About the Contributors

Patricia Ordóñez de Pablos is a Professor in the Department of Business Administration in the Faculty of Economics and Business of the University of Oviedo, Spain. Her teaching and research interests focus on the areas of strategic management, knowledge management, intellectual capital measuring and reporting, organizational learning, human resources management and IT. She serves as Executive Editor of the International Journal of Learning and Intellectual and the International Journal of Strategic Change Management. She also serves as Associate Editor of Behaviour and Information Technology.

Juan Manuel Cueva Lovelle is a Mining Engineer from Oviedo Mining Engineers Technical School in 1983 (Oviedo University, Spain). Ph. D. from Madrid Polytechnic University, Spain (1990). Since 1985 he is a Professor at the Languages and Computers Systems Area in Oviedo University (Spain). ACM and IEEE voting member. His research interests include object-oriented technology, language processors, human-computer interface, Web engineering, modeling software with BPM, DSL, and MDA.

Jose Emilio Labra Gayo obtained his PhD. in Computer Science Engineering in 2001 at the University of Oviedo with distinction. Since 2004, he is the Dean of the School of Computer Science Engineering at the University of Oviedo and he is also the main researcher of the Semantic Web research group WESO. The group collaborates is focused on practical applications of semantic web and linked open data and has been involved in several projects with industrial partners and public administrations. Apart of teaching in the University of Oviedo, He has been regularly invited to teach in several doctorate or postgraduate courses in the Universidad Técnica Federico Santa Maria, in Chile, or the Universidad Pontificia de Salamanca, in Madrid, Spain. His research interests are Semantic Web technologies, programming languages, and Web engineering, where he has published a number of papers in selected conferences and journals. He participates in several committees like the European Semantic Web Conference, the International Conference on Web Engineering, or the International Workshop on Social Data on the Web.

Robert D. Tennyson is Professor of Educational Psychology at the University of Minnesota. He is Editor of a professional journal, Computers in Human Behavior. He also serves on editorial boards for seven other peer reviewed journals. His research and publications include topics on problem solving, concept learning, intelligent systems, testing and measurement, instructional design, and advanced learning technologies. He has directed sponsored workshops and advanced study institutes in Germany, Greece, Norway, Spain, and Taiwan. He has authored over 300 journal articles, books, and book chapters.
Davide Aloini is Assistant Professor at the Faculty of Engineering, University of Pisa (Department of Energy and System Engineering). He got his master degree in Management Engineering with honours at the University of Pisa in 2005. In December 2008 Davide got his PhD degree concluding the Doctoral Program in Management Engineering at the University of Rome ‘Tor Vergata’. He discussed the results of a research project on the Risk Management application to ERP projects. He is member of the Italian Management Engineering Association (AiIG), the Continuous Innovation Network (CiNET) and the International Purchasing and Supply Education and Research Association (IPSERA). His research interests include: Supply Chain Management, Information Management (ERP and E-procurement systems), Risk Management, Innovation Management.

Giner Alor-Hernandez is a full-time researcher of the Division of Research and Postgraduate Studies of the Instituto Tecnologico de Orizaba. He received a MSc and a PhD in Computer Science of the Center for Research and Advanced Studies of the National Polytechnic Institute (CINVESTAV), Mexico. He is involved in several Mexican research projects and he has been a committee program member of several international conferences in computer science. His research interests include Web services, e-commerce, Semantic Web, Web 2.0, service-oriented and event-driven architectures and enterprise application integration. He is an IEEE and ACM Member.


Jose María Alvarez (PhD ABD) is Master of Computer Science (2007) and Bachelor of Computer Science (2005) by the University of Oviedo. In June 2008 he was rewarded with the “Best Final Degree Project in Computer Science” by the Official Association of Computer Engineers of Asturias (Spain) thanks to this project “Activation of concepts in ontologies through the Spreading Activation Technique.” From 2005 to 2010 he worked at the R&D Department in the Semantic Technologies area within CTIC Foundation, more specifically he worked in projects related to semantic web services, rule based systems, search systems, linked data, etc. During this stage he participated in several research projects in different research programmes: PRAVIA project-PCTI Asturias cod. IE05-172 (Regional scope), PRIMA-Plan Avanza-cod. TSI-020302-2008-32 (National scope) and ONTORULE-FP7 cod. 231875 (European scope). Now he holds a position as Assistant Professor at the Department of Computer Science within the University of Oviedo and he is also senior researcher at WESO Research Group (University of Oviedo). He is waiting for defending his PhD dissertation about e-Procurement and Linked Data supervised by Dr. José Emilio Labra Gayo.
**About the Contributors**

Ng Yee Boon finished her Bachelor of Management with Honours at the School of Management in USM. Currently she is employed in a multinational Malaysia. Her research focused on technology adoption by student users.

Ramón Calmeau is Master of Computer Science by the University of Basque Country. He holds a grant by the Spanish National Research Council (CSIC) finishing his research stage in the Department of Signal Detection Theory and Communications at the University of Valladolid. He is also member of ACM and is the author of several international research publications in the areas of groupware and security. He currently works at EXIS TI as Technical Manger and holds responsibility over the Software Engineering policies of the company.

Özhan Çetinkaya is an Associate Professor at Uludağ University, Faculty of Economics and Administrative Sciences in Bursa, Turkey. He received his PhD in public budgeting and fiscal planning from the Institute of Social Sciences, Uludağ University in 1996. His research interests concern public budgeting reforms, public procurement, local government, and privatization.

Guillermo Cortes-Robles obtained his Master in Science of Industrial Engineering from the Instituto Tecnológico de Orizaba and a PhD in Industrial Systems from the Institut National Polytechnique de Toulouse in France. He is today Professor of Engineering Science at the Instituto Tecnológico de Orizaba in the postgraduate school, specifically in the Engineering Management Master and the Industrial Engineering PhD. His research interests are application of TRIZ theory combined with several approaches: knowledge management, decision support systems, genetic algorithms, creativity techniques, among other approaches with the aim of accelerating the innovation process. He is today an active member of the board of the Mexican TRIZ association (AMETRIZ).

Rubén González Crespo is a Research Manager in Accessibility and Usability in Web Environments for people with severe disabilities. He has BS in Computer Management from the Politechnical University of Madrid and Computer Engineering from the Pontifical University of Salamanca, and Master in Project Management from the same university. PhD from the Pontific University of Salamanca in 2008 and PhD Extraordinary Award given by the UPSA where he is Professor at the School of Computing (Madrid Campus) since 2005. Currently, he is the Director of the Master in Project Management, Professor of Doctoral programs organized by the University and Master’s programs in GIS, Software Engineering, and Security.

Tolga Demirbaş is an Assistant Professor at Uludağ University, Faculty of Economics and Administrative Sciences in Bursa, Turkey. He received his PhD in Public Budgeting and Fiscal Planning from the Institute of Social Sciences, Uludağ University in 2006. His research interests concern public budgeting reforms, performance budgeting and auditing, fiscal transparency, and e-government.

Riccardo Dulmin was born in Piombino (LI). He graduated in Electronic Engineering from the University of Pisa and has been working with the Economics and Logistic Section of the Department of Energy and System Engineering since 1996; from 1999 to 2006 he was a Researcher and Assistant Professor in Economics and Managerial Engineering; since 2006 he has been an Associate Professor.
of Information Technologies for Enterprises management. His research interests include supply chain management, study, the development and applications of decision analysis, artificial intelligence tools and techniques in operations management, and informative systems.

Mai Rodríguez Entem is Graduate in Law by the University of Salamanca, Spain (1998), with specialized training in EU Law and EU Economics in the same University. In addition to her university education, she holds a Diploma as Specialist in Foreign Trade by the Spanish Foreign Trade Institute, ICEX (1999) and is a certified advisor within the International Tenders Programme, ILI, developed by the Spanish High Council of the Chambers of Commerce to promote International tendering within SMEs. From 1998 until now she held positions as junior market analyst at the Commercial Section of the Spanish Embassy in Lisbon – Portugal (2000-2001), Export Manager Assistant at the medicinal supplements company Biodes (2001-2004) and head of the Studies Department at the Latin-American Association of Underground Networks and Subways, ALAMYS within Metro de Madrid, Spain (2004-2008). She currently holds a position as head of the International Department at Gateway Strategic Consultancy Services, owner of the brand EUROALERT.NET, and is in charge for the International activities related to its commercialization, monitoring new developments in EU public procurement environment, and the legal and administrative issues related to the collection of new sources of information in public procurement in different Member States.

Erdal Eroğlu is a Researcher Assistant at Uludağ University, Faculty of Economics and Administrative Sciences in Bursa, Turkey. Getting his Master’s degree in the Department of Public Finance at Uludağ University in 2009, he is still a PhD student in the same department at Uludağ University. His research interests concern public budgeting reforms, budget policy, public finance, and social and transfer expenditure.

Jorge Luis García-Alcaraz, he received the Ph. D. degree in Industrial Engineering from the Institute of Technology of Ciudad Juarez. He is currently a Professor in the department of Industrial Engineering and Manufacturing of the Autonomous University of Ciudad Juarez. His research interests are technology transfer, multivariate data analysis applied to production processes, mathematical modeling of processes and ergonomic design. He is part of doctoral committees at several universities, such as the National Autonomous University of Mexico, Autonomous University of Baja California, University of La Rioja, Zaragoza University, among others.

B. Cristina Pelayo Garcia-Bustelo is a Lecturer in the Computer Science Department of the University of Oviedo. Dr. Garcia-Bustelo has a Ph.D. from the University of Oviedo in Computer Engineering. Her research interests include object-oriented technology, Web engineering, eGovernment, and modeling software with BPM, DSL, and MDA.

Rugayah (Gy) Hashim is an Associate Professor of Management Information Systems at the Faculty of Administrative Science and Policy Studies, Universiti Teknologi MARA (UiTM), Shah Alam, Selangor, Malaysia. Currently, Dr. Hashim is seconded to the Research Management Institute, Universiti Teknologi MARA as the Head of Research Impact Unit. Her research interests include infonomics, e-government, social capital, environmental sustainability, public administration, and political science.
About the Contributors

Ananda Jeeva is a Senior Lecturer and Researcher in procurement, supply, and logistics management with 25 years industry experience in business process improvements, operations management, work flow, customer relations management, project management, and telecommunications network planning. He has also implemented ISO9000 quality assurance projects. He holds a Bachelor of Commerce (Marketing & Management) and a Master of Business Administration. He is also an Electronics Engineer. He completed his PhD in Procurement Flexibility with a Supply Chain Management perspective at Curtin University. Ananda has published in international journals and presented in international conferences.

Luiz Antonio Joia is an Associate Professor and Principal of the e:lab – Research Laboratory on e-Government and e-Business at the Brazilian School of Public and Business Administration of Getulio Vargas Foundation. He is also an Adjunct Professor at Rio de Janeiro State University. He holds a B.Sc. in Civil Engineering from the Military Institute of Engineering, Brazil, and an M.Sc. in Civil Engineering and a D.Sc. in Production Engineering from the Federal University of Rio de Janeiro. He also holds an M.Sc. in Management Studies from the Oxford University, U.K. He was a World Bank consultant in Educational Technology and is an invited member of the Technical Board of the Working Group WG 8.5 (Informatics in the Public Administration) of the IFIP (International Federation for Information Processing). His research interests lie on IT for development, e-Government, e-Business, strategic use of IT, and actor-network theory.

José Emilio Labra is Associate Professor at the Department of Computer Science, (University of Oviedo) from 1992. In 2001 he obtained the degree in Doctor of Philosophy in Information and Computer Science with the dissertation “Developing Modular Language Processors through Reusable Semantic Specifications.” This research work was awarded with the “Extraordinary Doctorate Award.” Since 2004 he holds the position as Dean of Computer Engineering School at the University of Oviedo. From a research point view he is focused on (but not restricted to) the application and development of innovative solutions with semantic technologies. In this context he is the main researcher of the WESO Research Group at the Department of Computer Science, and he is involved in several research projects at different scopes: regional, national, and European. Finally, he is the author of more than 50 scientific publications and member, reviewer, and part of the program committee of the main conferences and journals in his research area like International Conference on Web Engineering, Social Data on The Web, Workshop on Web Services, and ACM Conferences. He is currently editor of different special issues of the IGI Global journals.

May-Chiun Lo is currently the Head of Research Capacity Enhancement Unit at Research Innovation Management Centre and a Senior Lecturer with the Faculty of Economics & Business, University of Malaysia Sarawak (UNIMAS). She graduated with First Class Honours in Finance from Universiti Kebangsaan Malaysia and holds a Master of Business Administration from Herriot-Watt University, United Kingdom, while her Ph.D in Management was awarded by Universiti Sains Malaysia. Her professional career began with Malayan Banking Berhad and she subsequently progressed to join UNIMAS. Dr. Lo’s areas of expertise include corporate leadership, strategic management, entrepreneurship, banking, and financial management, and her publications have appeared in on topics such as organizational behavior, leadership in organizations, strategic planning, operational management, and ecotourism for rural destination. Dr. Lo is also active in industry consultancy, and has conducted numerous workshops and trainings on corporate leadership and financial management for industry and government agencies.
Tariq Mahmoud had studied Information Engineering at Al-Baath University (Homs, Syria) from 2000 till 2005. He was also a Research Assistant at Al-Baath University till 2007 where he started a PhD degree at Carl von Ossietzky University of Oldenburg (Germany). He is currently a Research Assistant at the working group of business information systems at the Carl von Ossietzky University of Oldenburg (Germany). His research interest include: distributed information systems, service-oriented architectures, Web services, Semantic Web services, IT for green, ontologies, and Semantic Web. His current research work focuses mainly on applying lightweight semantics to SOA-enabled enterprise solutions.

Ángel Marín is Industrial Engineer by the University of Valladolid, Spain. Between 2000 and 2002 he held a position as System Administrator and Network Administrator at the General Foundation of the University of Valladolid. In 2002, he joined Gateway Strategic consultancy Services, owner of the brand EUROALERT.NET, as Network and Systems Administrator. He currently holds a position as CTO of the company, where he is also partner and member of the board. He is responsible for the corporate policies in the areas related to R&D, software production, and exploitation and management of technological services. He developed an active work within the Open Source community, and is responsible for Gateway SCS’ policy and interaction with Open Source projects. He is also co-founder of the Hoopshype.com project, which was acquired in 2008 by the media conglomerate made up by USA Today and Fantasy Sport Ventures. He is still responsible for the technological deployment and development of the site.

Jose Luis Marín is Telecommunications Engineer (2000) and holds a Business Administration Degree (2006) by the University of Valladolid, Spain. His professional career has been developed at the company Gateway Strategic Consultancy Services, owner of the brand EUROALERT.NET, of which he is one of the co-founders. He is currently one of the partners and member of the management board, as well as CEO of the company, holding the responsibility for the company’s business plan implementation and R&D strategy. In his professional career he has been lead researcher in more than ten R&D projects in the field of Internet-related technologies and has taken part in the evaluation of Seventh Framework Programme projects – FP7, as independent expert in 2011 and 2012. He currently takes part in the editorial coordination of the Pocket Innova book collection focused on Innovation, and is the author of the book “Web 2.0. Una descripción muy sencilla de los cambios que estamos viviendo,” Netbiblo (2010), and co-author of the blog “Open Economy.” He has an active participation in the open source, open data and open knowledge communities, and has taken part as panelist in several meetings and conferences such as FICOD09 (2009), PSI Meeting (2010), Share PSI (2011), the Digital Agenda Assembly (2011), among many others.

Sergio Bravo Martín is a Computer Science Engineering from the University of Valladolid (Spain) and received the Master Diploma of Advanced Studies (2007) from the University of Salamanca, Spain. He is an active member of the research Gрупп in InterAction and eLearning (GRIAL). Currently he focuses his main research areas in electronic government, Web engineering, and design patterns. He is an Associate Professor in the Computer Science Department of the University of Salamanca since 2005. Since 2000, he has worked as a member of the technical staff of the Department of Information Technologies and Communications (ITC) of the City Council of Salamanca since 2000 where he has developed his professional interests, and currently, he is Head of Division of Corporate Applications, Internet and e-Government.
About the Contributors

Óscar Sanjuán Martínez is a Lecturer in the Computer Science Department of the University of Oviedo. He earned his Ph.D. from the Pontifical University of Salamanca in Computer Engineering. His research interests include object-oriented technology, Web engineering, software agents, and modeling software with BPM, DSL, and MDA.

Mohd Anuar Mazuki is the Chief Deputy Bursar - Accounts and Systems Unit, Bursary, Universiti Teknologi MARA (UiTM), Shah Alam, Selangor, Malaysia. Dr. Mazuki holds a PhD in Management Accounting, Master of Science-Accounting (Oklahoma, USA), and a Bachelor of Accountancy (UiTM). Other professional accreditations include, Association of Certified Chartered Accountants (ACCA), U.K., and Certified Financial Planner (CFP), U.S.A. and Malaysian Chapters. He is affiliated with several professional bodies; Malaysian Institute of Accountants (MIA), Association of Certified Chartered Accountants (ACCA), United Kingdom, American Institute of Certified Public Accountants (AICPA – Associate member), Financial Planning Association of Malaysia (FPAM), Commonwealth Association for Public Administration and Management (CAPAM), and the Malaysian Economic Association (MEA).

Miloš Milovanović is a Teaching Assistant at the University of Belgrade, School of Business Administration. He is also member of Laboratory for Multimedia Communications. Recently he acquired a Master’s degree in Information Technologies and became a PhD student in the same area. His research interests include game-based learning, distributed informational systems, and multimedia.

Valeria Mininno was born in La Spezia. She graduated in Mechanical Engineering at the University of Pisa in 1993. From 1994 to 2001 she was a Researcher and Assistant Professor in Economics and Managerial Engineering; since then she has been an Associate Professor of Business Economics and Supply Chain Management. Her main research interests are in supply chain management, study, the development and applications of decision analysis, artificial intelligence tools and techniques, and their use in operations management.

Miroslav Minović is Assistant Professor of Informational Technology at University of Belgrade, School of Business Administration. He is also active member of Laboratory for Multimedia Communications. His research interests include human-computer interaction as well as the development of advanced user interfaces in education and games. Minovic received his PhD in Informational Technology from University of Belgrade in 2010.

Alexandre Ferreira Oliveira is a researcher at the e:lab – Research Laboratory on e-Government and e-Business - Brazilian School of Public and Business Administration of Getulio Vargas Foundation. He is also a Professor at Federal Center of Technological Education Foundation (FUNCEFET) and an invited Professor at the executive education programs at Getulio Vargas Foundation. He has held executive positions at the telecommunication industry in Brazil. He holds a B.Sc. in Electronic Engineering at the Federal University of Rio de Janeiro and an MBA at the Brazilian School of Public and Business Administration of Getulio Vargas Foundation. His research interests lie on CRM, e-Business, strategic use of IT, and logistics.
Francisco J. García Peñalvo holds a PhD in Computer Science (2000, University of Salamanca, Spain). He works as a Professor in the Computer Science Department of the University of Salamanca. He is the Research Group in Interaction and eLearning (GRIAL—http://grial.usal.es) Director. His main research interests are e-learning, computer and education, adaptive systems, web engineering, semantic web, and software reuse. He was a member of the Technological and Academic Committee of the White Book for Digital University 2010. He was Technology and Innovation Vice-Rector of the University of Salamanca from March 2007 to December 2009 and the President of the Technical Committee of the SCOPEO Observatory, an observatory for e-learning activity, innovation, and trends, from its inception until December 2009. He has more than 100 papers published in international journals and conferences.

Marc Petersen had studied Business Information Systems at Carl von Ossietzky University of Oldenburg (Germany) till 2012. He was also a research assistant at OFFIS e.V. in Oldenburg (Germany). He is currently an Enterprise Developer at open knowledge GmbH in Oldenburg (Germany) developing server-side Java applications with technologies like JSF 2.0, CDI, JAX-RS and JPA. His research interests include: adaptive applications, business intelligence and mobile cross-platform applications.

Teoh Ai Ping is a currently a Senior Lecturer with Graduate School of Business at Universiti Sains Malaysia. She graduated with a Bachelor of Accountancy (Honours), holds a Master of Science (Information Technology), and a Doctor of Business Administration. Her professional career began as a consultant in SAP R/3 enterprise resource planning system. Five years later, she progressed to join Wawasan Open University as a senior lecturer and was later appointed the Deputy Dean in School of Business and Administration. Dr. Teoh’s areas of expertise include enterprise resource planning, business intelligence, technology-based service systems, enterprise risk management, and internal auditing. She is also active in industry consultancy, and has conducted numerous workshops and trainings on in her areas of expertise for industry and government agencies.

Pietro Previtali is an Assistant Professor of Business Organization at University of Pavia. He got his PhD in Management and Business Administration at Bocconi University. He teaches and conducts research on the managerial issues surrounding the introduction of information technologies in public agencies and private companies.

Marc J. A. Rabaey was IT-director in the Medical Service and CIO of the Assistant Chief of Staff Evaluation of the Belgian Ministry of Defense. He is actually System Thinking consultant in Business and Information Technology.

About the Contributors

Viveka Ramoo finished her Masters of Business Administration studies at the School of Management in USM. Currently she is running her own business in Penang, Malaysia. Her research focused on technology adoption by users.

Alejandro Rodríguez-González, PhD, is a Post-Doctoral Researcher of Bioinformatics Group at Centre for Plant Biotechnology and Genomics UPM-INIA, Polytechnic University of Madrid. His main research interests are the Semantic Web, Artificial Intelligence and Biomedical informatics field, with a particular interest on the creation of Medical Diagnosis Systems. He has a degree in Computer Science, a M.Sc in Computer Science and technology in the specialty of Artificial Intelligence, a M.Sc in Engineering Decision systems and a PhD in Computer Science. He has published several papers in international journals and edited various special issues in high quality journals. He also has participated in the organization of several workshops in top international conferences such as International Semantic Web Conference and Extended Semantic Web Conference among others.

David Rummel had studied Business Information systems at Carl von Ossietzky University of Oldenburg (Germany) till 2012. During his studies he worked as a research assistant in different departments. He currently is employed at a pharmaceutical company where he is designing and developing the company’s business processes. His research interests include business process management and multi-touch technologies.

Cuauhtémoc Sánchez-Ramírez is a Professor in Supply Chain Management in the Instituto Tecnológico de Orizaba. He obtained his PhD in Industrial Engineering Science of the COMIMSA, which is a Research Center of National Council of Science and Technology of Mexico (CONACYT). He has worked as consultant on Logistics Systems in different nationals companies. His research projects have received research grants from the National Council of Science and Technology of Mexico. His research interests are the analyzed of supply chain under a system dynamics approach.

Dejan Simić Dušan Starčević is a full Professor at the School of Business Administration, University of Belgrade. He is also active member of Laboratory for Multimedia Communications. His research interests include system security and advances authentication systems that are based on biometry.

Dušan Starčević is a full Professor at the School of Business Administration, University of Belgrade, and a visiting Professor at the university’s School of Electrical Engineering. He is also Vice-Dean for Scientific Research at the School of Business Administration. His main research interests include distributed information systems, multimedia, and computer graphics. He received a PhD in Information Systems from the University of Belgrade.

Lincoln C. Wood is a Senior Lecturer and Researcher in operations, logistics, and supply chain management at Curtin University of Technology in Perth, Australia. He received the CSCMP’s Young Researcher Award in 2009 and later earned his PhD at the University of Auckland. In addition to his work experience in several logistics and consulting companies, Lincoln has published in journals including Transportation Research Part B: Methodological and the International Journal of Operations & Production Management and has authored many conference papers and book chapters. His research interests include strategic SCM, business cluster operations and supply chains, and service operations and supply chains.