About the Authors

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Nancy Eickelmann is currently a research scientist for Motorola Labs and is leading the Motorola software and system test process measurement and evaluation research initiative. Prior to joining Motorola she was program manager at the NASA/WVU Software Research Laboratory. Her research focused on integrating the Balanced Scorecard into the NASA context to provide a measurement framework for software test technology improvements. Before joining NASA she was a member of the Advanced Programs Research Group at MCC where she developed a measurement framework for guiding the decision-making process in product line development. Dr. Eickelmann began her research career as a member of the technical staff at Hughes Research Laboratory (HRL) in Malibu, California while completing her doctorate at the University of California, Irvine. She was named a Hughes Doctoral Fellow while working with the Formal Methods group at HRL and with Dr. Debra Richardson’s Formal Methods and Software Testing Group at UCI. Dr. Eickelmann has collaborated internationally on research projects for defense systems, space station applications, space shuttle and global software development.

Bill Hewett is a senior academic in the School of Management Information Systems at Deakin University on the Warrnambool campus. He has been actively involved as a consultant and as an executive in the IT industry for more than 35 years. Since joining Deakin in 1991 Bill has maintained his involvement with commercial applications of information technology. He has acted as a consultant specialising in the evaluation of IT services and more recently in the evaluation of ecommerce initiatives. Bill’s research expertise in the areas of managing the information systems function and the strategic implications of ecommerce has given him a valuable perspective on ecommerce in rural and regional areas.

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Peter Marshall is an associate professor in the School of Management Information Systems at Edith Cowan University. He lectures at master’s and doctoral levels in electronic commerce, strategies for e-business, business integration and organisational transformation using IT to postgraduate students both in Australia and throughout the SE Asian region. He is an active researcher in the field of electronic commerce and new organisational forms, and his research activities are currently being supported by a number of research grants to look into developments in virtual organisations and electronic commerce initiatives in Australia. Peter is a committed action researcher, and guides action research initiatives in government and industry whenever suitable opportunities arise.

Judy McKay is a senior lecturer in the School of Management Information Systems at Edith Cowan University. She teaches a number of master’s and MBA-level units in the school, specializing in information management, e-business, the realisation of benefits from IT investments and information requirements determination. She is an active researcher in the fields of electronic commerce, business integration, strategic business network information systems planning and new organisational forms, with a particular interest in the issues, challenges and benefits associated with operationalising electronically supported networked organisations. In addition, she is very interested in the practice of action research, and has written and published extensively on this particular subject. Her research interests frequently find her undertaking action research projects in government and industry.

Bram Meyerson is the founder of QuantiMetrics, a company dedicated to improving IT performance (efficiency and effectiveness) of its clients and maximising the value of their IT investments. QuantiMetrics also conducts research into emerging trends in the software development industry and manages an international benchmarking network. For the last
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**Kenneth E. Murphy** (Ken) holds a PhD from Carnegie Mellon University in Operations Research and has been employed by Florida International University since 1994. Dr. Murphy’s research interests are varied, spanning the quantitative methods and technology arenas. Specifically, he has worked and published in the areas of machine and personnel scheduling as well as in the organizational learning literature. More recently, his focus has shifted to the value of implementing large-scale packaged software in global organizations and the implications of this trend for education. Dr. Murphy has published in *Operations research, Naval Research Logistics* and *Communications of the ACM* journals. He is an active member of The Institute for Operations Research and Management Science (INFORMS) and the Decision Sciences Institute (DSI).

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