About the Contributors

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Gary Douglas graduated in 1996 from the University of Edinburgh with a BSc (Hons) in Mathematical Physics. He completed a PhD in 1999 again at the University of Edinburgh. His work at CCIR includes studies of eBanking web portals, mobile services (including SMS / MMS banking), contact centre technologies, online self-help financial tools, eCRM solutions and 2 factor authentication methods.

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Andrew McDonald is an independent consultant with extensive experience and knowledge in Project and Programme Management. Over the last 10 years he has worked across all phases of the project life cycle on large-scale implementations in Europe, Asia and Africa. Born in Australia, Andrew began his career in project management through the Australian Army and subsequent deployment as a Combat Engineering Officer. Since then Andrew has worked in various countries with leading telecommunications and consulting companies delivering IT based project management. Most recently Andrew worked as an executive at Accenture specialising in Project/Program Management of OSS and BSS systems. Andrew has a BSc in Information Systems & Management and MSc in Corporate Governance & Ethics (Birkbeck, University of London). He has also researched and written papers on project management.

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Jamie Murphy’s industry and academic career spans five continents. His industry experience includes owning hospitality businesses, European Marketing Manager for PowerBar and Greg LeMond Bicycles, and the Google Online Marketing Challenge lead academic. Dr Murphy publishes in academic journals and newspapers such as The New York Times and Wall Street Journal.

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