About the Contributors

Ashish Dwivedi is the Deputy Director, Centre for Systems Studies at Hull University Business School, UK. Previously, he was the Deputy Graduate Research Director at Hull University Business School, and was also associated with the management of the high-tech Management Learning Laboratory. His primary research interests are in knowledge management (in which he obtained his PhD), supply chain management healthcare management and information and communication technologies. He has published 4 books and over 50 journal and conference papers. He has served as an Invited reviewer and Guest Editor for several journals, including the IEEE Transactions on Information Technology in Biomedicine.

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Steve has extensive experience in management systems and information systems consultancy and research, focusing primarily on the identification and satisfaction of user needs and issues connected with knowledge management. His research interests include: social theory and information systems practice; strategic planning; and the impact of user involvement in the development of management systems. Major current research is focused on approaches informed by critical social theory.


Jack Kimenker Beaton is a Usability Scientist at Nokia Inc. in Boston, Massachusetts. His research interests include the design of usable interactions for programmers, and mobile device users, in industrialized countries and emerging markets. He received a Master’s degree in Human-Computer Interaction from Carnegie Mellon University in 2007 and a BA in Cultural Anthropology from the University of Maryland, Baltimore County in 2004.
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Margaret Burnett is a Professor of Computer Science at the School of Electrical Engineering and Computer Science at Oregon State University. Her current research focuses on end-user programming, end-user software engineering, information foraging theory as applied to programming, and gender issues in those contexts. She has a long history of research in these issues and others relating to human issues of programming. She is also the principal architect of the Forms/3 and the FAR visual programming languages and, together with Gregg Rothermel, of the WYSIWYT testing methodology for end-user programmers. She is the founding Project Director of the EUSES Consortium, a multi-institution collaboration to help End Users Shape Effective Software.

Daniela Busse is a Director for User Research in SAP Lab’s central User Experience organization in Palo Alto (CA), with over 13 years of experience in Product Definition and Design, using User Research to inform enquiry, ideation, and productization. Prior to joining the SAP Labs UX team, she led incubation projects at a global innovation team in SAP’s Office of the CEO, and was also Principal Investigator on a number of SAP Research funded projects. Her early experiences with research & design were formed working closely with product planning and development as part of the Microsoft Office Design Group in Redmond (WA). Her current focus at SAP Labs is Research for Sustainability. She received her M.A. in Psychology and Computing Science from the University of Glasgow (UK), as well as her Ph.D. on the investigation, analysis, and cognitive modeling of accidents and preventable deaths in complex systems, with special focus on Intensive Care Unit system design and optimization.

Tony Coulson is a Professor in the College of Business and Public Administration, Department of Information & Decision Sciences at California State University, San Bernardino (CSUSB). He came to San Bernardino in 2001 after a professional career as an IT executive and graduating with a PhD in Information Systems from Claremont Graduate University. Tony’s research interests include: Enterprise Systems implementation, virtual communities and systems security. Tony is the Executive Director of the Information Assurance and Security Management Center at CSUSB and recently led the effort to have the University designated as a Center of Academic Excellence in Information Assurance Education by the U.S. National Security Agency.

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**Arkin Efeoglu** is a Business Consultant at SAP giving strategic advises for Business Process Management and service-oriented architecture. Before going into strategic Business Consulting he was leading the ES Workplace project in the service-oriented architecture solution management. In this role he ensured that SAP gave easy access for customers and partners to all productized SAP enterprise services for evaluation and adaptation. Prior to this Arkin worked for the Business Renovation Team, which is part of the Office of the CEO. In solution management there he was working on an SCM prototype. The prototype xCarrier aimed to optimize carrier selection and seamlessly integrate carrier services. Arkin holds a Masters in Business Information Systems from the University of Mannheim and received an MBA from Western Carolina University.

**Ralf Ehret** is a development architect at SAP. He joined SAP in April 1998 as a developer working with HR and Workforce Management software before moving on to the Business Process Renovation Team. After evaluating Smalltalk as a tool for rapid prototyping, he was analyzing business rule engines and business process management systems before he started in the summer of 2007 to evaluate the concepts of API usability on ABAP APIs of an internal rule engine together with Jeff Stylos. As a follow up since 2008 he has been part of the current “Enterprise Service API Usability Project” which is a joint effort between SAP and the HCI Institute at CMU.

**Gerhard Fischer** is a professor of computer science, a Fellow of the Institute of Cognitive Science, and the director of the Center for Lifelong Learning and Design (L3D) at the University of Colorado at Boulder. He is a member of the CHI Academy. His research is focused on new conceptual frameworks and new media for learning, working, and collaboration; human-computer interaction; cognitive science; distributed intelligence; social creativity; design; meta-design; domain-oriented design environments; and universal design (assistive technologies). Over the last twenty years, he has directed research projects and has published extensively in these areas.

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Sae Young Jeong is a student researcher in the Human-Computer Interaction Institute in the School of Computer Science at Carnegie Mellon University. Her current research focused on end-user software engineering and information visualization. She was a senior consultant in IBM by managing Service Oriented Architecture consulting project in the enterprise. She was also a senior software architect in several domestic banks in order to develop an application framework to help developers write JAVA application more effectively. She received her M.S. in the School of Computer Science from Carnegie Mellon University, and the M.S. and B.S. degrees in electrical engineering from Korea Advance Institute of Science and Technology, South Korea.

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Jan Karstens is a development architect at SAP AG, Walldorf, Germany. He has several years experience in software engineering in different companies and industries. At SAP he works for the office of the Chief Technology Officer with a focus on different programming languages (including ABAP), development tools and development efficiency. He received his MS and BSc degrees from the Hasso-Plattner Institute at the University of Potsdam.

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