About the Contributors

Stephen Kwamena Aikins holds a PhD from the University of Nebraska at Omaha. He is an Assistant Professor in the Department of Government and International Affairs at the University of South Florida (USF), Tampa, USA. His teaching and research interests include e-government, public financial management, government auditing, and political economy. He has published in various scholarly journals, including *International Public Management Review*, and *State and Local Government Review*. Dr. Aikins is a Certified Public Accountant and a Certified Information Systems Auditor. He has experience working in various capacities in management, accounting and auditing for nearly twenty years, ten of which were spent in the financial services industry. Dr. Aikins was honored in the 2008-2009 edition of Madison Who is Who Registry of Executives and Professionals for his exemplary contribution to the business community.

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Hisham Abdelsalam holds a Master of Science and a PhD in Mechanical Engineering (Old Dominion University, Norfolk, Virginia, USA). He obtained his Bachelor’s degree with honors in Mechanical Engineering from Cairo University (Cairo, Egypt). Dr. Abdelsalam is an Associate Professor in the Operations Research and Decision Support Department, Faculty of Computers and Information, Cairo University. In 2009, Dr. Abdelsalam was appointed as the Director of the Decision Support and Future Studies Center in Cairo University. During the past four years, D. Abdelsalam has led several consultancy and research projects and published eight scholarly articles on e-government.

John Carlo Bertot is a Professor and co-director of the Information Policy and Access Center (iPAC) in the College of Information Studies at the University of Maryland. Bertot is the Editor of *Government Information Quarterly* and of *Library Quarterly*. A key element of his research has focused on the e-government roles of public libraries and digital inclusion, as well as information policies related to access to government information, services, and resources. His most recent book is *Public Libraries and the Internet: Roles, Perspectives, and Implications* (Libraries Unlimited, 2010) with Paul T. Jaeger and Charles R. McClure. Bertot currently serves as President-Elect of the Digital Government Society of North America, Chair of the International Standards Organization (ISO) 11620 standard working group for Library Performance Indicators, co-chair of the 2011 Digital Government Society’s 12th annual conference, and a member of the American Library Association’s E-government taskforce. Bertot received his PhD in Information Studies from Syracuse University in 1996.
 Salah Brahimi, Grey Matter International Ltd, was a keynote speaker at the Gulf Petroleum Association Annual Conference. In addition, he is often invited to speak in the area of Emergency Management and Preparedness, particularly with regard to the economic impact of incidents and business continuity. Mr. Brahimi has also just received a mandate from SABIC (Saudi Arabia’s Government backed petrochemicals giant) to advise on restructuring its massive private equity acquisitions special situations portfolios and to advise on foreign currency transactional policies. In January he served as the advisor to the Saudi G-20 preparatory Committee on the global financial crisis and has been involve in these issues from his time at the World Bank.

 Roland J. Cole, J.D., PhD, is a lawyer and policy analyst who has worked for several think tanks and several law firms and taught in Schools of Public Policy, Business, and Law at three major universities – the University of Washington, the University of Michigan, and Indiana University. He was the co-founder and first president of the International Association of Personal Computer User Groups and was for many years the Executive Director of the Software Patent Institute. He also serves as Director of Technology Policy for the Sagamore Institute for Policy Research and a subcontractor to Thomas P. Miller & Associates. His degrees are from Harvard University.

 Isabel A. Cole, M.I.S., is a Librarian and Document Specialist who has worked at the Internet Public Library and the Indiana State Library, as well as the Software Patent Institute and Thomas P. Miller & Associates. Her Master’s degree concentration was Library Science, which included study of referencing and cataloging. Her Master of Information Science degree is from the University of Michigan.

 Maria Cucciniello holds a PhD in Management from University of Edinburgh Business School, a B.Sc. in Economics and Management of Public Administration and International Institutions from Università Bocconi. Dr. Cucciniello is a Contract Professor of Public Management at the Department of Institutional Analysis and Public Management (Bocconi University) and Assistant Professor in the Public Management and Policy Department (SDA Bocconi School of Management), where she is involved in many projects and teaching activities concerning the innovation process in public and healthcare sector. Dr. Cucciniello’s research areas include transaperency in the public administration e-government, innovation in government, change management in the public sector collaborative public management, and impact of technology on the public and health sectors.

 Mark Deakin is a Professor in the School of Engineering and Built Environment, Edinburgh Napier University. Mark’s recent research has been inter-disciplinary, cutting across academic, scientific, and technical boundaries within the built environment. This has allowed him to work thematically on issues surrounding the role of ICTs in information society and their relationship to the knowledge economy of scientific and technical development. Much of the research undertaken to develop an understanding of the relationship between ICTs, information society, and the knowledge economy, has been project-based, focusing on the application of recent scientific and technical developments. These include project-based applications relating to the networked communities, social informatics, and economic instruments of two such scientific and technical developments: those known as IntelCities and SmartCities. Mark is currently Director of the SCRAN (SmartCities (inter) Regional Academic Network) and works with counterparts in the Universities of Amsterdam, Turin, and Milan to exploit the knowledge-transfer potential of the scientific and technical applications developed by this organisation.
About the Contributors

**Hatem Elkadi** was born in Egypt in 1960. He graduated from the Faculty of Engineering, Cairo University in 1983. He got his PhD at the University of Lille, France, in 1993. He is currently an Assistant Professor at Cairo University. He is Advisor for Strategic Projects at MSAD (Ministry of State for Administrative Development), and supervises a number of national e-government projects. He was the Director of the Egyptian eGovernment Services Delivery Program, which was ranked 23th worldwide in 2010, and in 2008, he won the first prize for the All Africa Public Service Innovation Award. He is member of the “National Dispute Settlement Committee for ICT issues,” as well as the steering committee for the “National ID Card project.” During his career, he managed several successful ICT projects with the government of Egypt, private sector, and NGOs, as well as consulted for National Projects in Yemen and Kuwait.

**Marilu Goodyear** is the Director of the School of Public Affairs and Administration, University of Kansas. Her teaching and research areas focus on information technology, organizational change, and mentoring. Dr. Goodyear is a Fellow of the National Academy of Public Administration and has served as a consultant to many universities and federal agencies. Formally, she held the position of Vice Provost for Information Services and Chief Information Officer at the University in which she led all campus-wide software, hardware, and networking technology services, printing services, and the KU libraries. Dr. Goodyear holds Master’s degrees in Library and Information Science and Public Administration from the University of Missouri, as well as a Doctorate in Public Administration from the University of Colorado.

**Marvine Hamner** is a co-founder of a women-owned small business, LeaTech LLC. Dr. Hamner has over 20 years experience working and managing a variety of projects from research grants to multi-million dollar commercial programs and holds patents in the U.S. as well as several other countries. Dr. Hamner has served on National Research Council/National Academies of Science committees and is an Associate Managing Editor for the *Journal of Homeland Security and Emergency Management*. In addition, she reviews manuscripts for the Institute of Physics, *Measurement Science and Technology Journal, Computers and Industrial Engineering*, as well as *Personality and Individual Differences*. Dr. Hamner is currently an Associate Fellow with the American Institute of Aeronautics and Astronautics and a member of the International Association of Emergency Managers and CEM Candidate. She is a member of the MIT Club of Washington, the MIT Enterprise Forum, the Women’s Business Center in Washington, D.C., and the Philosophical Society of D.C.

**Paul T. Jaeger**, PhD, J.D., is an Assistant Professor in the College of Information Studies and codirector of the Information Policy and Access Center (iPAC) at the University of Maryland, as well as the Associate Editor of *Library Quarterly*. His research focuses on the ways in which law and policy shape information behavior, particularly for underserved and disadvantaged populations. He is the author of more than one hundred journal articles and book chapters, along with seven books. Dr. Jaeger’s recently-published books include *Information Worlds: Social Context, Technology, & Information Behavior in the Age of the Internet* (Routledge, 2010) with Gary Burnett and *Public Libraries and the Internet: Roles, Perspectives, and Implications* (Libraries Unlimited, 2010) with John Carlo Bertot and Charles R. McClure. His research has been funded by the Institute of Museum & Library Services, the National Science Foundation, the American Library Association, the Bill & Melinda Gates Foundation, and the Bruhn-Morris Foundation.
**Craig L. Johnson** is an Associate Professor at the School of Public and Environmental Affairs (SPEA), Indiana University, Bloomington. His research focuses on understanding and improving governmental financial management. Dr. Johnson has authored over fifty academic articles and research reports in the area of public financial management and financial markets. Dr. Johnson’s excellence in teaching has been recognized by several teaching awards, and he has provided extensive executive education and consulting services to local, state, and federal governments in the area of public finance. Dr. Johnson received his Master of Public Administration and PhD degrees from the University at Albany, State University of New York. Dr. Johnson has experience as a Budget Analyst for the New York State Division of the Budget, and he began his professional career as a legislative policy analyst for the Office of the Deputy Speaker of the New York State Assembly.

**Arla T. Juntunen** is a Senior Officer at the Finland’s National Police Board. She has graduated from the Marketing and Management Department at the Helsinki School of Economics (Aalto University), and is a post-graduate student at the Department of Political and Economic Studies at the University of Helsinki and also at the Department of Management Studies, Faculty of Economics and Administration at the University of Tampere in Finland. Her research interests include innovation and business networks, SMEs and new business development, strategic planning, e-government, and e-services.

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**Jennifer A. Kurtz**, MBA, is a technology and economic development consultant currently focused on information security and privacy. She has held appointments at Purdue and Ball State Universities in Indiana and currently teaches graduate courses in information assurance at Regis University in Denver. Her work in telecommunications includes leading Indiana’s statewide broadband infrastructure initiative as Indiana’s eCommerce Director, building and managing the telecommunications infrastructure for Delco Remy International, and co-authoring a 10-year strategic plan for the US Department of the Treasury. She recently wrote a chapter on data leakage prevention for a book published in early 2011 by the American Bar Association, *The Data Breach and Encryption Handbook*. Her degrees are from The American University and Anderson University.

**Greta Nasi** holds a PhD in Public Administration from the Università di Parma. She was a recipient of the Fulbright scholarship to attend the Master of Public Administration, Maxwell School of Citizenship and Public Affairs, Syracuse University. Her works about e-government and innovation in government are published in prestigious domestic and international journals. Dr. Nasi is an Associate Professor at Department of Institutional Analysis and Public Management at Bocconi University, and a Professor at SDA Bocconi School of Management. She is also the coordinator of the Master of Science in Economics and Management of Public Administration and International Institutions. Her research areas include e-government, innovation in government, change management in the public sector, collaborative public management, transparency in government, impact of technology on the public and health sectors, social capital in the public sector, and networks of public interest.
**Martin A. Negrón** is a program management and systems engineering consultant with over 10 years of experience supporting programs in the United States, Africa, and the Middle East. Mr. Negrón has occupied leadership positions in multiple major defense programs specializing in the area of systems acquisition. He is currently an engineering management doctoral student at the George Washington University in Washington, DC.

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**Maureen A. Pirog** is the Rudy Professor of Public and Environmental Affairs at Indiana University and an affiliated faculty member of the Daniel J. Evans School of Public Affairs at the University of Washington. She additionally holds an honorary professorship at Higher School of Economics in Moscow where she has actively collaborated on a variety of projects related to evidence-based policy making, work funded by the US State Department. Dr. Pirog’s teaching and research interests focus on the evaluation methodologies and social welfare programs and policies. She has worked on a wide variety of projects for the U.S. Department of Health and Human Services, the InterAmerican Development Bank, The Brookings Institute, the Ford Foundation, the Rockefeller Foundation, the Joyce Foundation, the Indiana Family Social Services Administration, and the Indiana Township Association. She is the current Editor-in-Chief of the *Journal of Policy Analysis and Management*.

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**Gregory Streib** is a Professor of Public Administration at Georgia State University, specializing in public management and applied research methods. His research has addressed a variety of public management topics, including strategic planning, pay-for-performance, health care cost reduction, performance measurement, reinventing government, and the implementation of E-governance initiatives.

**Doaa Taha** is an independent consultant in Washington, DC in the areas of Business Management and Emergency Management. Dr. Taha earned her doctorate through George Washington University’s Institute for Crisis, Disaster, and Risk Management. Her research in emergency management is highly regarded. She has several articles on emergency management in the area of business continuity and continuity of operations.