About the Contributors

Dawn Medlin is the Chairperson and Professor of Computer Information Systems in the John A. Walker College of Business. Dawn also serves as Co-Chair of the Center for Applied Research on Emerging Technologies. Her teaching, research, and consulting activities have primarily been in the areas of security, health care information systems, webpage development and design, and the interaction between computers and people. Dr. Medlin is very active in research activities and she has published her research in journals such as the *Journal of Computer Information Systems*, *International Journal of Information Technology Research*, *Journal of Information Security and Privacy*, *Journal of Information Privacy and Security*, *Information Systems Security: the (ISC)2 Journal*, as well as other national and international publications. Additionally, she had completed several funded research projects and served in several capabilities of leadership to many professional organizations. Dr. Medlin taught in Angers, France as a Visiting Professor in 2007, and has been an invited lecturer in Ethiopia and Taiwan. Before joining ASU she owned a Business/Marketing company and worked in the IT field for more than 10 years.

* * *

Salem Al-Agtash got his PhD in electrical engineering from the University of Colorado at Boulder in 1998. He served as a department chair (2001 – 2003) and a managing director (2003-2005) at Yamouk University and a dean (2005 – 2009) at the German-Jordanian University. Dr. Al-Agtash is currently an associate professor of computer engineering at Yarmouk University and a senior advisor on ICT and Technology to the Arab States Research and Education Network GmbH and to the Arab Organization for Quality Assurance in Education. He has worked on several research and international development projects, mainly with the World bank, European Commission, JIKA, and USAID. He has been very active in developing relevant and quality ICT educational programs, strengthening tri-partite links between university, private sector and government, and building international cooperation in education, mainly in Europe. His research interests are in the areas of electricity industry, agent based systems, software engineering, and education management.

* * *

Murugan Anandarajan, Ph.D., is a Professor of Management Information Systems in the Department of Management at Drexel University. His current research interests include Artificial Intelligence-based classification, artificial life, and Internet usage. His research has appeared in journals such as Behavior and Information Technology, Computers and Operations Research, Decision Sciences, Industrial Data Management Systems, Information and Management, International Journal of Information Management,
Soon Ang (PhD Minnesota), Goh Tjoei Kok chaired professor in management, heads the Division of Strategy, Management and Organization at the Nanyang Technological University (NTU) in Singapore. She is current senior editor of MIS Quarterly, and past senior editor of Information Systems Research (ISR), and Journal of the Association for Information Systems. She publishes extensively in Management Science, MIS Quarterly, ISR, Organization Science, Communications of the ACM, Academy of Management Journal, Journal of Applied Psychology, etc. She has won Best Paper awards in SIGMIS, HICCS, and Academy of Management. Soon Ang is recognized world authority in Cultural Intelligence (CQ), global leadership, and outsourcing. She was recently awarded the Public Administrative Medal (Silver) from the President of the Republic of Singapore; the Distinguished Leadership Award for International Alumni from the University of Minnesota; and the Nanyang Award for Research and Innovation, the highest recognition on outstanding research given by NTU.

John Conway teaches English and writing online for The Art Institute of Pittsburgh. His dissertation in English literature at The University of South Carolina, “American Labyrinths: Cultural Explorations of Identity and Place” is a study of the labyrinth as a trope in American literature, film, and the culture at large. The project attempts to reconcile the modern prevalence of the sign with its mythical foundation and its genealogy within the Western tradition.

Gerald DeHondt is an Assistant Professor in the School of Computing and Information Systems at Grand Valley State University. Prior to his current role, he worked for Compuware Corporation providing consulting services to Fortune 500 companies. While at Compuware, he held increasingly responsible positions as a Programmer/Analyst, Quality Assurance Manager, Network Architect, Enterprise Architect, and as a Project Manager guiding delivery of high-value projects. Dr. DeHondt has taught courses at the Graduate and Undergraduate level in Information Systems Strategy, Project Management, Information Security, Systems Analysis and Design, and Network Architecture. His research interests include Offshore Outsourcing of Systems Development and Agile Software Development Methodologies. He has a number of journal publications and his research has appeared at various national conferences, including the Decision Sciences Institute (DSI), the Americas Conference on Information Systems (AMCIS), the Conference on Information Systems Applied Research (CONISAR), and the Hawaii International Conference on System Sciences (HICSS).

Amit V. Deokar is an Assistant Professor of Information Systems in the College of Business and Information Systems at Dakota State University. His recent research interests are in business process management, collaboration processes and technologies, decision support systems, knowledge management, and healthcare informatics. He has published several conference publications, journal articles, and book chapters in these areas. He holds a BE in Mechanical Engineering from V.J. Technological Institute, Mumbai, a MS in Industrial Engineering from the University of Arizona, and a PhD in Management Information Systems from the University of Arizona. He is a member of AIS, ACM, and AAAI, and is currently serving as the President-elect of MWAIS.
**Sean P. Goggins** is an Assistant Professor in the College of Information Science and Technology at Drexel University in Philadelphia, PA, where he teaches courses in human-computer interaction, collaborative software design, software engineering and technology management. Dr. Goggins’ current research interests include management of distributed work teams, collaborative information behavior and social computing. Dr. Goggins has 15 years of experience designing and implementing cutting edge collaborative software at Fortune 500, Global 50 and technology startup companies. Dr. Goggins may be reached at outdoors@acm.org

**Jesus Guajardo**, MD is an Assistant Professor at University of Texas Health Science Center San Antonio. Dr. Guajardo also holds a Masters in Health Professions from the University of Illinois at Chicago, and is a PhD candidate at the School of Information Science and Learning Technology at the University of Missouri-Columbia.

**Joel Helquist** is an assistant professor of accounting at Utah Valley University. Dr. Helquist graduated with a Ph.D. in Business Management with an emphasis in Management Information Systems from the University of Arizona. Prior to completing his Ph.D., Dr. Helquist worked as a risk management consultant for Arthur Andersen, LLP and KPMG, LLP in Seattle, Washington. His research interests are primarily focused around risk management and processes and technologies to support collaboration.

**Andrea J. Hester** is an Assistant Professor in Computer Management and Information Systems in the School of Business, Southern Illinois University Edwardsville. Her primary teaching area is information systems for business emphasizing both concepts and applications. Andrea’s research interests focus on social and organizational aspects of technology use, Knowledge Management and Knowledge Management Systems, Innovative Technology Diffusion, and Wiki Technology. She has published work in proceedings of national conferences including ICIS, AMCIS and HICSS.

**Tiko Iyamu** is a professor of information systems at the Tshwane University of Technology, Pretoria, South Africa. He also serves as a professor extraordinaire at the department of computer science, University of the Western Cape, South Africa. Before taken fulltime appointment in academic, he held several positions in both public and private organisations. He was Chief Architect of the City of Cape Town; and Head of Architecture & Governance at a South Africa telecommunication company. His research interests include Mobile Computing, Enterprise Architecture, Information Technology Strategy; and focuses on Actor Network Theory (ANT) and Structuration Theory (ST). Iyamu is author of numerous peer-reviewed journal and conference proceedings articles. Tiko serves on journal board and conference proceedings committees.

**Monique Janneck** is junior professor for Work and Organizational Psychology at the University of Hamburg, Germany. She studied Psychology and earned a doctorate in Informatics with a thesis on the design of cooperative systems from a communication psychology perspective. Her research focus is on the interplay between human behavior, social structures and technological development: She is interested in the way humans interact with technology, the way theories and findings on human behavior can inform the design of information technology, and the way technology impacts individual, organizational, and social behavior and structures.
**About the Contributors**

**Damien Joseph** is an assistant professor of information technology and management at the Nanyang Technological University (Singapore) where he received his PhD. His research interests are in the management of technology professionals; examining issues relating to their careers, compensation, competencies, culture, and leadership. Damien’s research is published in top international journals including *MIS Quarterly*, *Communications of the ACM* and *Communications of the AIS*. Damien is a regular participant at major international conferences including the International Conference on Information Systems, Academy of Management Meetings, and the Association of Computing Machinery’s SIGMIS-CPR Conferences. Damien has extensive consulting experience serving major local and international organizations such as the Center for Creative Leadership (Greensboro, N.C.) on its global leadership studies; Information Technology Management Association (ITMA, Singapore) on its salary benchmarking exercises; International Labor Organization (Geneva) on its World Employment Report 2001; Singapore Airlines; Singapore IT Dispute Resolution Committee, and Singapore Computer Society.

**John Kruse** is a Lead Information Systems Engineer at the MITRE Corporation. Previously, he was the Director of Systems Development at the Center for the Management of Information at the University of Arizona. He received his Ph.D. in Management Information Systems with a minor in Management and Policy from the University of Arizona in 2001. He holds a B.S. in Management Information Systems and an M.B.A. from the University of Wyoming. He has worked extensively with a wide range of educational, governmental and military groups to help develop group processes, software that supports collaborative work and automated means for defense and intent detection.

**Mary Sue Love** is an Associate Professor in the Department of Management and Marketing at Southern Illinois University Edwardsville. She holds a Ph.D. in organizational behavior with minors in social psychology and organizational communication from the University of Missouri, as well as an M.B.A. and a B.B.A. in management and organizational behavior from the University of Missouri - Kansas City. Before returning to school for her Ph.D., Mary Sue worked in the insurance industry, holding positions in underwriting, provider relations, and customer service. She teaches organizational behavior and negotiations. Mary Sue is primarily interested in improving interactions at work and has published articles in the *Journal of Applied Psychology*, *Career Development International*, *Communications of the ACM*, *International Journal of Management Concepts and Philosophy*, *Journal of Leadership and Organizational Studies*, *Leadership and Organization Development Journal*, and *Business Horizons*. Mary Sue can be reached at marlove@siue.edu.

**Thomas Meservy** is an Assistant Professor of Management Information Systems at the University of Memphis. He graduated with his PhD in Management from the University of Arizona in 2007. His research interests include software development tools and methodologies, collaboration, and automated understanding of human nonverbal behavior. His dissertation focused on creating and validating systems to augment human capabilities in automatically detecting deception by observing nonverbal behavior. In 2001, Dr. Meservy graduated from Brigham Young University with a B.S. in Management and a Masters of Information Systems Management. Since the late 90’s Dr. Meservy has worked as a software developer/engineer for small-medium sized businesses, as well as larger consulting firms. He enjoys systems development and has been an independent consultant advising firms on best practice software development techniques.
Jo Ellen Moore is a Professor in the Department of Computer Management and Information Systems at Southern Illinois University Edwardsville. She holds a Ph.D. in organizational behavior and HR management from Indiana University, a master’s degree in psychology from Illinois State University, and a B.A. in mathematics from Millikin University. In the corporate environment, Jo Ellen worked as an IT manager, project manager, systems programmer, and applications programmer. She teaches project management in the SIUE curriculum and in workshops offered through the School of Business Executive Education. As a researcher, Jo Ellen is interested in the management of IT professionals and technology. Her work has been published in both academic and applied outlets such as *Information Systems Research, MIS Quarterly, Academy of Management Review, Communications of the ACM, Human Resource Management Review, HR Magazine* and *Cutter Benchmark Review*. Jo Ellen can be reached at joemoor@siue.edu.

Joi L. Moore is an Associate Professor in the School of Information Science & Learning Technologies at the University of Missouri where she manages and teaches courses in the Digital Media Curriculum. Dr. Moore’s current research interests include: analyzing information architecture in Electronic Performance Support Systems and Interactive Learning Environments; usability engineering; and designing user-centered web applications based on Human Computer Interaction and Human Information Behavior.

George Nezlek is Associate Professor and Information Systems Program Chairman in the School of Computing and Information Systems at Grand Valley State University. Prior to that, he held a faculty appointment at Loyola University in Chicago, Illinois. While completing his PhD studies at UW – Milwaukee, he managed a software and facilities management consulting practice. He also holds an MBA in Information Systems, and a BA in Economics. Dr. Nezlek’s research interests are in the areas of development methodologies, multi-platform computing, intelligent power and computing grid applications, and the application of economic theory to problems in Information Systems. His research has appeared in leading journals and conference proceedings, including CACM and HICSS. His teaching experience covers a broad range of subjects, but his specializations are in Databases and Systems Analysis. He currently serves as a vice-chairman of the Information Technology Interfaces Conference, and is a member of the AITP/EDSIG Advisory Board.

Robert K. Plice is an Associate Professor of Management Information Systems in the College of Business Administration at San Diego State University. He obtained his Ph.D. degree from the Graduate School of Management at the University of California, Irvine. His research interests include electronic commerce, the impact of network-centric organizations on firm strategy, the information economics of electronic communications, and the economics of software piracy. He holds MS degrees in business administration and computer science, and a BA degree in economics. Prior to joining SDSU he was active in the computer systems-integration and software industries as a manager, consultant, and engineer.

Philip Raeth is a doctoral student at the Institute of Research on Information Systems (IRIS) at the European Business School (EBS) in Wiesbaden/Oestrich-Winkel, Germany. He holds a Master’s degree in Business Administration from the EBS. In addition to his academic work, he has worked as a consultant for IBM’s Lotus branch. His current research interests include information systems success and information systems adoption. His work has been published in several conference proceedings.
About the Contributors

**Bruce A. Reinig** is a Professor and Chair of the Department of Management Information Systems in the College of Business Administration at San Diego State University. He received his Ph.D. in Management Information Systems from the University of Arizona and his B.S. in Marketing from Truman State University. His research interests include the development and evaluation of technologies and work practices to support decision making, computer supported collaborative work, and the protection of intellectual property rights, particularly as it relates to software piracy.

**Matthew Schmidt** is a PhD candidate in the School of Information Science and Learning Technologies at the University of Missouri. He designs, develops and supports technologies to enhance learning and instruction across a multitude of disciplines, including nuclear science, radiation protection, biological anthropology, second language acquisition, architectural archiving, veterinary medicine and social competence instruction for individuals with autism spectrum disorders. His research interests are situated in the intersection of curriculum and technology and focus on how emergent technologies can be best implemented for optimal learning outcomes. He is currently project manager of the iSocial project (http://isocial.missouri.edu).

**Claire A. Simmers**, Ph.D., is a professor of management and department chair at Saint Joseph’s University in Philadelphia, PA. She has been at SJU for the past fifteen years and she received her Ph.D. from Drexel University in strategic management. Her current research interests are in the sociotechnical interfaces in the Internet-connected workplace, including the changing workplace, human capital contributions to competitive advantage and strategic decision-making.

**Stefan Smolnik** is an assistant professor of information and knowledge management at the European Business School (EBS) in Wiesbaden/Oestrich-Winkel, Germany. He holds a doctoral degree from University of Paderborn, Germany. Before joining EBS, he worked as a research and teaching assistant at this university’s Groupware Competence Center. Stefan Smolnik has done research on the success and performance measurement of information and knowledge management systems, which has included several benchmarking studies. In addition, he is interested in the successful organizational implementation of social media. His work has been published in the Business & Information Systems Engineering journal, the International Journal of Knowledge Management, the Business Process Management Journal, the Proceedings of the Annual International Conference on Information Systems, the Proceedings of the Annual Hawaii International Conference on System Sciences, and the Proceedings of the Annual European Conference on Information Systems.

**Henning Staar** is a research assistant and PhD candidate at the Department of Psychology (Institute for Work and Organizational Psychology) at the University of Hamburg, Germany. He graduated in Psychology and Applied Linguistics. His research interests are on the role of influence and power in working processes, especially in virtual collaboration settings. His research focuses on the measurement of informal political behavior in inter-organizational virtual networks and on the ways informal processes affect network goal achievement.

**Mei Ling Tan** is a doctoral student in management at the Nanyang Technological University (Singapore) where she received her master’s degree in business. She is a recipient of the prestigious Nanyang President’s Graduate Scholarship. Her research interests include the role of sense of humor, cultural
intelligence, and language proficiency in multicultural settings and the integration of diverse workforces. Mei Ling has published on the topics of psychological contracts, cultural intelligence, and global culture capital. She has presented her work at international conferences including the Academy of Management meetings and the International Association of Chinese Management Research Conference.

**Maliha S. Zaman**, MBA, is a doctoral candidate of Management Information Systems in the Department of Management at Drexel University. Her current research interest include electronic government and use of public sector website, the use of technology by Gen Y in the workplace. Her research work has appeared in Computers in Human Behavior and IEEE Transactions on Professional Communication.