About the Contributors

Glenn R. Lowry is a professor of management information systems in the College of Business and Economics of the United Arab Emirates University where he was foundation executive director of MBA. He holds a PhD from Rutgers University and is a charter member of the Association for Information Systems (AIS). Lowry has held a number of senior academic posts in Australia and the U.S. His research and teaching interests include software engineering; systems development; organisational technology uptake and change management; diffusion of innovation; and research methods. He has served as an editor of the Journal of Information Technology Education and is member of the editorial board of the Journal for Information Technology Theory and Application. Lowry has authored or edited six books and more than 80 refereed papers in the discipline.

Rodney L. Turner is a lecturer in information systems at Victoria University in Melbourne. He holds a PhD in information systems from Monash University, as well as master’s degrees in education from Monash and in information systems from Royal Melbourne Institute of Technology University. Apart from Victoria University, he has held teaching positions at RMIT and at Swinburne University. He has also worked on Australian aid projects in the Philippines and in China involving information technology (IT). His research interests are in information systems education and technology (IS&T) acceptance in developing nations. He has authored more than 20 papers.

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Ala M. Abu-Samaha is an assistant professor of information systems, Faculty of IT, The University of Amman. Abu-Samaha has developed research interests in two major areas of the information systems (IS) discipline: IS development methodologies, and IS&T evaluation. Abu-Samaha has many publications in both of these areas, mainly in evaluating technical intervention in health provision. Abu-Samaha holds a PhD in IS from the Information Systems Research Centre (ISRC) at the Information Systems Institute, University of Salford in the UK. Abu-Samaha obtained his MS degree in the same area of interest from the Department of Mathematics and Computer Science, University of Salford.

Ghassan al-Qaimari is a professor of computer science, and the CEO of Fujairah College. Prior to that, he taught at University of Wollongong in Dubai (2004-2006), where he was the chair of College of IT, and at RMIT University (1995-2003). He obtained his doctorate from Heriot-Watt University (1994),
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and received his BSc in electrical engineering and MSc in computer science from the University of Detroit. Professor al-Qaimari is actively involved with major industry players, such as IBM, Telstra, and DaimlerChrysler. His research and consulting experience in the area of human computer interaction (HCI), usability and software engineering has earned him an international profile.

Jocelyn Armarego worked for 10 years in industry as a requirements engineer before joining the academic staff of first Curtin and then Murdoch Universities. Her chapter in this book reflects her interests in IT education (in particular issues of nontraditional learning and student approaches to learning), requirements engineering (how we do it, how we teach it), and alignment between formal education and professional practice. She has been involved with the development of the Body of Knowledge for Software Engineering (SWEBOK) and is currently participating in a research project investigating creativity in teamwork.

Youcef Baghdadi has taught in many universities abroad. He is currently research coordinator of the Department of Computer Science at Sultan Qaboos University in Oman. He holds a PhD from the University of Toulouse in France. He is a member of the ACM and IIEEE Computer Societies. His research aims at bridging the gap between business and IT, namely, in the areas of IS, cooperative IS, IT, e-commerce, and e-business. He has published articles in journals such as the Journal of Information Systems Frontiers, Journal of Information Systems and e-Business, International Journal of Electronic Business, Journal of Electronic Research and Applications, Journal of Informing Science and others.

Yongmei Bentley is a senior lecturer in logistics at the University of Bedfordshire. She has an MSc in marketing management and PhD in information systems. Her research interests include qualitative research methods, small businesses, information management, e-learning, logistics, and supply chain management (SCM). She has worked on a few research projects funded by the European Commission in the areas of e-learning, information and communication technology (ICT), and e-supply chain management. She is a referee for a number of international conferences and journals. She teaches a range of subjects including operations management, logistics, supplies management, SCM, database design, Web site design and business computing.

Barry J. Brinkman (brinkman001@gannon.edu) is an assistant professor in the Computer and Information Science Department at Gannon University. His research interests are in the areas of computer and network security, and computer science education. He received his PhD in computer and information science from Ohio State University.

Phil Carter has been involved in a number of different aspects of computing since 1981. He graduated with a PhD in information systems from Massey University in 1998 and is a senior lecturer at the School of Computing and Information Sciences at the Auckland University of Technology in New Zealand. He is also a psycho dramatist. He co-authored a book with Max Clayton titled The Living Spirit of the Psychodramatic Method.

Valentine Casey is completing his PhD at the University of Limerick where he has also lectured. His PhD research is focused on the establishment and operation of virtual teams in a global software development (GSD) environment. Valentine has over 20 years experience in the IT industry, including
4 years as software quality manager, and is a Software Engineering Institute trained capability maturity model assessor. He holds an MSc in software re-engineering and a BSc in economics and organisational theory. He is a researcher on GSD for SMEs within Lero, the Irish Software Engineering Research Centre, funded by Science Foundation Ireland (SFI).

Gwyn Claxton is a senior lecturer and associate head of school (academic) at the School of Computer and Information Sciences at the Auckland University of Technology (New Zealand). She completed her masters degree at Massey University. She has supervised distance and local IT and e-business students on the Bachelor of Business Cooperative Education course and has lectured on the school’s undergraduate programmes. She has an industry background and research interests in database, systems development, and IS.

Mark Conway is director of the Academic Alliance Program, for Hyperion. With over 20 years of experience in managing industry-academic partnerships in the computing and software industries, Conway develops and manages Hyperion’s university-focused collaborations. He is a senior advisory board member to the Teradata University Network and on the Ohio State University’s Fisher College of Business Center for BPM Advisory Board. Before joining Hyperion, Conway directed PeopleSoft’s academic alliance programs. He also worked as Director of Internet Service Provider (ISP) Marketing for Digital Equipment Corporation, where he was a founding member of Digital’s Internet Business Group, and led Digital’s worldwide ISP marketing programs. He served in several education-focused, marketing roles and worked in Digital’s Corporate Research’s External Research Program, sponsoring university-based research projects and leading Digital’s Education Investment Review Board (EIRB), that coordinates over $100M in hardware, research, and faculty development grants each year. Conway has a masters in Technology Strategy and Policy from Boston University, a masters in education from Northeastern University, and a BA in psychology from Merrimack College.

Yanqing Duan is a reader in IS at the Business School of University of Bedfordshire. Her principal research interest is the development and use of advanced ICTs in, and their impact on, business and management, especially for improving individual and organizational decision making and performance. She is particularly interested in knowledge management, especially the ICT-based knowledge transfer, and the use of e-learning in enhancing knowledge and skills in small and medium-sized enterprises (SMEs). She has coordinated many European Commission funded research projects and published over 80 papers in journals, books, and international conference proceedings.

Julie Fisher has worked and conducted research in the IS field for the last 16 years. She has built a strong reputation in the area of usability, particularly in relation to systems development. Fisher’s other research interests include technology in education; mobile devices, particularly in health; and small business Web site design. Julie also has broader interests in IS research, including how to build appropriate and effective systems for users, with a particular focus on the nontechnical skills needed.

Paul Hawking is a senior lecturer in the School of Information Systems at Victoria University, Melbourne, Australia. He has more than 20 years experience in education both in industry and the tertiary sectors. He is a recognised researcher and best-selling author having written six books and produced more than 90
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research publications. His area of expertise relates to the implementation and adoption of ERP systems. He was past-chairperson of the SAP Australian User Group. Hawking’s knowledge is highly regarded in both academia and industry and, accordingly, has been invited to speak throughout the world.

Haiyan Huang is a doctoral candidate and research assistant in the College of Information Sciences and Technology (IST) in the Center for the Information Society at Pennsylvania State University. Her primary research interests include global software and IS development; global virtual teams; knowledge management; and cross-cultural management. Other research interests include HCI design, computer-supported cooperative work, socio-culture, socio-cognitive, and socio-technical issues in distributed collaborative work and learning. Currently, she is looking for case-study opportunities to investigate issues related to globally distributed team work in global software development settings.

Briga Hynes is a lecturer in entrepreneurship in the Department of Management and Marketing and is course director for the Bachelor of Business Studies Degree Programmes at the University of Limerick. She is also actively involved in outreach activities with a range of local and regional development agencies, community groups, and small firms in the design and delivery of training and mentoring programmes for owner/managers. Hynes’ primary area of research focuses on growth and strategy development in the small firm, enterprise education, and female entrepreneurship. These research outputs have been presented at conferences and also published in journals and as book chapters.

Robert Jovanovic is a lecturer in the School of Information Systems in the Faculty of Business and Law at Victoria University, Melbourne, Australia. He has been involved in teaching in the tertiary sector for the past 18 years. His areas of expertise are related to database design, implementation, and use. He has contributed to a number of conferences on his teaching practices. His research interests include business intelligence and Sarbanes Oxley. He is a member of the university’s ERP research group and the Australian SAP user group.

Zeenath Reza Khan has been teaching at the Australian University of Wollongong in Dubai since 2001 and is currently pursuing her PhD in community informatics. She is Bangladeshi but spent most of her adult life in the United Arab Emirates (UAE). She is the receiver of the Federal Environmental Award for scientific research in the UAE and has won many other awards for her dedication to the local community and environment. Her passions include reading, writing, and singing.

Daoliang Li is a professor in the College of Engineering, China Agricultural University. His principal research interest is IS for environment monitoring and agriculture management, especially for decision support systems, remote sensing, and geographic information systems (GIS) applications in revegetation/rehabilitation of abandoned or degraded lands. He is a member of the International Federation for Information Processing and the executive director of Information Group, Chinese Society of Agricultural Engineering. He coordinated many international and national research projects and has published more than 50 national-international journals and three books.

Kathy Lynch has worked and conducted research in the IT and education disciplines for the last 12 years. She has built a strong reputation in the area of ICT research and development. Lynch’s other research
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**Alan Malone** is currently completing an internship with the software architecture group in the Software Engineering Department of Siemens Corporate Research, Princeton, New Jersey. He graduated from the University of Limerick, Ireland in 2004 with a BSc. in information technology and telecommunications and has just completed his MSc in software engineering at the same university. Alan was the team lead of the University of Limerick development team “Ard na Croise” in the first year of the Global Studio Project and was a Siemens central team member for the second year of the project.

**Mike Metcalfe** is interested in strategic ideas or concepts. He finds the ideas of pluralism, pragmatism, systems, design, and argument particularly useful. Metcalfe has worked as a navigator in the Merchant Navy; a soldier in the British Parachute Regiment Reserves; a budget analyst and policy consultant in industry; a lecturer at six universities; and as a commercial advisor to governments in New Zealand and Australia. Growing up, he lived in England, Germany, Aden, and Singapore, while his father helped close the British Empire. His secondary schooling was in Wales at HMS Conway; his tertiary qualifications in business planning were mainly by correspondence course, with his PhD being from Adelaide University in 1993, on the composition of small planning groups. Metcalfe’s latest of six books is titled *Critiquing Research: Science or Argument*; he has supervised and examined several PhD candidates and has published over 60 academic articles.

**Sarah Moore** is currently dean of teaching and learning at the University of Limerick. She is committed to the use of innovative teaching practices at third level, is an expert in the use of experiential learning techniques, and has developed several interactive learning exercises for use with a variety of student groups. Her academic discipline is organisational behaviour and theory, the principles of which she has also used to develop research in learning and teaching. Specific research interests include cognitive styles, team learning, and formative professional development in educational and academic settings. She is deputy chair of Ireland’s Higher Education Authority.

**Allison Morgan** is a doctoral candidate and research assistant in the College of Information Sciences and Technology (IST) in the Center for the Information Society at Pennsylvania State University. She earned a BBA in computer-based information systems from Howard University in Washington, DC. She is originally from Fort Washington, MD. Her research interests include under-represented groups and accessibility issues with technology; the digital divide; the social, cultural, and societal impacts of technology; Web search engines and information retrieval; and human information behavior. She formerly worked for Accenture Consulting.

**Tom O’Kane** is a distinguished member of the technical staff working within Motorola’s Systems and Software Engineering Research Lab. He has over 12 years experience in software process improvement and methods. Prior to this he worked in software development for over 12 years with a number of other companies, both in Ireland and the United States. Within Motorola Labs, his prime interests are in the development of software quality models for process management, global and third-party development, and agile software development practices. O’Kane maintains strong academic links and has published
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Krassie Petrova is a senior lecturer and programme leader of the masters programme in computer and information sciences at the School of Computer and Information Sciences at the Auckland University of Technology (New Zealand). She received her masters degree form the University of Sofia and has held teaching and research positions in IS&T at several universities. Her published and presented work includes papers on IT education; flexible and online learning; mobile business applications; and information assurance.

Jeria L. Quesenberry is currently a PhD candidate in the College of Information Sciences and Technology (IST) in the Center for the Information Society at Pennsylvania State University. Her research interests include the study of the organizational aspects of IT, with a particular focus on female recruitment and retention in the American IT labor force. She has published several articles on the IT workforce including managing global IT workers, diversity, and the under representation of women with regard to work-life balance; motherhood and careers; environmental context; and social networks. Prior to her career in academia, she served as a consultant at Accenture, specializing in the implementation of ERP packages for human resource and payroll management systems. She received her BS in decision sciences and management information systems from George Mason University.

Ita Richardson is a senior lecturer in the Department of Computer Science and Information Systems, lecturing to undergraduate and postgraduate computer systems and software engineering students. Her research includes software process improvement within SMEs and GSD. She is project leader for the GSD for SMEs project, funded by Science Foundation Ireland and operates within Lero—the Irish Software Engineering Research Centre. She is also a researcher on the B4-STEP Principal Investigator project. Richardson graduated with a PhD in computer science from the University of Limerick in 1999.

Stephen D. Samuel has been interested in computers since he was seven. He received his first computer when he was 10 and has been programming ever since. He completed his graduation in computer science with software specialization and has been involved in developing solutions for multinational corporations in various fields from accounting to press printing to advertising. He is currently working on his dissertation proposal and hopes to carry on his love for computers.

Ravi Seethamraju currently works at the University of Sydney, School of Business. Seethamraju teaches and researches in enterprise systems, business process management, and e-commerce. He has published several refereed articles and conference papers on enterprise systems, business education, process management, and management of professional engineers. Seethamraju has extensive curriculum development experience and has designed several courses incorporating industry-standard software solutions into the curriculum. Before his move into academe, he had several years of corporate management, training, and consulting experience in business IS and operations management. He has a PhD, a postgraduate diploma in adult education, a masters in industrial engineering, and a bachelors degree in engineering.
Eileen M. Trauth is a professor of information sciences and technology and director of the Center for the Information Society at Pennsylvania State University. Her research is concerned with socio-cultural influences on IT and the IT profession, with a special focus on the role of diversity within the field. As a Fulbright scholar, Trauth conducted a multiyear investigation of sociocultural influences on the emergence of Ireland’s information economy. She has conducted research on sociocultural influences on gender in the IS profession in Australia, Ireland, New Zealand, the UK, and the U.S. She has published nine books and over 100 research papers on qualitative research methods, global informatics, information policy, information management, and gender diversity in the IT workforce.

Theresa M. Vitolo teaches in systems-related fields as an associate professor in the Computer and Information Science Department at Gannon University. She received her PhD in information science from the University of Pittsburgh. Her interests include intelligent interface design, motivated system energetics, and other issues in the field of human-computer interactions. She can be contacted at vitolo@gannon.edu.

Dolores Zage is a faculty member in the Computer Science Department at Ball State University and the research coordinator of the Software Engineering Research Center (SERC). Zage’s research interests are in software metrics and models and their application during the design and maintenance phases of software development. She has been a co-principal investigator on 27 metrics projects funded by the National Science Foundation, the SERC, Raytheon, Motorola, Telcordia, Northrop Grumman, Computer Sciences Corporation, Harris Corporation, Magnavox Electronics Systems Division, and GTE Data Services.