About the Contributors

José Abdelnour-Nocera is Principal Lecturer and Head of the Centre for Internationalisation and Usability at the University of West London. His interests lie in the role of cultural diversity in the design of people-centred systems and in software development teams. In pursuing these interests, he has been involved as researcher and consultant in several projects in the UK and overseas in the domains of e-learning in social development, e-commerce, e-governance and enterprise resource planning systems. Dr. Abdelnour-Nocera gained an MSc in Social Psychology from Simon Bolivar University, Venezuela, and a PhD in Computing from The Open University, UK.

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Gil Ad Ariely is a visiting professor at California State University (CSU), and was CKO (Chief Knowledge Officer) and senior researcher at the International Policy Institute for Counter-Terrorism (ICT), at Lauder School of Government Diplomacy and Strategy, of The Interdisciplinary Center (IDC) Herzliya. He is teaching e-Government, Cyberspace and Security, and on knowledge society while researching learning-patterns and innovation in asymmetric conflicts, Dr. Ariely is a leading expert on managing Operational Knowledge in critical environments, crisis management and emergency preparedness. He taught and created curricula on these areas within the government sector and PME (Professional Military Education). He consulted on knowledge methodologies, futures foresight, operational learning and Intellectual Capital to Government and Industry organizations around the world. Dr. Ariely is a Lt. Colonel (ret.); he initiated and helped inaugurate the field of operational knowledge management in the IDF Ground Forces since 2001 and wrote the Army’s first doctrine book on learning during operations and operational knowledge management. Dr. Ariely earned his Ph.D. at the University of Westminster London, researching knowledge and managing it in the Government sector. He serves on editorial boards of academic journals on Knowledge, and was a founding member of ICTAC (International Counter Terrorism Academic Community), and a member of the Proteus USA group, an international forum exploring Future Geo-Strategic security challenges, emerging futures concepts, methods and scenarios (a joint effort of the Office of the Director of National Intelligence and Center for Strategic Leadership). Dr. Ariely is an Associate Fellow of ICSR (International Centre for the Study of Radicalisation and Political Violence), Department of War Studies at King’s College, London.
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Antony Bryant is currently Professor of Informatics at Leeds Metropolitan University, Leeds, UK. His current research includes investigation of the ways in which the Open Source model might be used more widely, and in particular how it can be developed as a contributory feature for the re-constructed financial sector in the wake of the economic melt-down; coining the term Mutuality 2.0 and developing the concept in various contexts, e.g. http://www.opendemocracy.net/article/email/mutuality-2-0-open-source-the-financial-crisis. He has developed and taught a wide range of post-graduate courses in The Netherlands, South Africa, Malaysia, and China. He is currently ASEM Professor at the University of Malaya, and Visiting Professor at the University of Amsterdam.

Elayne Coakes is a senior lecturer in business information management. She has a BA (Pub Admin) from Sheffield Polytechnic, a MSc (information systems), and a PhD (information systems) from Brunel University. Her current research relates to knowledge sharing in organizations. She is an internationally acknowledged expert on sociotechnical thinking and knowledge management. She was a visiting professor in Seville University (Spain), under the government grant scheme for distinguished, international scholars, a visiting research fellow in Queens University (Canada), and a keynote speaker at Manchester University (UK) at the Tribute day for Enid Mumford. As the Vice-Chair of the BCS Sociotechnical Special Group she is active in promoting information systems and has edited three books of international contributions in this field. Since then she has co-authored Beyond Knowledge Management and the Encyclopedia of Communities of Practice in Information and Knowledge Management. Additionally, she has published more than sixty book chapters, peer reviewed journal articles, and conference papers.

M. Gordon Hunter is a Professor Information Systems in the Faculty of Management, University of Lethbridge, Alberta, Canada. He has been appointed Visiting Professor, London South Bank University. He has held visiting positions at universities in Australia, England, Germany, Monaco, New Zealand, Poland, Turkey, and USA. In 2009 Gordon was a Fellow at the University of Applied Sciences, Munich, Germany. During 2005 Gordon was an Erskine Fellow at the University of Canterbury, Christchurch, New Zealand. Gordon’s research approach takes a qualitative perspective employing Personal Construct Theory and Narrative Inquiry to conduct in depth interviews. He applies qualitative techniques in interdisciplinary research such as small business, agricultural management, governance of intellectual assets, and cross-cultural investigations. His current research interests in the information systems (IS) area include the effective management of IS personnel; the role of Chief Information Officers; and the use of IS by small business.

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 and Head of Architecture & Governance at the Government and Private institutions, respectively. His research interests include Mobile Computing, Enterprise Architecture, Information Technology Strategy; and he focuses on Actor Network Theory (ANT) and Structuration Theory (ST). Iyamu is an author of numerous peer-reviewed journal and conference proceedings articles. He serves on journal board and conference proceedings committees.
Frank Land started his career in computing with J. Lyons, in 1953, working on the pioneering LEO Computer first as a programmer and then as a systems analyst. In 1967 he left industry to join the London School of Economics on National Computing Centre grant to establish teaching and research in systems analysis becoming Professor of Systems Analysis in 1982. In 1996 he joined the London Business School as Professor of Information Management. He retired in 1991 and was appointed Emeritus Professor at the LSE in the Department of Information Systems in 2000. Frank Land’s visiting appointments have included the Wharton School, the University of Sydney, the University of Cairo, Bond University, Curtin University, the Indian Institute of Management at Ahmadabad, and Leeds Metropolitan University. He has twice served as specialist advisor to the UK House of Commons Select Committee investigating the UK computer industry. He is past chairman of IFIP WG 8.2 and on the editorial board of a number of academic journals. He is a Fellow of the British Computer Society and was awarded a Fellowship of the AIS in 2001 and the AIS LEO Award in 2003. As a researcher Frank has worked with Enid Mumford and others on sociotechnical ideas since the early 1970 and is currently active with the British Computer Society’s Sociotechnical Specialist Group. Working with Barbara Farbey and David Targett he has carried out research and written papers and books on the problems and tools of IS evaluation. More recently he has become involved with work in Knowledge Management focussing on the manipulative aspects of KM.

Andy Phippen has researched and commented upon many aspects of the social impact of technology for over 15 years, having carried out major studies into trust and engagement of online services, young people and identity, and sexual practices among the youth of the UK. He is a research partner with the UK Safer Internet Centre, and is a regular media commentator on the use of Internet technologies by children and young people. He has published extensively in both academic and industry sources, and has given evidence to a number of Parliamentary committees on aspects of technologies social impact. In 2011 he was appointed Professor of Social Responsibility and Ethics at IT at Plymouth University Business School.

Leonardo Pineda is an economist, (Ph.D) Cum Laudae, University of Goettingen, Federal Republic of Germany. He was a former staff member of the United Nations Industrial Development Organization UNIDO in Vienna, Austria, as well as Vice-President for Cooperation and Development of the Colombian Federation of Chambers of Commerce. He is a recognized international Consultant on Strategic Management of Technology, Innovation and Knowledge and MBA guest professor at several national and international universities. He is keynote speaker to various international forums on issues related to technology clusters, innovation poles, and knowledge enterprises. He has extensive international experience in technical cooperation projects for international organizations. At present he is holding a chair at the Business School of the University El Rosario in Bogotá, in the research area on the impact of technological change and strategic innovation in enduring organizations.

Liza Potts is an assistant professor at Old Dominion University. Her research interests include technologically mediated communication, experience design, and participatory culture. Her industry career spans positions as a consultant, manager, user experience architect, usability engineer, and technical communicator for companies such as Microsoft, NBC/Universal, Research in Motion (RIM), startups, and others since 1994.
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**Arto Reiman** received his MSc in process engineering from the University of Oulu, Finland in 2005. His MSc thesis was concerned with work environment and quality issues in metal industry SMEs. At the moment, he is working as a researcher at the University of Oulu in Department of Industrial Engineering and management and is continuing with doctoral studies. He has worked with various projects concerned with ergonomics, work environment, safety and management. In his doctoral studies, he is interested in work environment management in the transportation branch and especially in cases where single employee’s work environment often changes.

**Svetlana Sajeva** is currently researcher at the Institute of Business Strategy, Kaunas University of Technology, Kaunas, Lithuania. She received her PhD in Management and Administration from Kaunas University of Technology in 2010. Her doctoral research focused on validating organization’s knowledge management system maturity model as a tool for assessing the level of maturity of such system. She has published several research papers in Lithuanian journals and participated in a number of national research projects. Her area of research interests covers knowledge management, knowledge-intensive organization’s management and development of human resources.

**Carlos Scheel** is full professor Monterrey Institute of Technology (from Jan 1973) in Mexico. He is currently working on a framework based on “techno-economic-social-environmental Ecosystems” designed from a systemic perspective for wealth creation for regions with scarce resources, hostile conditions and poor associative characteristics, that need to compete on world class environments, maintaining low impact of their ecological life cycle assessment. He is author and co-author of more than 50 papers published in Technical Magazines and/or International refereed reports; and he has written 12 books in diverse areas of Innovation and Technology.

**Peter A.C. Smith** is President, The Leadership Alliance Inc., a wholly “complex adaptive systems” based consortium of international Associates. Peter maintains a worldwide consulting practice assisting leading public and private sector organizations enhance performance and profitability based on his proven expertise in systems and the development of leadership, innovation, and knowledge management for traditional business environments as well as for currently emerging highly-networked contexts. He is Consulting & Special Issues Editor, *The Learning Organization*; Publisher and Managing Editor of the *Journal of Knowledge Management Practice*; and Assistant Editor, *International Journal of Sociotechnology & Knowledge Development*. Peter is published widely in more than sixty academic-journal papers and book chapters, and is in demand internationally as a speaker, workshop leader and conference chair.

**David Tuffley** is a Lecturer in the School of ICT at Griffith University, and a Senior Consultant in the Software Quality Institute (the SQI is an Australian transition partner of CMU’s Software Engineering Institute). David’s research interests include the leadership of complex virtual teams, software process improvement and ethical IT practice. Before academia, David consulted in the computer industry for 17 years beginning in London in the 1980’s where he began as a Technical Writer and progressed from there to business analysis and software process improvement work. David has undertaken extensive action research into the communication problems experienced by software developers and users. David has an undergraduate background at the University of Queensland in Psychology and Anthropology. His M Phil and PhD work was at Griffith University in the areas of information systems and software engineering.
Seppo Väyrynen is a Professor of Work Science at the University of Oulu, Oulu, Finland since 1989. Before that, he mainly worked for the Finnish Institute of Occupational Health. He has Master’s (1974) and Doctor’s (1986) degrees in Mechanical Engineering, the theses for which were dealing with working environment and ergonomics development, being linked to engineering design and management. In addition to heading a unit at the Department of Industrial Engineering and Management, he is teaching various courses in ergonomics and safety engineering, supervising doctoral students, and directing a research group with many R&D projects. His research interests include ergonomics, user-centred design, participative design, safety-conscious design, risk control, safety management and usability engineering. He has published more than 300 scientific or professional articles and book chapters.