About the Contributors

Raul Valverde is a Lecturer in Management Information Systems and Supply Chain Operations Management at the John Molson School of Business of Concordia University in Montreal Canada. He holds a Bachelor of Science in Mathematics and Management from Excelsior College of the University of the State of New York (US), Master of Engineering in Electrical & Computer Engineering from Concordia University (Canada), Post M.B.A from McGill University (Canada) and Doctor of Business Administration in Information Systems from the University of Southern Queensland (Australia). He is also a registered professional engineer and accountant in Canada. He has more than 17 years of professional experience in Information Technology, mathematical modeling, financial analysis, and programming. He is a member of the Society of Management Accountants of Canada, Canadian Operational Research Society, Institute of Internal Controls, Forensic CPA society, Professional Engineers of Ontario, and the Association for Operations Management. His main research interests include Supply Chain Systems, Risk Management, E-business, Information Security and Auditing, accounting and financial Information Systems, fraud detection, and reengineering.

Malleswara Talla is currently working as a sessional Professor in the department of Decision Sciences and MIS at John Molson School of Business in Montreal. Malleswara received his Bachelor of Technology (B. Tech.) degree in 1979 specializing Electronics and Communications Engineering from Jawaharlal Nehru Technological University (J.T.U) College of Engineering, Kakinada, Andhra Pradesh, India. He received his Master of Technology (M. Tech.) degree in 1981 specializing in Microwave and Radar Engineering from Indian Institute of Technology (I.I.T), Kharagpur, India. Later, Malleswara joined Tata Consultancy Services (TCS) in Bombay and worked on several software systems engineering, reengineering, design, and development projects involving several companies as a systems consultant in North America, Europe, Middle-East, and Asia. In 1988, Malleswara joined Societe Internationale de Telecommunications Aeronautics (SITA) in Montreal, Canada and worked on several data and messaging services involving mainly airline data communications. In 1995, Malleswara received his Ph.D. degree specializing in Computer Communications and Networks from Concordia University, Montreal. Dr. Talla later moved to SITA Equant JV projects involving organization’s performance excellence in their Quality and Performance Management department. As a result of Equant’s merger with Orange Business Services, Dr. Talla is serving the airline customers of Orange Business Services. Dr. Talla is a member of Canadian Operations Research Society (CORS), Professional Engineers of Ontario (PEO), Institute of Electrical and Electronics Engineers (IEEE), Project Management Institute (PMI), The Association for Operations Management (APICS), and The Institute for Internal Controls (THEIIC). Dr. Talla’s teaching and research interests are mainly in operations management, management Information Systems, systems re-engineering, business intelligence, software engineering and evolution, software architecture, design, and development.
Hussam Agha, born in Khartoum, January 1974, is a Computer System Engineer, and an Information & Communication Technology Professional. Armed with BSc degree in Computer Engineering from Future University Sudan, and MSc degree in Information Systems Management from University of Liverpool UK, he is recognized as a professional and consultant in the field of Electronic & Computer System Engineering, Hardware-Software Integration, IT solutions, and most recently as ERP consultant. He worked his career up as Technical Assistant, Computer Engineer, Quality Inspector, Lecturer, Engineering Technical Support Director, and ICT Professional through different work systems such as educational institutions, private companies, factories, non-profit organizations, as well as his own private business providing IT solutions and consultancy. In 2005 he was drawn to help the UNICEF emergency mission in Sudan-Darfur region. Working with UNICEF also enabled him to continue postgraduate studies and advance his knowledge in ERP and ERM.

C. Annamalai received his MS Computer Application from Alagappa University, Karaikudi, India in 1988. He has 16 years of academic experience with seven years of industry experience both in India and in Malaysia. He is a Life Member of Charted Institute of Logistics and Transport (CILT) India. He is also an Editorial Board Member of Journal of Information Systems Education (JISE, USA), peer reviewer of Int. J. Education on Information Communication Technology (IJEDICT, SOUTH AFRICA) and Senior Member in International Association of Engineers (IAENG), Hong Kong. Currently, he is pursuing a Doctoral degree under the School of Management in Universiti Sains Malaysia, Penang.

Lerina Aversano is a Researcher at the Department of Engineering, University of Sannio since 2005. She received the Laurea degree in Computer Engineering in 2000 and the PhD degree in Computer Engineering in 2003 at the University of Sannio in Benevento, Italy. Her research interests include process and Information System modelling, evaluation of business process and alignment with supporting software system; workflow management and document management; software reengineering and migration, and service-centric software engineering. She has served program and organizing committees of international conferences and workshops such as, CSMR, CSSE, SAC, and ICPC.

Terrence P. Fries is a Professor with Indiana University of Pennsylvania and has 10 years of experience teaching artificial intelligence, robotics, software engineering, compiler design, and theory of computation. In addition to teaching, Dr. Fries has over 15 years experience in industry, working as a Systems Engineer at Electronic Data Systems, Associate Engineering Analyst at Detroit Edison Company, and as an independent consultant. He holds Ph.D. in Computer Science and Engineering from University of Louisville and a Master’s in Computer Science and Engineering from Oakland University. His current area of research is artificial intelligence and robotics. He has published over 25 conference papers, a book Computer Graphics using OpenGL, and several book chapters on robotics and fault diagnosis.

Frank Goethals is Senior Assistant Professor of Operations and Industrial Management at the Institute d’Économie Scientifique et de Gestion. IESEG School of Management (LEM-CNRS). He holds a Ph.D. in Applied Economics from the K.U.Leuven in Belgium. Dr. Geothals is an Assistant Professor of IS and head of the IS track at the IÉSEG School of Management in Lille, France and visiting Professor
About the Contributors

Frank has published in numerous journals including *Data and Knowledge Engineering*, *IEEE Software*, *Information Systems Frontiers*, and *DataBase for Advances in Information Systems*.

Silvia Ito is a Japanese citizen born in Paraguay and raised in over twenty different cities across seven countries. Although most of her childhood was spent in South America, she lived and worked in Tokyo, Japan for five years before moving to Canada. She attended the John Molson School of Business at Concordia University, where she completed her degree in Supply Chain Operations Management with a minor in French studies. While there, Silvia was actively involved in extracurricular activities, including an elected term as President of the Decision Sciences Student Association and an assiduous participant of the Board of Directors for the Commerce and Administration Student Association. As a member of the Department of Cooperative Education, she fulfilled three supply chain internships for several distinguished Canadian companies. She currently lives in Montreal, Canada and works for a prominent Canadian Aerospace manufacturer.

M.A.Maluk Mohamed received B.E degree in Electronics and Communication Engineering from Bharathidasan University, Trichy, India, M.E degree in Computer Science and Engineering from Regional Engineering College (R.E.C), Trichy, India and Ph.D degree in Distributed Systems from Indian Institute of Technology (IIT), Chennai, India. He is working as Professor in Department of Computer Science and Engineering in M.A.M. College of Engineering, Trichy. He is currently acting as Chairman of Computer Society of India (CSI) chapter, Trichy, India. He acted as program committee member in several international conferences and reviewer in many reputed international journals. He published many articles and research papers in international journals and conferences. Presently he holds the post of syndicate member of Anna University, Trichy.

Erik-Jan Monshouwer received the Master of Science Degree in Information Technology from the University of Livepool in 2006. Currently, he is the Competence Director at Yacht in Netherlands. His interests are in e-commerce and Internet marketing.

Mohammed Nahhas is a Supply Chain Operations Management student at Concordia University. Before joining Concordia University in 2007 to complete his undergraduate degree, he finished high school in Saudi Arabia and was selected to be part of the Saudi Arabian Scholarship Program for his academic excellence. His work experience includes a summer internship program in P&G Saudi Arabia, and being a leader of a data base management team in Jeddah Economic Forum. His fields of interest are logistics, operations management, and finance. He is Vice President Academics in the Decision Sciences association, and currently tutors supply chain simulation with the association. Mohammed is also enrolled in the CFA program. He currently lives in Montreal.

David J. Newlands has worked in various industrial positions, from his apprenticeship through to sales, system calibration, test engineering, lecturing, and research into supply chain issues. He gained a B.Eng. in Manufacturing Systems Engineering and his Ph.D. in Supply Chain Methodologies that focused on supplier development. Dr. Newlands is Senior Assistant Professor of Operations and Industrial Management at the Institute d’Économie Scientifique et de Gestion. IÉSEG School of Management
(LEM-CNRS) is part of the Catholic University of Lille in Northern France. He is lead Editor of The Global Business Handbook – The Eight Dimensions of International Business, published by Gower.

**T. Ramayah** has an MBA from Universiti Sains Malaysia (USM). Currently, he is an Associate Professor at the School of Management in USM. He teaches mainly courses in Research Methodology and Business Statistics. Apart from teaching, he is an avid researcher, especially in the areas of technology management and adoption in business and education. Having his contributions in research acknowledged, he is constantly invited to serve on the editorial boards and programme committees of several international journals and conferences of repute.

**Juliette Stephens** is a Business Analyst with BP. She has more than 10 years experience as a project manager, business analyst, programmer and IT consultant. She holds a Master of Science degree in Information Systems Management from the University of Liverpool in England. Her research interests are in project management, information security, business analysis, and e-procurement systems.

**Maria Tortorella** is an Associate Professor at the Faculty of Engineering of the University of Sannio since 2007. She was Assistant Professor in the same University since 2001. She received the Ph.D. in Electronic Engineering and Computer Science from the University of Naples “Federico II”, Italy, and M.Sc. degree in Computer Science from the University of Durham, UK, where she was visiting student, and the degree in Computer Science from the University of Salerno in Italy. She participated to the research activities of the University of Naples in Italy from 1992 to 1996 and of the University of Bari in Italy from 1996 to 1999. She was a research leader at RCOST - Research Centre On Software Technology - of the University of Sannio from 2001. Her research interests include software maintenance, program comprehension, reverse engineering, reengineering, migration, business process modelling, business process evolution, software system evolution, and software quality.

**K. Velmurugan** received B.E degree in Computer Science and Engineering from Bharathiar University, Coimbatore, India, M.E degree in Software Engineering from Anna University, Chennai, and M.B.A degree in IT Systems from Bharathidasan University, Trichy, India. He is currently pursuing Ph.D degree in Software Metrics in Anna University, Trichy, India. He is working as Professor in Department of Computer Science and Engineering in Anjalai Ammal Mahalingam Engineering College, Kollvenni, India. He published papers in national and international conferences.

**Jasbir Virdi** holds a Master’s in Software Engineering graduating in 2009 from the University of Liverpool. She specializes in the requirements engineering aspect of Information Technology and has been working in relevant areas for the past 16 years in various sectors such as facility management, government (Ontario), banking, and others. She has extensive experience and knowledge with regards to managing as well as continuously improving how software requirements should be documented, designed, developed, and tested. Currently Jasbir is working as a freelance online instructor helping undergraduate students in computer science and IT business analysis subject areas. In the very near future she foresees pursuing her PhD in Software Engineering. On a personal front she loves to spend time with her two young boys and husband, and loves to travel.