About the Contributors

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George L. Benwell is Pro-Vice-Chancellor (Commerce), Professor, and Dean of the Business School at the University of Otago. After working as a surveyor, consultant, and academic at University of Melbourne, Benwell joined Otago’s Information Science Department as a Senior Lecturer in 1990. He led the Department from 2001-2006 and served as the School’s Dean of Research. Between 1996 and 1999, he was the University’s Academic Director of Research. In 2007, he was appointed Dean of the School. His research and teaching are mainly focused on spatial information processing and analysis, and land and health-related Information Systems. He holds a Bachelor’s of Surveying from the University of Melbourne, MPhil from City University London, and a PhD from Melbourne. George has been involved with research in Australia, New Zealand, Peru, Chile, Canada, Fiji, England, America, Malaysia, and Tonga, and has published over 250 research papers and articles. In 2001, he received the GJ Thornton-Smith Memorial Medal as a distinguished graduate of Melbourne University’s School of Engineering Department of Geomatics.

Samo Bobek is a Professor of Information Systems at the School of Economics and Business at University of Maribor. He teaches courses in undergraduate level (Introduction to Information Systems, Information Systems in Finance and Banking), Masters of Science program (Information Systems Management, Management Information Systems, Information Systems in Service Organizations) and MBA program (Information Management). His research areas are strategic Information Systems planning, information management, and banking technology. He has published several books in Slovene language. His bibliography includes more than 200 articles, conference papers, research reports, et cetera. Bobek is head of Information and Organization Systems Department. He also acts as consultant to several corporations, banks, and insurance firms in Slovenia.

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Aileen Cater-Steel is Associate Dean of Research in the Faculty of Business and Law, and Associate Professor in Information Systems at University of Southern Queensland. She is the lead Chief Investigator in two Australian Research Council Linkage Grants in the area of IT Service Management. Aileen has presented at many international conferences and has published three edited books: *Women in Engineering, Science and Technology*, *IT Governance and Service Management*, and *Information Systems Research*. Her work has been published in many international journals including the *Communications of the ACM*, *Information and Software Technology*, *International Journal of IT Standards and Standardization Research*. Her research interests include IT service management and IT governance. She was awarded the ACPHIS medal for her PhD thesis. Aileen has certificates in ITIL, ISO/IEC20000, ISO/IEC15504, and CobiT. Prior to her academic career, Aileen worked in local government for 17 years and also in private industry as IT support manager and IT manager.

Kenneth R. Deans is originally a Scientist, Associate Professor, and Head of the Department of Marketing within the internationally ranked School of Business at the University of Otago, Dunedin, New Zealand. He lectures undergraduate, postgraduate, MBA, and executives in principles of marketing, marketing strategy, Internet marketing, and services marketing. His research, in collaboration with overseas researchers has lead to over 70 publications in journals, books, and refereed conference proceedings as well as a numerous seminars to businesses and organisations. He is co-author (Kotler, Brown, Burton, Deans, & Armstrong) of the highly successful “Marketing” textbook. Ken has worked for and with a number of SMEs as well as blue-chip companies such as Scottish & Newcastle and Pilkington. He is past Treasurer and currently President of the Australian & New Zealand Marketing Academy (ANZMAC).

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**Francis Gacenga** is a PhD candidate at University of Southern Queensland, developing a performance measurement framework for ITSM in an Australian Research Council linkage project. The research is supported by Queensland Health and itSMF Australia. Francis has presented at international conferences and published articles in academic and industry journals. His paper was awarded best paper at GITMA 2011. He has worked internationally in information systems development, support, training and management as a systems administrator and computer programmer at the local and state government level and as a Lecturer and Tutor at the tertiary level. In 2002, Francis was awarded a gold medal by the Institute for the Management of Information Systems (IMIS) UK. His current research interests include IT service management, service science, performance measurement, content analysis, and design science. Francis has served as a reviewer in a number of international information systems journals and conferences. He has certificates in ITIL and ISO/IEC 20000.

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Stephan Kronbichler studied business informatics; he holds both Master’s degree in Business Informatics from the University of Applied Sciences Kufstein and Master’s degree in Business Law from the University of Saarbrücken. Since 2007, he is a Junior Researcher and a PhD candidate at the University for Healthcare Sciences, Medical Informatics and Technology (UMIT), Hall/Tyrol (Austria). His research interests include ERP-systems and Information Systems especially in the healthcare environment. He works as a SAP consultant and his working focus is on the logistic modules.

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