advanced information systems from the University of Athens (2000). She is currently working as a researcher (PhD student) at the Computer Engineering and Informatics Department of the University of Patras and also at the General Secretariat for Information Systems of the Hellenic Ministry of Economy and Finance. Her research interests focus on personalization, Web mining, and interoperability techniques applied in the e-commerce, e-government, and e-health domains. She has published several research papers in international and national conferences.

Haralambos Papageorgiou is a professor of statistics in the Department of Mathematics, University of Athens, and is currently chairman of the Department of Mathematics. He has also served as a professor at the University of Kansas, and as a visiting professor at the Universities of Lille in France, Vienna in Austria, and City University of New York. His main research interests over the last 8 years are in the area of official statistics, in particular, in statistical metadata; statistical harmonization; and quality issues as well as data mining. He has authored more than 50 research articles published in International Statistical Journals and for more than 12 years he has participated in European research projects.

Eleutherios A. Papathanassiou is a professor in MIS and director of the Business Informatics Lab at the Department of Business Administration, Athens University of Economics and Business (AUEB),
About the Contributors

Greece. He holds a BS (Hons) in mathematics from the University of Athens and a PhD in computer science from the University of St. Andrews, Scotland. He is scientific advisor to Greek companies and head of the center for distance learning (TeleEducation Centre) of the AUEB. He has published in the areas of IS modeling, e-commerce, and computer science.

Parviz Partow-Navid has been at CSU, LA, since 1983. He earned his MBA and PhD from the University of Texas at Austin. He is currently director of graduate programs for the College of Business. He has published in journals such as the *Computers and Operations Research*, *Journal of Systems Management*, *Journal of Information Technology Management*, and *Software Engineering*. Dr. Partow-Navid’s interests are in decision support systems, intelligent systems, e-commerce, cybersecurity, and distance learning.

John Paynter was formerly a lecturer at the University of Auckland where he supervised over 30 postgraduate students, including Alex Dunayev. Paynter has also worked in government elections and for the national census. These assignments were to pursue his interest in democracy services and particularly in e-government. He is currently working on contracts to document and improve the processes around local government elections.

Gabrielle Peko is a lecturer in operations management within the Department of Information Systems and Operations Management, University of Auckland. She teaches process modeling, project management, and enterprise systems. Her research focus is on supply chain management and in this instance in the processes around government systems involving supply chains and how they may be mediated electronically.

Emery M. Petchauer is an instructor of education at Lincoln University, Pennsylvania, a historically black university. His research and writing surround hip-hop as an emerging worldview in formal and informal educational settings and its implications on teaching and learning. He is a former high school teacher who has contributed to local communities of hip-hop in San Diego, California and Norfolk, Virginia.

Iolanda Principe is a director with the South Australian Department of Health. She has extensive experience in management and continues to undertake research. Her research interests include social capital and the digital divide, social justice, information and communication technologies, and primary health care.

Imad Rahal is an assistant professor of computer science at the College of Saint Benedict & Saint John’s University, Minnesota. He earned PhD and MS degrees in computer science from North Dakota State University (2005 and 2003, respectively). He graduated summa cum laude with a bachelor’s degree from the Lebanese American University, Beirut. He was awarded a doctoral dissertation assistantship from the National Science Foundation. His research interests are largely in the broad areas of data mining, machine learning, databases, artificial intelligence, and bioinformatics. He is an active member of the ACM and ISCA professional societies.
About the Contributors

Christopher G. Reddick is an assistant professor of public administration at the University of Texas at San Antonio. Dr. Reddick regularly teaches courses in information technology, public administration, and public-sector financial management. Dr. Reddick’s research interests are in the tools and techniques that public managers can use to make their organizations efficient and effective. Some of his publications can be found in various public administration and information technology journals such as Government Information Quarterly, Public Budgeting & Finance, and the Review of Public Personnel Administration.

Jean-Philippe Rennard is a senior professor at Grenoble Graduate School of Business and head of the Department of Management and Technology. He received his PhD from the University Pierre Mendès France of Grenoble. An economist, he is specialized in industrial development. A computer scientist, he is deeply involved in biologically inspired computing. He now mainly works on the applications of biologically inspired computing to economics and management.

Anne Rouse is an associate professor of IT and business strategy at the Deakin Business School, Deakin University, Melbourne, Australia. She has been researching outsourcing since 1997, and her doctoral thesis on outsourcing risks and benefits won the 2003 ACPHIS medal for best Australasian PhD thesis in information systems. Dr. Rouse conducted a longitudinal study into the Australian government’s “whole of government” IT outsourcing initiative, which had to be abandoned after it became clear that it was not meeting government expectations.

Alfred P. Rovai is a professor of education at Regent University in Virginia and teaches research design, statistics, program evaluation, and assessment of student learning in a mostly online doctor-of-education program. Previously, he taught similar courses at Old Dominion University and instructional technology courses at UCLA in an online teaching program. He has written extensively on distance education and multicultural topics and recently coedited a book titled Closing the African American Achievement Gap in Higher Education.

Jeffrey Roy is an associate professor in the School of Public Administration at Dalhousie University in Halifax, Nova Scotia, Canada. He specializes in models of democratic and multistakeholder governance and electronic government reforms. He is also a member of the Organization for Economic Cooperation and Development’s E-Government Network, associate editor of the International Journal of E-Government Research, featured columnist in CIO Government Review (a Canadian publication devoted to the nexus between technology and government), and author of a recent 2006 book E-Government in Canada: Transformation for the Digital Age (University of Ottawa Press).

Giovanni Maria Sacco is currently an associate professor of information systems and human-computer interaction with the Department of Informatics, University of Torino, Italy. He is the author of two U.S. patents (one is an international IBM patent), and has held positions in industry for over 25 years as the chief designer and engineer for information retrieval and content management systems. He has published several scientific papers on the most important international journals. In addition to dynamic taxonomies, his work on security with Dorothy Denning is one of the bases of the MIT Kerberos security architecture, and his work at IBM on buffer management and the invention of recursive hash join are fundamental results for high-performance database systems.
Rodrigo Sandoval-Almazán is an assistant professor in the Department of Business and Economics, Instituto Tecnológico de Estudios Superiores de Monterrey (ITESM) in Toluca City and a research fellow at the Center for Development of Information Technologies and Electronics of the ITESM. He has lectured on topics such as information systems for business, information systems strategy for business, political marketing strategy, electronic commerce development, political sciences foundations, the digital divide in emergent countries, policy analysis, organization theory, database applications, statistics, Web development, quantitative analysis and modeling, research methods, public administration theory, and local government management. His research interests include electronic government, information technologies and organizations, digital divide technology, online political marketing, new public management, and multimethod research approaches.

Yuan Sherng Tay received a BEng from the National University of Singapore. He is currently an MEng student at the National University of Singapore.

Giuseppe Sindoni is currently a national seconded export at Eurostat, Statistical Office of the European Commission, where he leads the Statistical Data and Metadata eXchange project. He has been a technologist at the Italian National Statistics Institute and assistant professor at Roma Tre University. He received a PhD in computer system engineering from La Sapienza University of Rome in 1999. He has published numerous research papers, and contributed a chapter to the book *Multidimensional Databases* and two entries to the *Encyclopaedia of Data Warehousing and Data mining*. He has co-authored a book on problem solving in economics with office automation tools.

Ludwig Slusky is a professor of information systems at California State University, Los Angeles. He has published in *Software Engineering, Information and Software Technology, Data Management, Idea Group Publishing*, and others. Dr. Slusky’s latest research interests are in information security with emphasis on trustworthy health care networks and in capability maturity model integration (CMMI) with emphasis on software engineering. He is a certified computer information systems security professional (CISSP) and has completed a certified training at Carnegie Mellon Software Engineering Institute in the intermediate concepts of CMMI. His other professional interests are in database administration, systems development, e-commerce, and HIPAA.

Anastasia S. Spiliopoulou is a lawyer, LLM, and member of the Athens Bar Association. During the latest years, she had a major participation in matters related to telecommunications and broadcasting policy in Greece and abroad within the wider framework of the information society. She has been involved in current legal, research, and business activities as a specialist for e-commerce and e-businesses, electronic signatures, e-contracts and e-procurement, e-security and other modern information society applications. She has published more than 70 scientific and business papers in the international literature (books, magazines, conferences, and workshops), with specific emphasis given on regulatory, business, commercial, and social aspects. She has mainly focused her activities on recent aspects of the European regulatory policies and on their implications in the competitive development of the converged telecommunications market. She currently works as an OTE (Hellenic Telecommunications Organization S.A.) lawyer for the Department of Regulatory Issues of the General Directorate for Regulatory Affairs.
About the Contributors

Larry Stillman, PhD, is a senior research fellow at the Centre for Community Networking Research, Monash University, Australia. His main interest is working with community-based organisations to better use technology for social and community change, as well as theoretical aspects of human-computer relationships. He is particularly interested in how we know what is valued by communities and people (usually government) who support community initiatives—they are not always the same thing. Other areas of interest include gender, culture, and their relationships with technology use. He is very active in international community informatics research networks.

Randy Stoecker is an associate professor in the Department of Rural Sociology, University of Wisconsin with a joint appointment at the University of Wisconsin – Extension Center for Community and Economic Development. He moderates and edits COMM-ORG: The On-Line Conference on Community Organizing and Development (http://comm-org.wisc.edu), conducts trainings, and speaks frequently on community organizing and development, participatory research and evaluation, and community information technology. Stoecker has written extensively on community organizing and development, including the books Defending Community (Temple University Press, 1994) and Research Methods for Community Change (Sage Publications, 2005), and he co-authored the book Community-Based Research in Higher Education (Jossey-Bass, 2003).

Leonardo Tininini is currently a researcher at the CNR Institute of Systems Analysis and Computer Science and lecturer at the Campus Bio-medico University in Rome. He received a PhD in computer science engineering from La Sapienza University of Rome in 2000. He has published numerous scientific papers on statistical databases, aggregate data, query languages, and spatiotemporal databases, and has been referee for prestigious international conferences and journals. He also worked at the Italian National Institute of Statistics (ISTAT), mainly on the design and implementation of statistical dissemination systems on the Web.

Athanasios Tsakalidis obtained a diploma in mathematics from the University of Thessaloniki, Greece (1973), and a diploma in computer science (1981) and PhD (1983) from the University of Saarland, Saarbuecken, Germany. His is currently a full professor in the Department of Computer Engineering and Informatics, University of Patras, and R&D coordinator of the Research Academic Computer Technology Institute (RACTI). His research interests include data structures, graph algorithms, computational geometry, expert systems, medical informatics, databases, multimedia, information retrieval, and bioinformatics. He has published several research papers in national and international journals and conferences and is co-author of the Handbook of Theoretical Computer Science and other book chapters.

Hui-Lien Tung is an assistant professor of management information systems in the Division of Business at Paine College. Her teaching and research interests include database management, system analysis and design, and Web-based learning systems.

Theodoros Tzouramanis received a 5-year BEng (1996) in electrical and computer engineering and a PhD (2002) in informatics from the Aristotle University of Thessaloniki. Currently, his is lecturer at the Department of Information and Communication Systems Engineering, University of the Aegean. His research interests include access methods and query processing for databases, database security and privacy, and geographical information systems.
Maria Vardaki is the holder of a BS in mathematics, an MS in management, and a PhD in public administration. Her current research interests are in the area of official statistics and data mining and she is author of 20 research papers published in international journals, encyclopedias, and conferences in research areas like statistical metadata, modeling, quality issues and harmonization of time series data. Since 1996 she has participated in various European and national research projects.

Baoying Wang received a PhD in computer science from North Dakota State University. She received a master’s degree from Minnesota State University, St. Cloud. She is currently an assistant professor in Waynesburg College, PA. Her research interests include data mining, data warehouse, bioinformatics, and high-performance computing. She serves as a reviewer and committee member of several internal conferences. She is a member of ACM, ISCA, and SIGMOD.

John Wang is a full professor at Montclair State University. Having received a scholarship award, he came to the U.S. and completed his PhD in operations research from Temple University in 1990. He has published over 100 refereed papers and four books. He has also developed several computer software programs based on his research findings. He is the editor of the Encyclopedia of Data Warehousing and Mining (1st and 2nd editions). Also, he is the editor in chief of both the International Journal of Information Systems and Supply Chain Management and the International Journal of Information Systems in the Service Sector.

Chee Wei Phang is currently a doctoral candidate in the Department of Information Systems, School of Computing, National University of Singapore (NUS). His research interests include e-government, e-participation, IT-induced organizational change, and IT innovation adoption. His work has been published or is forthcoming in IEEE Transactions on Engineering Management, Communications of the ACM, and top-tier information systems conferences, such as International Conference on Information Systems (ICIS), International Federation for Information Processing (IFIP) WG8.2 Conference, European Conference on Information Systems (ECIS), Hawaii International Conference on System Sciences (HICSS), and Americas Conference on Information Systems (AMCIS).

Derek Werthmuller has managed the Technology Solutions Laboratory and the Technology Services Unit at the Center for Technology in Government for over 10 years. Prior to joining CTG, Werthmuller spent 6 years at Siena College as a computer and network specialist. His accomplishments at Siena include establishing an Internet presence for the college, expanding the campus network, and designing a multilayer computer and network security system. Werthmuller is the co-author, along with Jim Costello, of the white paper XML: A New Web Site Architecture (September 2002), which detailed the CTG’s migration to an XML-based Web site.

Anne Wiggins recently completed a PhD in the Department of Information Systems, London School of Economics and Political Science. She also holds an undergraduate degree from the University of Sydney and a master’s degree from Birkbeck, University of London. As a consultant in the fields of ICTs and the Internet, she has worked with public and commercial organizations in Australia, the U.S., and the UK. Her research focuses on EU and UK SME (small- to medium-sized enterprise) e-business adoption and implementation.
About the Contributors

David C. Wyld is the Robert Maurin professor of management at Southeastern Louisiana University where he directs the College of Business’ Strategic e-Commerce/e-Government Initiative. He is a noted RFID speaker, consultant, and writer, being a frequent contributor to both academic and industry publications. He is a contributing editor to both RFID News and Global Identification. He is also the author of the recent research report RFID: The Right Frequency for Government, the most downloaded report in the history of the IBM Center for the Business of Government. In 2006, he was named a Rising Star in Government Information Technology by Federal Computer Week.

Feng Xu received a BS in electronic engineering from Lanzhou University. She is currently a PhD candidate in the Department of Electronic Engineering at Tsinghua University. In 2005, she worked as an intern in Microsoft Research Asia for more than 3 months. Her research interests include content-based image retrieval, automatic image annotation, and machine learning.

Yu-Jin Zhang (PhD, State University of Liège, Belgium) has been professor of image engineering at Tsinghua University, Beijing, China, since 1997. He has published 300 research papers and a dozen of books, including two monographs, Image Segmentation and Content-Based Visual Information Retrieval (Science Press), and two edited collections, Advances in Image and Video Segmentation and Semantic-Based Visual Information Retrieval (IRM Press). He is vice president of the China Society of Image and Graphics and the director of the academic committee of the society. He is deputy editor-in-chief of Journal of Image and Graphics and on the editorial board of several scientific journals.

Dan Zhu is an associate professor at the Iowa State University. She obtained a PhD from Carnegie Mellon University. Dr. Zhu’s research has been published in the Proceedings of National Academy of Sciences, Information System Research, Naval Research Logistics, Annals of Statistics, Annals of Operations Research, and so forth. Her current research focuses on developing and applying intelligent and learning technologies to business and management.