About the Contributors


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Jennifer Adelstein has a PhD in Management and Organization Studies (UTS School of Management) and a 1st class Honours in History and Sociology (University of NSW). Jennifer is a researcher, lecturer, and consultant. She has won a number of academic prizes, publishes in international peer-reviewed journals and texts, and is an academic editor. She is also on the committee for the European Knowledge Management Conference and is an Associate with the Built Environment, Design and Management Centre at UTS. Key interests include: knowledge work and knowledge management; discourse analysis; communities of practice; corporate governance and business ethics; knowledge-power relations.

Suhaila Alhashemi is Assistant Professor at the University of Bahrain teaching various courses in: Public Relations, Human Relations, Organizational Behaviour, Business Communication, Administrative Management, Marketing, and Interpersonal skills. She obtained her BSc in Management in 1991 from the University of Bahrain and her Master’s in Management in 1997 with distinction, from the University of Bahrain. Since 1992, she has been conducting many workshops for various organisations in Bahrain in the following areas: emotional intelligence, time management for managers, secretarial skills, and communication skills. In 2007, she completed her PhD on Emotional Intelligence and Leadership, Napier University in Edinburgh, Scotland. Her areas interests of include: emotional intelligence, organizational behaviour, leadership, and knowledge management.

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Rawdha Al Mehairbi graduated with a degree in Business (specialization: Marketing) from the College of Business, Zayed University, Abu Dhabi, UAE. She was a Research Assistant to her professor who was doing a study on “Customer Service in the UAE.” Rawdha currently works in a government institution in the UAE in the discipline of Human Resource Management.

Neeta Baporikar, Professor (Strategic Management and Entrepreneurship), is currently on an academic assignment with Sultanate of Oman Ministry of Higher Education (MOHE), College of Applied Sciences, Salalah. With more than a decade of experience in industry, consultancy, and training, she made a lateral switch to research and academics in 1995. Dr. Baporikar holds DSc (Management Studies) USA, PhD in Management, University of Pune, India with MBA (Distinction) and Law (Hons.) degrees. Apart from this, she is also an Accredited Management Teacher, Qualified Trainer, Doctoral Guide, and Board Member of Academics and Advisory Committee in accredited B-Schools. A reviewer for international journals, she has to her credit several refereed research papers and authored books in the area of entrepreneurship, strategy and management education.
Richard Brunet-Thornton has over thirty-five years service with The CGI Group. CGI is Canada’s largest IS/IT provider and is ranked sixth internationally. He is responsible for an international business practice that caters to a niche industry. Given this unique specialisation he has benefited from working relationships on every continent. In view of this vast experience in project management and associated standards (ISO, Sigma, etc.), he provides the author team with practical perspectives on discussed problems. He is also a member of the Academy of International Business (Michigan State University) and the European Institute for Advanced Studies in Management and is a Fellow of the Royal Society for the encouragement of Arts, Manufacturing, and Commerce.

Vladimír Bureš specializes in knowledge management, and application of knowledge technologies. Alongside the Department of Information Technologies at the Faculty of Informatics and Management of the University of Hradec Králové, Associate Professor Bureš cooperates with the College of Management, City University of Seattle, Bratislava, Slovakia. Including disciplines that have been named earlier, his scientific interests also include files such as ambient intelligence, or systems theory. He has participated and holds experience in a couple of European research projects (e.g. 6th and 7th Framework Program of the EU – Enhanced Learning Unlimited) and the Czech Science Foundation projects (e.g. Smart Environments at Workplaces). He is also a member of some Czech and international professional organisations (TBN, ACM SIGCSE, and IADIS) and conference programme committees (e.g. International Congress on Pervasive Computing and Management, IADIS Web-Based Communities, and Ambient Intelligence Forum).

Yoosuf Cader is an Associate Professor in Marketing at Zayed University (UAE). In 2010 he was conferred the award “Best Professor in Marketing” in the UAE. He currently teaches marketing courses at Zayed University (UAE). Prior to that, he taught in Australian universities. He has a PhD in Pharmacology (University of Wales, UK), a M. Business (Marketing) from Monash University (Australia), and a B.Sc Hons degree from the University of Surrey, UK. Cader’s experience in global business management includes fifteen years in the UK, Australia, Asia, and the Middle East as a business manager in senior marketing positions. He has edited books on Knowledge Management, Heidelberg Press (Australia) and reviewed a text-book on Knowledge Management for Pearson. Cader has published in peer reviewed Journals and reviewed recent Marketing textbooks (Pearson) and written company case studies and features. Cader’s research interests are in marketing, knowledge management, customer service, and social media marketing. He conducts executive seminars in the areas of marketing and knowledge management. He is a member and UAE rep. of the International Advisory Council for the Marketing Profession (Canada).

Joseph O. Chan, Ph.D. is Professor of Information Systems at Roosevelt University, Illinois U.S.A. Dr. Chan has over twenty years of experience in Information Technology management and practice. He has taught graduate and undergraduate courses in Information Systems and has published many research articles in scholarly journals. Dr. Chan has held various senior management positions at Information Technology firms, including Oracle Corporation, where he last served as Vice President of E-business Solutions and Core Technology Services. He has consulted extensively in enterprise information management and has developed and implemented Information Technology solutions for a wide range of industries and government agencies. He is the principal author and chief architect of enterprise information models and Information Technology plans for over twenty businesses and government agencies.
About the Contributors

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Ciara Heavin is a College Lecturer in Business Information Systems at University College Cork, Ireland. She also holds a BSc and MSc in Information Systems from UCC. Her main research interests include the development of the ICT industry, primarily focusing on Ireland’s software industry and knowledge management in software SMEs. She is a reviewer for a number of top journals and conferences, including the Journal of End User Computing (JOEUC) and the European Conference on Information Systems (ECIS). She is actively publishing in the Information Systems field. Her main teaching interests include systems analysis and design and web design and development.

Abu Baker Hussain is Associate Professor at the College of Business Administration, Taibah University in KSA. Since receiving his Ph.D. from the University of Portsmouth (UK) in 2001, he has taught at Sohar University – Oman. He taught different economics courses as well as strategic and knowledge management courses. In additions he supervised many graduate and post graduates’ projects. Dr. Hussain’s research focuses on alternative ways to finance local economic development, share knowledge in the local development institutions, and local economic development strategies. He published many articles in these fields including microfinance and local economic development institutions. Dr. Hussain is currently a member of Microfinance Organizations Network Consultancy Group in the Sudan.

Yusof Ismail, is a Senior Academic at Department of Business Administration, Faculty of Economics and Management Sciences, International Islamic University Malaysia, and has been with the same Department since 1986. He received his research training in strategy from United Kingdom, and studied in the U.S.A. for his finance and management/marketing degrees. His research interests include strategy, Islamic management, business ethics, entrepreneurship, cooperatives, human resource management, and knowledge management.

Anthony Liew is a 20 year experienced practitioner in the Taiwan luxury automobile industry with background in marketing and quality/process management. He also has two MBA degrees, (one with New York University and the other with University of Chicago) and BBA degree with Simon Fraser University (Vancouver, Canada). Academic majors include Economics, MIS, Finance, and Marketing. He is currently doing his doctoral research in developing a comprehensive theory in value creation. The doctoral program is also in Business Administration with a Knowledge Management major. Anthony Liew is a Malaysian by birth and has been residing in Taiwan for the last 20 years.

Carolina López-Nicolas is an Assistant Professor in the Department of Management and Finance at the University of Murcia, Spain. She has been a Visiting Professor at Delft University of Technology in the Netherlands and Michigan State University in USA. Her current research relates to knowledge
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**Petra Marešová** finished her Ph.D. studies at the Faculty of Informatics and Management at the University of Hradec Králové, Czech Republic, during which she dealt with several aspects of knowledge management benefits and approaches to its measuring. She received her Master degrees at both the Faculty of Informatics and Management (specialisation in Information Management) and the Faculty of Education (specialisation in Informatics and Mathematics). She is involved in tuition of microeconomics, macroeconomics, principles of accounting, and national tax system. She participates in several development and scientific projects such as “Evaluation Methods of Clusters’ Performance” and “Irrational Aspects of Decision-Making Processes in the Insurance Industry.”

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**Antonio Carrizo Moreira** received his degree in Electrical Engineering and a Master in Management from the University of Porto, Portugal. Antonio holds a PhD from UMIST-University of Manchester Institute of Science and Technology, England. He has a solid international background where he worked for a multinational electronics company in Germany as well as in Portugal. Antonio was awarded two scholarships from Portugal’s top research institutions: JNICT – Junta Nacional de Investigação Científica e Tecnológica and FCT – Fundação para a Ciência e a Tecnologia. He has experience in consulting and researching activities. He is Assistant Professor at DEGEI and researcher at GOVCOPP, University of Aveiro, Portugal.

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Neda Sakhaee is the head of planning department in AlborNiroo Railway Fleet Co. in Iran. She received her Bachelor’s degree in Industrial Engineering from the Iran University of Science and Technology in Iran in 2007 and went on to receive her Master’s in Transportation Engineering in 2010 from the same University. Neda’s main research interests include knowledge management and data mining. She has published extensively on these topics in journals and conferences.

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