About the Contributors

Murray E. Jennex is an associate professor at San Diego State University, editor in chief of the International Journal of Knowledge Management, editor in chief of Idea Group Publishing’s Knowledge Management book series, and president of the Foundation for Knowledge Management (LLC). Dr. Jennex specializes in knowledge management, system analysis and design, IS security, e-commerce, and organizational effectiveness. Jennex serves as the Knowledge Management Systems Track co-chair at the Hawaii International Conference on System Sciences. He is the author of over 80 journal articles, book chapters, and conference proceedings on knowledge management, end user computing, international information systems, organizational memory systems, ecommerce, security, and software outsourcing. He holds a BA in chemistry and physics from William Jewell College, an MBA and an MS in software engineering from National University, an M.S. in telecommunications management and a PhD in information systems from the Claremont Graduate University. Dr. Jennex is also a registered professional mechanical engineer in the state of California and a Certified Information Systems Security Professional (CISSP).

* * *

Miriam Belblidia received her MPA degree in urban and regional affairs from the University of Pittsburgh’s Graduate School of Public & International Affairs, focusing on civil security and disaster management. She worked as a member of the Interactive, Intelligent, Spatial Information Systems (IISIS) team at the University of Pittsburgh’s Center for Disaster Management, researching response networks for communities at risk of flooding in the Pittsburgh region. She currently resides in New Orleans and works in the City’s Hazard Mitigation Office.

Raquel Benbunan-Fich is an associate professor of information systems at the Zicklin School of Business, Baruch College, City University of New York. She received her PhD in management information systems from Rutgers University, Graduate School of Management. Her research interests include virtual teams and virtual collaboration, IT usage, user behavior and social computing applications, evaluation of Web-based systems, and research productivity of IS faculty. Her research has been published in Communications of the ACM, Decision Support Systems, European Journal of Information Systems, IEEE Transactions on Professional Communication, Information & Management, International Journal of Electronic Commerce, Journal of Strategic Information Systems and other journals.
**About the Contributors**

**Bharath Chintapatla** is a masters student in Computer Science at Texas A&M University. He received his BTech in Computer Science & Engineering from Indian Institute of Technology, Guwahati in August 2008. His research interests include network protocols, wireless technologies, and network security.

**Keith Clement** is an Assistant Professor in the Department of Criminology at California State University, Fresno and Director of the Graduate Homeland Security Program. Professor Clement teaches undergraduate courses in Comparative (International) Criminal Justice and graduate courses in Psychology of Terrorism and Crisis Response and Essentials of Homeland Security. His research interests include risk perception of border security, transnational crimes, and its effect on security, and interoperability/communications issues. He also serves as Planning Director for the CSU Council for Emergency Management and Homeland Security (CEMHS), a 525+ member organization linking universities and colleges with key stakeholders to build EM-HS education and training programs and curriculum. He is a recipient of a United States Department of Homeland Security (DHS) Early Career Faculty Award under the Scientific Leadership Award for MSI Program.

**Panos Constantinides** is an Assistant Professor of Management Information Systems at Frederick University’s Business School. Before joining Frederick University, Panos held positions at Lancaster University’s Management School, and the Judge Business School at the University of Cambridge, where he also earned his PhD. Panos has looked at IS development and implementation issues in different healthcare settings in association with different organizations, from BT Health (UK), Synbiotix (UK & Cyprus), and the Institute of Computer Science at the Foundation for Research and Technology Hellas (Greece). Some of Panos’ work has appeared in the journals *MIS Quarterly*, *Information & Organization*, and the *Journal of Applied Behavioral Science*. His more recent research focuses on problems of collective action around the development of information infrastructures, and the coordination of multidisciplinary teams.

**Teresa Durbin** holds a Bachelor of Applied Arts & Sciences degree in Public Administration with an Emphasis in City Planning, and a Master of Science degree in Homeland Security with a Specialization in Communications and Information Systems. She has over 10 years of management experience in utility accounting and regulatory work, supply chain systems administration, and help desk supervision for a large investor-owned utility. She has experience in responding to the logistics effort supporting gas and electric service restoration after large scale service interruptions resulting from regional emergencies or catastrophes. Ms. Durbin has an understanding of intergovernmental relations and specifically private-to-public interactions and requirements. She has participated in policy analysis and Rule-making filings at the State level related to merger-related filing and compliance requirements. Ms. Durbin coordinates the Business Resumption and Continuity Plan as well as the Pandemic Plan and Response training in a division-wide effort. Her Masters thesis and research analyzed the benefits and potential results of different information systems and decision support methodologies in the logistical effort related to utility service restoration, post-emergency.

**Gideon F. Formukwai** is a certified emergency manager with over 10 years of experience working in Southern Africa, South East Asia and the United States. He is currently a graduate fellow at the Reynolds School of Journalism, University of Nevada, Reno, where he is in the last semester of a master’s degree program focusing on new and traditional media. Prior to coming to the US, he owned and managed
About the Contributors

Gideon S. Choo is the Managing Director of XtraMile Emergency Solutions, an emergency training outfit that he founded in 2004 in Singapore. In his former employment as a senior officer in the Singapore Civil Defense Force, he managed training programs for public safety officials from several uniform groups from beyond Singapore. Today, Gideon trains and speaks internationally on how emergency management community can build and strengthen public engagement through the use of new media.

Eric Frost directs the SDSU Viz Center and co-directs the Homeland Security Master’s Program, which includes about 130 Homeland Security practitioners from many Federal agencies, state and local government, NGOs, industry, and governments. Much of the program is based on actual interaction with real operational training in the US-Mexico border region, as well as many other international Homeland Security groups such as in Mexico, Central Asia, India, Africa, and Indonesia. Frost and his colleagues use many new technologies and protocols that are enhanced during exercises such as Strong Angel III (http://www.strongangel3.net/) for situational awareness for many challenges including H1N1 using tools such as http://www.geoplayer.com/gateways for Banda Aceh, Katrina, Indonesia, and Haiti disasters (http://hypercube.telascience.org/haiti). Frost and co-workers work with sensor networks, wireless and optical communication, data fusion, visualization, and decision support for first responders and humanitarian groups, especially crossing the civilian-military boundary, especially in unusual coalition areas such as Somalia, Afghanistan, India, Haiti, and Mexico including using Cloud Computing (http://www.inrelief.org) with Navy to impact Humanitarian assistance like Haiti and Mexico earthquakes.

Michael F. Goodchild is Professor of Geography at the University of California, Santa Barbara, and Director of UCSB’s Center for Spatial Studies. He received his B.A. degree from Cambridge University in Physics in 1965 and his Ph.D. in geography from McMaster University in 1969, and has received four honorary doctorates. He was elected member of the National Academy of Sciences and Foreign Member of the Royal Society of Canada (2002), member of the American Academy of Arts and Sciences (2006), and Foreign Member of the Royal Society and Corresponding Fellow of the British Academy (2010); and in 2007 he received the Prix Vautrin Lud. He was editor of Geographical Analysis between 1987 and 1990 and editor of the Methods, Models, and Geographic Information Sciences section of the Annals of the Association of American Geographers from 2000 to 2006. He serves on the editorial boards of ten other journals and book series, and has published more than 15 books and 400 articles. He was Chair of the National Research Council’s Mapping Science Committee from 1997 to 1999, and currently chairs the Advisory Committee on Social, Behavioral, and Economic Sciences of the National Science Foundation. His current research interests center on geographic information science, spatial analysis, and uncertainty in geographic data.

Ana Goulart received a bachelor’s degree in electrical engineering from the Federal School of Engineering of Itajuba (EFEI), in Brazil. While working in the industry, she received a M. Sc. degree in Information Systems Management from the Pontifical Catholic University of Campinas, in 1997. She moved to the United States in 1997 where she earned a M. Sc. in Computer Engineering at North Carolina State University, Raleigh, NC; followed by a Ph.D. in Electrical and Computer Engineering at Georgia Tech, Atlanta, GA, in 2005. She is currently an Assistant Professor in the Electronics and Telecommunications Engineering Technology program at Texas A&M University, in College Station, TX. Her research interests include wireless communications, protocols for real-time voice and video communications, IP-based emergency communications, networked robotics, and rural telecommunications.
About the Contributors

Dan Harnesk, Ph.D is an Assistant Professor at the division of Information System Science, Lulea University of Technology, Sweden where his main research efforts focus on crisis and emergency management, and information security. Dan is also the research manager of the Information Security Group, InfoSec@LTU. He has particular interest in socio-technical aspects of information systems/security design. He obtained his doctoral degree in computer and systems science at LTU, introducing a concept for social, transaction and IT alignment in SME interfirm relationships. Dan’s teaching duties at the LTU currently consist of Master level courses in Strategic development of IS and Scientific Methods.

Manley Haye is Manager of Technical Operational Systems at Jamaica Public Service Company. He graduated from the University of the West Indies (UWI) in 1980 with a Bachelors degree in Electrical Engineering and earned the MBA from the Mona School of Business/UWI in 2000. Since joining JPS in 1980, Mr. Haye has served the company in several capacities in Power Plant maintenance, System Planning and Information. In his current role, he leads a team of Engineers and Analysts, which provides IT services to the core business units in Generation and Customer Operations. His current focus is on the implementation of an Enterprise GIS which will provide the basis for dramatic improvements in critical business processes such as Loss analysis and loss reduction, T&D Asset Management and Maintenance, Outage Management and Trouble call resolution and Emergency Response coordination and System Restoration.

Thomas A. Horan, Ph.D. is the founding Director of the Kay Center for E-Health Research and Associate Professor of Information Systems at Claremont Graduate University, Claremont, California. Dr. Horan has 25 years of research experience, specializing in the design and assessment of electronic health systems at the federal, state and local level. He has served as Principal Investigator for over $3 million in research and evaluation grants, including funding from the National Science Foundation, California HealthCare Foundation, Blue Shield Foundation, Kay Family Foundation, and Social Security Administration. In addition, Dr. Horan has served in several policy capacities, including as a Senior Analyst for the US General Accounting Office and as a member of American Health Information Community (AHIC) Consumer Empowerment Workgroup. Dr. Horan has over published over 70 technical articles and conference proceedings and two books on information systems. He is a member of the American Medical Informatics Association (AMIA) and Association of Information Systems (AIS). He has both his Masters and Doctoral degrees from Claremont Graduate University.

Robert Judge holds undergraduate degrees in Biology and Botany, an MBA, and a PhD in the Management of Information Systems and Technology from Claremont Graduate University. His career spans the semiconductor, aerospace, consumer electronics, and Internet Service industries at mid-management and executive levels. He has held functional responsibilities that include Materiel, Manufacturing, Information Systems, Marketing, Project Management and Customer Support. Throughout the last 20+ years of his career, he has served both San Diego State University and the University of San Diego as an adjunct professor teaching graduate and undergraduate courses in Operations, Supply Chain Management, Manufacturing Planning and Control Systems, Project Management and Information Systems. His current research interests lie in understanding how barriers to knowledge flow arise as small organizations grow, and also in how Knowledge Management Systems in Supply Chains can influence innovation and the flow of non-logistical knowledge.
Christopher Kadlec, PhD, is Assistant Professor of Information Technology, College of Information Technology, at Georgia Southern University. He holds a BS in Management from the School of Business at the University of Mississippi. He held positions in IT support for 12 years before he received a PhD from the University of Georgia in Management Information Systems. His experience in IT support drives his research interests: IT disaster recovery planning, power users, self-regulated learning, data center design, and server room heat management. He has been consulting for 16 years in the areas of network design, network implementation, systems design, systems deployment, pedagogical design, and corporate/military education.

Elina Laaksonen is a senior master programme student at Luleå University of Technology focusing on information security. Elina has previously consulted within network security on an international basis. Elina holds a Bachelor of Engineering degree from Turku University of Applied Sciences.

Guido Lang is a doctoral student in information systems at the Zicklin School of Business, Baruch College, City University of New York. He holds a MS in business from the University of Bern (Switzerland). Prior to joining Zicklin, he was the managing director of the TEWI Center for Information Systems Technology, a joint research center of Swiss universities. His research interests include virtual communities, group decision-support systems, and social computing applications.

Linna Li is a postdoc at the Center for Spatial Studies at the University of California, Santa Barbara, interested in geographic information science theories and applications. Li received a B.S. in Earth and Space Sciences from Peking University in China in 2004, an M.S. in Geography from the University of South Carolina in 2006, and a Ph.D. in Geography from the University of California, Santa Barbara in 2010. She has a wide range of research interests, from geographical knowledge representation and communication to geovisualization, spatial analysis and modeling. Currently she is working on two projects: conflation of heterogeneous geospatial data from different sources and volunteered geographic information (VGI).

John Lindström, Ph.D is a member of the Information Security Group at Lulea University of Technology. John has previously worked for about 15 years with product and service development, and technical and management consulting in the information security business. John’s main research interests are within information security, crisis and emergency management. John holds a doctoral degree within computer and systems science on strategic information security. John teaches Master level courses in management of information security and e-services.

Walt Magnusson is the Director for the Texas A&M University Telecommunications Office, and the Director for the Texas A&M Internet2 Evaluation Center. As Telecommunications Director, Dr. Magnusson manages all aspects of telecommunications for the third largest university in the United States. As the Director of the ITEC, he leads the Voice-over-Internet Protocol (VoIP) and Internet Protocol Television (IPTV) initiatives for Internet2, a consortium of the 209 leading research universities in the United States. Dr. Magnusson has been the lead for many other projects completed within the ITEC, including lead in the development of the Next Generation 9-1-1 (NG9-1-1) Proof of Concept projects for the United States’ Departments of Commerce and Transportation. Dr. Magnussen acquired his bachelor’s and master’s degrees from the University of Minnesota, and his doctoral degree from Texas A&M University.
About the Contributors

**Michael J. Marich**, Ph.D. has over 30 years experience in the development of aerospace and defense systems. Dr. Marich is also a Research Associate at Claremont Graduate University, where his research involving the application of information technology to Emergency Medical Services systems has led to numerous peer-reviewed publications and national and international presentations. He received his Ph.D. from Claremont Graduate University. He holds a Master of Science degree in Computer Science and Technology and a Bachelor of Technology degree in Electrical Engineering.

**Maurice McNaughton** has engaged in the management of enterprise-level IT Projects and Operations at several large Organizations, and held the position of Chief Information Officer at the national electric utility (JPS) between 1993 and 2006. He pursued his PhD studies in Decision Sciences at Georgia State University, Atlanta, USA where he completed his Dissertation Thesis on the topic: Deregulation, Uncertainty, and Information Technology In the Electric Utility Industry: A Transaction Cost Interpretation of the Drivers and Consequences of Vertical Disintegration. Dr. McNaughton is currently Director of the Centre of Excellence at the Mona School of Business, where he is developing an Application-oriented Research Agenda around the use of ICTs to enable Business Innovation in the Small Medium Enterprise sector.

**Marko Niemimaa** is a senior master programme student at Luleå University of Technology focusing on information security. Marko has previously worked with internet security providers, managed teams and consulted within network security on an international basis. Marko holds a Bachelor of Information Technology degree from Helsinki University of Applied Sciences.

**Lorne Olfman** is dean of the School of Information Systems and Technology and professor of Information Science at Claremont Graduate University (CGU) and Fletcher Jones Chair in Technology Management. He came to Claremont in 1987 after graduating with a PhD in Business (Management Information Systems) from Indiana University. Olfman’s research interests include: how software can be learned and used in organizations, the impact of computer-based systems on knowledge management, and the design and adoption of systems used for group work. Along with Terry Ryan, Olfman co-directs the Social Learning Software Lab (SL²). A key component of Olfman’s teaching is his involvement with doctoral students; he has supervised 38 students to completion. Lorne is an active member of the information systems community.

**Kweku-Muata Osei-Bryson** is Professor of Information Systems at Virginia Commonwealth University since 1998, where he also served as the Coordinator of the IS PhD program during 2001-2003. He has also worked as an Information Systems practitioner in industry and government. He holds a Ph.D. in Applied Mathematics (Management Science & Information Systems) from the University of Maryland at College Park, a MS in Systems Engineering from Howard University, and a BS in Natural Sciences from the University of the West Indies at Mona. His research areas include: Data Mining, Knowledge Management, IS Security, e-Commerce, Database Systems, IT & Productivity, Multi-Criteria Decision Analysis, IS Outsourcing. He serves as an Associate Editor of the *INFORMS Journal on Computing*, on the Editorial Board of the Computers & Operations Research journal and the International Advisory Board of the Journal of the Operational Research Society.
Linda Plotnick is an assistant professor of computer science in the mathematical, computing, and Information Sciences Department at Jacksonville State University. Her research interests include leadership and trust issues in partially distributed teams, social media in emergency management, the effects of the threat rigidity thesis in the emergency domain and public warning for extreme events. She has published and presented papers at AMCIS, ISCRAM, HICSS, and ICIS conferences.

Murali Raman obtained his PhD in MIS from the School of Information Systems and Technology and professor of information science at Claremont Graduate University (CGU). He is a Fulbright and Rhodes Scholar. Raman is a lecturer with the Faculty of Management, Multimedia University Malaysia (MMU). His research interests include: design and evaluation of information systems to support knowledge management within academia and corporations alike. Raman prior experience includes design and implementation of a knowledge management system using wiki technology to support emergency preparedness for the Claremont Colleges.

Lila Rao is the Academic Director and a Lecturer at the Mona School of Business at The University of the West Indies. She holds a Ph.D. in Information Systems from The University of the West Indies and a MSc. in Computer Science from the University of Waterloo, Canada, and a BSc. Degree in Computer Science from the University of the West Indies, Mona. She is the co-academic director for the MIS graduate programme and has taught a number of courses at the graduate and undergraduate level. She has some experience in industry working as a programmer and system analyst. Her research interests include data warehousing, information and knowledge quality dimensions, ontologies and technology adoption. She has published in the Data and Knowledge Engineering, Expert Systems with Applications, Knowledge Management Research & Practice and Information Systems Frontiers journal. She also has papers published in the proceedings of FLAIRS Research Symposium, e-business workshop, IRMA, AMCIS and ICEIS.

Terry Ryan is associate professor of information systems and technology at Claremont Graduate University. He earned a PhD from Indiana University in 1989 and came to Claremont in 2001. Ryan’s research concerns how IS can be used to support: teaching and learning in university and organizational settings, online discussions and dialogues, and preparing for and responding to emergencies. His current projects are aimed at advancing both IS theory and IS artifacts. With Lorne Olfman, Terry is co-director of the CGU Social Learning Software Lab.

Benjamin L. Schooley, MBA, Ph.D. has over 12 years experience planning, researching, assessing, designing, implementing, and managing IT systems. He is currently a Research Faculty member at the School of Information Systems and Technology, Claremont Graduate University in Claremont, CA. As a Research Fellow at the Kay Center for e-Health Research, he leads applied research projects supported by grants from such organizations as the National Science Foundation (NSF), Department of Transportation, Social Security Administration (SSA), and Special Hope Foundation. His multi-year research on end-to-end performance management information systems for Emergency Medical Services (EMS), funded by NSF, has involved in-depth analyses for the Mayo Clinic EMS system, (Rochester, MN) and for Santa Clara County, CA and San Mateo County, CA EMS Systems. He is currently leading
About the Contributors

a system assessment and development project for SSA’s Ticket-to-Work program. He has published over 20 technical and research articles on these topics. He is a member of the American Medical Informatics Association (AMIA), IEEE Computer Society, and the Association of Computing Machinery. He earned his Bachelor’s degree from Brigham Young University and both his MBA and Ph.D. from Claremont Graduate University.

Jordan Shropshire, PhD, is Assistant Professor of Information Technology, College of Information Technology, at Georgia Southern University. Dr. Shropshire completed his Bachelor degree at the Warrington College of Business, University of Florida. He recently completed his PhD in MIS at the College of Business, Mississippi State University. His dissertation concerned employee compliance with organizational information security protocols at banks and hospitals. His research interests include information security, IT disaster recovery planning, networking, and IT management. He has published or served as reviewer for a number of journals, such as MIS Quarterly, Journal of Computer Information Systems, European Journal of Information Systems, and Information & Organization. He has served as a presenter, track chair, or reviewer for conferences such as International Conference on Information Systems (ICIS), American Conference on Information Systems (AMCIS), and the Decision Science Institute (DSI).

Murray Turoff is a Distinguished Professor Emeritus at the New Jersey Institute of Technology. He is a co editor of a recent book on Emergency Management Information Systems (M.E. Sharp 2010). Besides his early and continuing work with the Delphi Method, he spent most of his academic research career in the design and evaluation of Computer Mediated Communication systems. After 9/11 he turned his attention back to his early work in Emergency Management and related work in Planning and Foresight and Delphi Design. In 2004 he was a cofounder of the international organization ISCRAM (Information Systems for Crisis Response and Management).


Connie White is a doctoral candidate in information systems at the New Jersey Institute of Technology. She presently holds a position with emergency management at Jacksonville State University. Her current work explores how Web 2.0 technologies can be leveraged in the emergency domain. Her dissertation, *A Dynamic Delphi System to Support Decision Making by Large Groups of Crisis Management Experts*, focuses on the creation of a crisis management system that is used by large groups dispersed geographically where decisions must be made under uncertainty and among domain driven subgroups. Her research interests include social networking, decision making, Thurstone’s Law of Comparative Judgment, artificial intelligence and emergency management. Homepage:http://sites.google.com/site/conniemwhite/
Ruben Xing is an Associate Professor at Management & Information Systems, Montclair State University. He received his doctoral degree from Columbia University, New York. Having worked for more than 15 years in the IT industry, he has held senior IT management positions at several large financial conglomerates in metropolitan New York. His current research interests include Broadband and Wireless Communications, the Internet security, Disaster Recover/Business Continuity Planning, and Supply Chain Management.

James Yao is a professor in the Management and Information Systems dept at Montclair State University. He received his Ph D of Technology in 1997 from Mississippi State University.

Anna Zacchi received a Laurea cum laude in Information Science from the Universita’ degli Studi di Milano, Italy, and her M. Sc. in Computer Science from Texas A&M University. She is currently a Ph.D. student in the department of Computer Science and Engineering at Texas A&M University. From 2007 to 2009 she collaborated in the Next Generation 911 (NG-911), project sponsored by US Department of Transportation (DoT); the purpose of the project was to develop a proof-of-concept for NG911. In 2009-10 she participated in the NSF funded research project about NG-911 security. She is now working on a research project in the field of Human Computer Interaction.

Yanli Zhang is currently Assistant Professor in the Management and Information Systems Department at Montclair State University. She graduated with a Ph.D. in Management from Rutgers University in May 2007, concentrating on strategy and international business. Her research interests focus on topics of knowledge, networks, and innovation.