About the Contributors

**Fang Zhao** is senior lecturer and also senior supervisor of Doctor of Business Administration (DBA) and PhD at the School of Management, RMIT University, Australia. She has recently published two research books (300 pages each) in the areas of e-business management, and around 50 refereed research works internationally in the areas of innovation and entrepreneurship, knowledge management, performance measurement, TQM, etc. She has won a number of research grants and funding including an Australian Research Council grant. She is holding two posts of Visiting Professor of Management in two prestigious universities in China. Zhao is the founding editor-in-chief of the *International Journal of e-Business Management*, which is a refereed international journal published by RMIT University Publishing Press.

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**Shamsuddin Ahmed** is professor of operations management at the Bang College of Business, Kazakhstan Institute of Management Economics and Strategic Research. He is also an adjunct faculty at the Edith Cowan University, Australia. Outside academia, he worked in industries and gained experiences as system analyst and chief executive industrial engineer. In such capacities, he commissioned and managed a manufacturing industry. He authored research books published by American Society of Mechanical Engineers, USA and published extensively in operations management and information systems areas. His research areas are process management, hospital service simulations, statistical model building, neural network computations, etc.

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Andreas Biedermann is scientific assistant of Prof. Dr. Roman Boutellier. His research focuses on the field of the management of controversial technologies, whereof lead-bearing solders are a typical example. Biedermann studied industrial engineering and management at the ETH in Zurich. His major subjects were information systems, technology, and innovation management and mechanical engineering. Biedermann works in innovation management consultancy and new business development. He gained work experience at several multinational companies and SMEs from various industries.

Roman Boutellier is an ordinary professor for technology and innovation management at the Department for Management, Technology, and economics (D-MTEC) at the Swiss Federal Institute of Technology (ETH) in Zurich and Titular Professor at the University of St. Gallen (HSG). From 1981 to 1993, Boutellier worked in a number of capacities at Kern AG (as of 1987, Leica AG). He taught as a professor of Business Management at the University of St. Gallen (CH) between 1993 and 1998. From 1999 to 2004, he was CEO and Delegate to the Board of SIG Holding AG (CH). Boutellier is a member of the board of directors of several large-scale Swiss enterprises.

Peter Busch is a lecturer in the Department of Computing at Macquarie University. Having studied geography at the University of Adelaide and then undertaken a masters degree in Librarianship at Monash University, Busch undertook studies in computing at the University of Tasmania. He then became an associate lecturer in the Department of Computer Science and thereafter the School of Information Systems at the University of Tasmania. He has completed his PhD under the supervision of the late C.N.G. “Kit” Dampney at Macquarie University, examining the knowledge management implications of tacit knowledge diffusion in the IT organisational domain. His areas of teaching include databases and information systems. His research area focuses on knowledge management.

Kathryn Cormican lectures in the Faculty of Engineering at the National University of Ireland, Galway. Her research interests lie in the areas of enterprise integration and technology management. Kathryn leads a number of funded research projects in these areas. She has published widely at international conferences and peer reviewed journals. Kathryn also works with many leading organisations helping them to design, develop, and deploy new processes and systems.

Andrew Creed is currently a lecturer at Deakin University with research interests in e-learning technologies in the field of management education. Creed is an author of multimedia learning objects and supplements for management textbook with publishers including Wiley and Prentice-Hall. He was an instructional designer, writer, and project manager for online industrial training toolboxes in the fields of food and meat processing, and office administration. Creed is also a research assistant in the online MBA program at University of Maryland University College and has been a consultant and mentor to hundreds of start-up entrepreneurs via the Australian federal government’s new enterprise incentive scheme.

Richard Duncombe is lecturer in information systems and development at the Institute for Development Policy and Management (IDPM) at the University of Manchester in the UK. He holds a PhD in development administration and management from the University of Manchester, and an MSc from the Science Policy Research Unit at the University of Sussex. Duncombe’s research interests
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Simrn Kaur Gill is a master’s research student in the Faculty of Engineering at the National University of Ireland, Galway. Her research interests lie in the areas of innovation, project, and knowledge management. She has been actively involved in a European Union research project in the area of ambient intelligence, manufacturing, and project management.

Laura Galloway is a lecturer in entrepreneurship in the School of Management and Languages at Heriot-Watt University. She has held research posts at the University of Strathclyde and the University of Paisley. Her research interests include studying the impacts of entrepreneurship education, and internet-based entrepreneurial start-ups and growth. She has published papers on small firms, enterprise, and entrepreneurship in a number of journals.

Mary De Gori graduated as a physiotherapist from the University of Melbourne in 1995. Her clinical career has seen her practice in both acute and subacute care with children, adults, and the ageing. She has several physiotherapy and health care related publications, conference presentations, and posters. De Gori has a keen interest in leadership, change management, and health care innovation. She has worked more recently in the area of project management within health care and is currently the manager for quality and safety at a metropolitan health service in Victoria. De Gori is currently completing her masters in business leadership at RMIT University.

Axel Hahn has been a full professor for business engineering in the Department of Computer Science at the University of Oldenburg since 2002. Previously, he was managing director of myview technologies, a software company for product information management systems. Research interests are R&D Management and interoperability especially in logistics.

Stefan Häusler studied computer science at the University of Oldenburg. Since his master thesis in 2006, he is employed in the R&D division Embedded Hardware/Software Systems at the OFFIS Institute for Information Technology in Oldenburg. He is involved in research projects that aim to improve the efficiency and productivity of product development in the semiconductor and automotive industry. In this context his research activities are focused on the employment of semantic web technologies for domain modelling and information integration.

Kevin Hausmann is employed by the OFFIS institute since 2006. He received a bachelor degree (BSc) and masters degree (Dipl.-Inform) at the University of Oldenburg, Germany. He is experienced in research project work, both in national and international contexts. His participation in the InterOP NoE allowed the establishment of his far ranging network of research colleagues. Kevin’s main interests are interoperability of information systems, software development, and usage of ontologies in complex information systems. He has been leading several successful development projects, in particular Perimeter, see http://www.permeter.de.
Cecilia Hegarty is a teaching fellow in entrepreneurship with the Northern Ireland Centre for Entrepreneurship (NICENT) at University of Ulster. Her pioneering all-island research investigated entrepreneurial development processes in Northern Ireland and the Republic of Ireland. Cecilia has consulted on different projects including EU Framework projects. She has published widely in the field of entrepreneurship, business and rural tourism and her most recent book is “Sources of Funding for Irish Entrepreneurs.” Her research interests include entrepreneurship education, family firms, small business development, and entrepreneurial networking practices.

William Keogh is professor and the head of the Department of Management and enterprise coordinator at Heriot-Watt University, Edinburgh. He has been leading teaching and research activities in the area of Science and Technology, seeking to widen access to enterprise teaching across the University. His main research interest lies in the strategic use of knowledge in innovative, entrepreneurial technology-based small firms. He is currently a member of a number of journal editorial boards including the *International Small Business Journal* (ISBJ), *Small Business and Enterprise Development*, and the *Journal of Strategic Change*. He is an external examiner for entrepreneurship at a number of British universities and is a director of the Institute for Small Business and Entrepreneurship (ISBE).

Suryadeo Kissoon is a PhD candidate in quality management at RMIT University. He is a holder of a master degree in business administration with about 15 years’ practical working experience in general management at executive level. He has also been working in a major Australian banking organization and other Australian organizations. He received five nominations and quality awards nationally and internationally as operations manager. He has been working as a management consultant and been lecturing for nearly ten years in fields of HRM, quality management, financial management, strategic management, and production/operation management.

Tobias Kollmann received his doctorate in 1997 with a thesis on the acceptance of innovative telecommunication and multimedia systems. In 1997, he moved into the industry and co-founded autoscout24, the largest used car electronic trading platform in Europe. In October 2001, he became a professor for e-business at the University of Kiel, Germany. Since 2005, he has been holding the chair of e-business and e-entrepreneurship at the University of Duisburg-Essen, Germany, where he focuses particularly on questions of business venturing and business development in the field of the Net Economy.

Adela J. McMurray is associate professor and the director of entrepreneurship at RMIT School of Management and has both academic and industrial experience gained through her business, research and consulting activities in both manufacturing and service industries. Her work in the area of culture and cultural diversity, innovation and learning is recognised internationally resulting in over 60 refereed publications. She has attracted over 3.5 million in research and industry funding and is the recipient of three Australian Research Council grants. She reviews for the Academy of Management and is the International Entrepreneurship Chair for ANZIBA.

Christopher Miller is a principal lecturer in small business management at the University of Glamorgan Business School. His main teaching areas are small business, strategy, enterprise, business start up, small business, and general business. Research interests are in the areas of Construction management and culture, small business management, sustainability and growth, technology diffusion, supplemental
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**Alemayehu Molla** is senior lecturer in information systems at the School of Business Information Technology, RMIT University, Australia. He holds a PhD and MSc in information systems, BA in business management, and a diploma in computer science. Molla’s research interests include B2B e-business, information systems outsourcing and success, ERP and culture, and ICTs and socio-economic development. His work has appeared in journals such as the *European Journal of Information Systems, The International Journal of Electronic Commerce, Information & Management, Electronic Commerce Research, Journal of Internet Banking and Commerce, International Journal of Entrepreneurship and Innovation, Journal of Information Technology Management, Information Technologies and International Development, Journal of IT for Development*, and *Electronic Journal of Information Systems in Developing Countries.*

**Gary Packham** is deputy head for the Department of Enterprise and Economic Development at the University of Glamorgan Business School. He was academic delivery manager for E-College Wales, between 2004-2005, which was an ESF funded project. He was project manager for the Wales Fast Growth Fifty project between 1999-2000. Research interests are in the areas of small business management, strategic decision-making and small firms, small business growth, construction management, technology diffusion, student centred learning, and innovative learning techniques. Current research activity concerns strategic decision-making and small business growth, barriers to technology diffusion, small business management, and enterprise education.

**James Perotti** is currently teaching in the MBA program of the Rochester Institute of Technology’s College of Business as a distinguished lecturer in MIS. He retired from Ohio University as the O’Bleness professor of MIS in 2001. Prior to serving in Ohio University’s business college, he was associate provost for budget and planning. He has published two books and numerous articles on issues in information technology and management.

**Valerie S. Perotti** is distinguished lecturer of management at Rochester Institute of Technology and professor emeritus of management at Ohio University where she held a variety of teaching and administrative offices. Perotti has managed, worked, or taught in many different nations including Canada, France, Holland, Hong Kong, Jamaica, Malaysia, Norway, Singapore, and the United Kingdom. She continues to do active research and publication in both learning innovation and global business. In addition, she maintains a small private consulting practice focused on issues related to management, organizational structure, and international business.

**Debbie Richards** is currently an associate professor in the computing department at Macquarie University in Sydney. She has been interested in expertise and knowledge management from a theoretical and practical point of view since the early 80s. This was initially inspired by her work in industry with experts from various commercial and retail domains and explored further in her masters and PhD theses, following completion of a bachelor of business. While much of Debbie’s research is within the field of artificial intelligence she is keen to develop systems that people are able to use and which make
a difference to practice in industry. Turning the ideas of creative people into innovative solutions is part of achieving this goal and the first step is identifying these people, which is the aim of the reported work.

**Jane Ross** has expertise in areas of international business, organizational, and educational experience and has taught face to face and online globally including in Asia Pacific, Europe, and USA. She has a background of working in public, private, and nongovernmental organizations. She has also served on many organizational boards, including the Board of Governors for St. Stephen’s College at the University of Alberta campus, Edmonton, Canada. Since 2000, Ross has been with the Graduate School of Science & Technology, University of Maryland University College where she serves as professor and director of MBA and executive programs.

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**Geoff Simmons** is a lecturer in e-marketing/food marketing at the School of Marketing, Entrepreneurship, and Society within the University of Ulster. This role involves developing a food marketing competency within the school with a particular research focus on the adoption of e-marketing applications and an increase in the marketing orientation within the SME dominated agri-food sector. He is actively involved in research which is focussing on the determinants of Web site adoption for marketing by SME agri-food companies. His current international contact network, in relation to agri-food marketing and e-marketing, includes collaborations with the Centre for Food Marketing at St. Josephs University in Philadelphia, the University of Otago in New Zealand, and the National Food Centre in Dublin.

**Alexandra Steinberg** is assistant professor of management and human resources at the EM Lyon Business School. She is member of the editorial advisory and review board of the *International Journal of e-Business Management*. She earned her PhD in organisational social psychology at the London School of Economics and Political Science in the UK, where she is also a guest lecturer. Over the past decade, Alexandra has worked as a management consultant both in Europe and overseas, focusing on strategic change and communication management in large-scale IT-system transformation programmes. She has worked with Siemens Business Services in Germany and most recently with IBM Global Business Services in London (UK).
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**Jan Strickmann** studied information systems at the University of Muenster, focusing on process management in development organizations. He has worked at the OFFIS Institute for Information Technology and the Department of Information Systems in Oldenburg. His research interests include the interoperability of project and product data management, engineering performance measurement, and the application of semantic Web technology to model and control the domain of engineering projects. His research projects are motivated by and applied in automotive development organizations, both for major suppliers and OEMs.

**Jari Tammela** is managing director of Spiral Business Services Corp that is providing consulting services for network business. He is also working as project manager in Lappeenranta University of Technology, where he is coordinating industrial research projects Life Cycle Business (LCB) and Modelling of business concepts in innovation commercialization (LIIMA) funded by TEKES. Tammela has 16 years of experience in manufacturing industry from Metso Automation including product development, engineering, marketing, and system/business development. He has a master’s degree from Helsinki University of Technology, Department of Mechanical Engineering, where he is carrying on his doctoral studies.

**Rana Tassabehji** was awarded a master’s degree in computing, and an MBA and a PhD in Internet security. She worked for several years as a consultant in the UK IT sector and as an International Business consultant, before returning to university. She currently specialises in e-business and IT at the University of Bradford. Her research interests are in e-supply chains, e-auctions, Internet security, and e-government where she has published her research in international journals and presented at international conferences. She is also a subject referee for several international journals.

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About the Contributors

Markvaluation has been closely involved in the development of ISO standards in IT Governance. He is the author of “The Director’s IT Compass” and several papers on IT Governance and IT failures, and regularly speaks to diverse audiences on corporate governance of IT. His company, Infonomics, specialises in helping corporate leaders understand and improve their organization’s IT Governance. Mark commenced his IT consulting career in 1977, and has focused on governance of IT since 2000.

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Ambika Zutshi is currently a lecturer at Deakin University, Australia. Her qualifications include a bachelor’s degree in environmental sciences, a masters’ degree in environmental management, and PhD. Her current research is focused in the area of triple bottom line reporting, role of stakeholders in the environmental management systems (EMS), business ethics and supply chain management. She has articles accepted for publication in journals such as Business Process Management Journal, Managerial Auditing Journal, Management of Environmental Quality: An International Journal, Australian Accounting Review, and Alternative Law Journal and the International Journal of Environmental and Sustainable Development.