About the Contributors

Arthur Tatnall is an Associate Professor in the School of Management and Information Systems at Victoria University in Melbourne, Australia. In his PhD he used actor-network theory to investigate adoption of Visual Basic in the curriculum of an Australian university. Arthur’s research interests include technological innovation, history of technology, project management, information systems curriculum, information technology in educational management and electronic business. Much of his research is based on the use of actor-network theory. Arthur is a Fellow of the Australian Computer Society and active in the International Federation for Information Processing (IFIP) as Chair of IFIP WG9.7 – History of Computing, Chair of IFIP WG3.4 – ICT in Professional and Vocational Education and a member of IFIP WG3.7 – Information Technology in Educational Management.

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Antonio Díaz Andrade is a Senior Lecturer in Business Information Systems at Auckland University of Technology (AUT), New Zealand. Before joining AUT in 2009, Antonio was a Lecturer at The University of Auckland, where he obtained his PhD in Management Science and Information Systems in 2007. His thesis, Interaction between Existing Social Networks and Information and Communication Technology Tools: Evidence from Rural Andes, was nominated for the Best Doctoral Thesis Award. Antonio started his academic career at Universidad ESAN, Peru in 2000 after having spent 15 years in the Peruvian Air Force. His work has been published in a number of international refereed journals, books and conference proceedings in the information systems field.

Rajeev K. Bali is a Reader in Healthcare Knowledge Management at Coventry University (UK). His main research interests lie in clinical and healthcare knowledge management (from both technical and organisational perspectives). He founded and leads the Knowledge Management for Healthcare (KARMAH) research subgroup (working under BIOCORE). He is well published in peer-reviewed journals and conferences and has been invited to deliver presentations and speeches in the USA, Canada, Singapore and Finland among other countries. He serves on various editorial boards and conference committees and is a regular international invited speaker.

Stephen Burgess has research and teaching interests that include the use of ICTs in small businesses (particularly in the tourism field), the strategic use of ICTs, medical informatics and B2C electronic commerce. He has received a number of competitive research grants in these areas. He has completed several studies related to website features in small businesses and how well websites function over time.
He has authored/ edited three books and special editions of journals in topics related to the use of ICTs in small business and been track chair at the international ISOneWorld, IRMA, Conf-IRM and ACIS conferences in related areas.

**Dubravka Cecez-Kecmanovic** (dubravka@unsw.edu.au) is a Professor of Information Systems in the School of Information Systems, Technology and Management at the Australian School of Business, University of New South Wales (UNSW), Sydney, Australia. Her research has spanned a wide domain from technological design and applications of formal logics in information systems, to studies of social systems of information and government information systems, to ethnographies of electronically mediated work and electronic collaboration, to exploring social theoretic foundations of Information Systems (IS). She has published in the top IS journals such as *Journal of Information Systems, International Journal of Global Information Technology Management, Information Technology and People, Decision Support Systems, Journal of Information Technology, International Journal of Actor Network Theory and Technological Innovation*, and others. She has made a particular contribution to the critical research approach to IS development, deployment, and use in organisations and society.

**Fletcher T. H. Cole** is currently Visiting Fellow in the School of Information Systems, Technology and Management at the University of New South Wales, Sydney, Australia. His research background is in information management and organization studies. Fletcher’s current research is on the anthropological and language aspects of information-related technologies, especially focusing on fundamental issues in data management practice. He has taught widely on various aspects of information systems analysis & design, information science, the management of information services, business communication, professional practice and ethics.

**Antonio Cordella** is Lecturer in Information Systems at the London School of Economics and Political Science. His research interests cover the areas of e-Government actor-network theory, and the Social Studies of Information Systems. He has published numerous journal papers, book chapters, and conference papers on the impact of Information and communication technologies on public and private organisations.

**Patricia Deering** has a long term interest in the theories addressing adoption of innovation and she has researched across education and health. Based on her experience in applying actor network theory through research, Patricia is currently employed by the Victorian Department of Human Services in health workforce restructure. This employment reflects her driving interest in innovation and reform, particularly in seeking explanations for the macro and micro socio-technical relationships involved in the contemporary workplace - including the workforce area of general practice. Patricia has recently been applying Actor Network Theory to an evaluation of innovation pilot projects which sought to explore role redesign in the health workforce.

**José Figueiredo** is a Professor at the Engineering and Management Department of the Technical University of Lisbon (IST) and a Researcher at CEG-IST, Engineering and Management Research Center (IST). He has a PhD in Industrial Engineering and Management with the research ‘Sociotechnical approaches to inter-institutional Information Systems Design’, from the Technical University of Lisbon.
Fernando Abreu Gonçalves is a Professor at ISCAL (IPL), Accounting and Administration Institute in Lisbon, and a Researcher at CEG-IST, Engineering and Management Research Center (IST). He has an MSc in ‘Critical Success Factors in Engineering Services’; an MBA in Information Management from UCP (Portuguese Catholic University–Lisbon); and an Engineering degree in Chemistry (IST, Technical University of Lisbon). He has more than 30 years of experience in engineering and information systems in private Portuguese companies in the sectors of railways, petrochemicals and engineering consulting.

Jonny Holmström is a professor of Informatics at Umeå University, Sweden. His research interests include IT’s organizational consequences, digital innovation, and open innovation methods for university-industry collaboration. Holmström’s larger research program has examined how organizations innovate with IT, and he is currently investigating how organizations in the process industry sector can develop sustainable competitive advantages through mindful use of IT, and how media organizations make use of a heterogeneous media portfolio.

Tiko Iyamu (PhD) is an Associate Professor of information systems and currently the Head of Department, Informatics at Tshwane University of Technology. He also serves as an Extraordinaire Professor at the Department of Computer Science, University of the Western Cape, both of South Africa. Before taking fulltime appointment in academic, he held several positions in both government and corporate. They include Chief Architect at the City of Cape Town and Head of Architecture and Governance at MWEB (a telecommunication company), South Africa. Research interests include Mobile Computing, Enterprise Architecture and Information Technology Strategy. His interests are on Actor Network Theory (ANT) and Structuration Theory (ST). Iyamu is author of numerous peer-reviewed journal and conference proceeding articles. The most recent articles include The Impact of non-Technical Factors on Information Technology Strategy and E-business; Strategic Approach used for the Implementation of Enterprise Architecture; and The Impact of Network of People in the Computing Environment.

Katrin Jonsson is a PhD student at the Department of Informatics, Umeå University. Her research is situated within the domains of IT-enabled services and their role in organizational contexts. She is currently completing her thesis focused on remote diagnostics services in industrial organizations.

Mary Anne Kennan (mkennan@csu.edu.au) is a Senior Lecturer in the School of Information Studies at Charles Sturt University. While completing her PhD at UNSW she worked as a facilitator in the MBT program at UNSW, a lecturer at UTS and a tutor and research associate at UNSW. Her research interests lie in the areas of open access, e-participation and education for information. She has published in both the information systems and information science literature. Prior to coming to academia she worked for 25 years in libraries and the information world, in management and information technology.
Kalle Lyytinen is Iris S. Wolstein Professor Case Western Reserve University, U.S.A., adjunct professor at University of Jyvaskyla, Finland, and visiting professor at University of Loughborough U.K. He is currently involved in research projects that look at the IT-induced radical innovation in software development, IT innovation in architecture, engineering and construction industry, requirements discovery and modeling for large-scale systems, implementation processes of ERP, and the adoption of broadband wireless services in the U.K., South Korea and the U.S. He serves currently on the editorial boards of several leading information systems and requirements engineering journals including Journal of AIS (Editor-in-Chief), Journal of Strategic Information Systems, Information & Organization, Requirements Engineering Journal, Information Systems Journal, Scandinavian Journal of Information Systems, and Information Technology and People, among others.

Thavandren R. Naidoo (Rennie) is a part-time Senior Lecturer in Information Systems at the University of the Witwatersrand, Johannesburg, South Africa. Prior to joining Wits, he worked for 15 years in various management and consulting positions, largely focusing on the design and implementation of IT systems such as ERP, BI and E-Commerce applications. He also consults and runs specialist courses on business analysis and business case writing. His current teaching includes the Honours Capstone Systems Development Project focusing on Project Management and Business Systems Analysis and Design, and to Masters Students an Introduction to Philosophy in Information Systems, Research Methods, and Structuration and Actor-Network Theory. His research interests is in applying a practice lens using social theories such as actor-network theory and structuration to better understand general IS management, IS implementation, IS decision-making and IS education challenges. He holds a BCom, double BCom(Hons), a Postgraduate diploma in Marketing, a MCom(IS) as well as a PhD (IT). Rennie is also a member of the IT Governance Institute (ITGI), the Project Management Institute, and the International Institute of Business Analysis (IIBA).

Agneta Nilsson is a senior lecturer at Umeå University and Gothenburg University. Her research interests focus on organizing and managing IT enabled change processes in organizational contexts. She is particularly interested in the interplay between technical and non-technical design decisions, and implications for work and organizations. She holds a PhD in Informatics from Gothenburg University.

Dewald Roode (PhD) is a visiting professor in the Department of Information Systems at the University of Cape Town, and Cape Peninsula University of Technology. His research interests include the sociotechno divide in society, ICT and socio-economic development, strategic planning for information systems and the impact of ICT on organizations. His work has been published in many journals and conference proceedings such as Information Technology and People, Studies in Communications Sciences, Journal of Education for MIS, IEEE Transactions on Software Engineering, SA Computer Journal and SA Journal for Economic and Management Sciences. He received a best paper award at ECIS 2004. He completed a six year term in 2007 as chair of IFIP’s Technical Committee 8 on Information Systems, and was a member of the Steering Committee of IFIP’s World Information Technology Forum in Lithuania in 2003 and in Botswana in 2005.

Jim Underwood (Jim.Underwood@uts.edu.au) is a Senior Lecturer in Information Systems at the University of Technology, Sydney. He was previously at Canberra CAE and, a long time ago, in several IT consulting companies. His interests include the politics of information systems development, the
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dynamics of learning, and the meaning of knowledge and self in a virtual society. He has also recently published on cultural issues in e-commerce and IT for indigenous people. These are approached through the philosophical lenses of Foucault, Latour and Deleuze (amongst others). He has a PhD in Information Systems, a BSc in Pure Mathematics and Diplomas in Administration, Recreation Planning, and Teaching LOTE.

Nilmini Wickramasinghe received her PhD from Case Western Reserve University, USA and currently is the Epworth Chair in Health Information Management and a professor at RMIT University, Australia. She researches and teaches within the information systems domain with a special focus on IS/IT solutions to effect superior, patient centric healthcare delivery. She has collaborated with leading scholars at various premier healthcare organizations throughout US and Europe. She is well published with more than 200 referred scholarly articles, 10 books, numerous book chapters, an encyclopaedia and a well established funded research track record. In addition, Prof. Wickramasinghe is the editor-in-chief of two scholarly journals: International Journal of Networking and Virtual Organisations (IJNI0 – www.inderscience.com/iijnvo) and International Journal of Biomedical Engineering and Technology (IJBET- www.inderscience.com/ijbet).

Nisrine Zammar was born in 1984 in Beirut – Lebanon where I grew up. In 2005, I earned my Bachelor’s degree in Publicity Information and Documentation from the Lebanese University of Beirut after which I joined the University of Haute Bretagne – Rennes 2 and obtained my Master degree in Information and Communication Science in 2007. Today, I am in my third year of doctorate, (Rennes 2) working on the Social Network Services and the new communication practices and challenges. I am also teaching the Information and Communication Science at the same University and I am member of the CERSIC-ERE L LIF laboratory. I have participated to an International seminar last year, at Rennes 2, and got published in the acts of the seminar. I am certainly looking for more … mainly spreading knowledge and fighting ignorance.