About the Contributors

Madjid Tavana is a Professor of Business Systems and Analytics and the Lindback Distinguished Chair of Information Systems and Decision Sciences at La Salle University where he served as Chairman of the Management Department and Director of the Center for Technology and Management. He has been a Distinguished NASA Research Fellow at Kennedy Space Center, Johnson Space Center, Naval Research Laboratory - Stennis Space Center and Air Force Research Laboratory. He was recently honored with the prestigious Space Act Award by NASA. He holds an MBA, a PMIS and a PhD in Management Information Systems and received his post-doctoral diploma in strategic information systems from the Wharton School of the University of Pennsylvania. He is the Editor-in-Chief for Decision Analytics, the International Journal of Strategic Decision Sciences, the International Journal of Enterprise Information Systems and the International Journal of Applied Decision Sciences. He has published over one hundred research papers in academic journals such as Decision Sciences, Information Systems, Interfaces, Annals of Operations Research, Omega, Information and Management, Expert Systems with Applications, European Journal of Operational Research, Journal of the Operational Research Society, Computers and Operations Research, Knowledge Management Research and Practice, Computers and Industrial Engineering, Applied Soft Computing, Journal of Advanced Manufacturing Technology and Advances in Engineering Software, among others.

* * *

Mohammad Nazir Ahmad is currently working in the Faculty of Computer Science and Information Systems at the Universiti Teknologi Malaysia (UTM), Skudai, Johor Malaysia. He is part of the Software Engineering Research Group (SERG) and is involved in teaching and research in databases, system development and information systems. Under SERG, he is a coordinator of Applied Ontology and Conceptual Modeling Special Interest Group (AOCO-SIG). Nazir holds a PhD from the University of Queensland in Information Systems and a Masters degree in Information Systems from the Universiti Teknologi Malaysia. He holds a Bachelor degree in Industrial Computing from the Universiti Kebangsaan Malaysia(UKM). His main research interests are innovative solutions for “knowledge-based” information systems that span several areas applying ontology and knowledge management for interoperating information systems, software engineering and enterprise system. Currently, he is an Editorial Board/Review Member of the International Journal of Knowledge Management Practice (JKMP), International Journal of Computer Science and Emerging Technologies (IJCSET) and International Journal of Information, Knowledge and Management (IJIKM). Moreover, he is a member of Association for Information Systems (AIS) and International Association for Ontology and its Applications (IAOA).
About the Contributors

Michelle Antero is a PhD Research Fellow at the Center for Applied ICT, Copenhagen Business School (CBS) in Denmark. She received her MSc in Analysis, Design, and Management of Information Systems (ADMIS) with Distinction from London School of Economics. Her research interests include enterprise systems, mobile technology, cloud computing, innovation, strategic management and business models. Prior to pursuing her doctoral studies, Michelle held managerial positions working in the telecommunications and high technology industry with AT&T and Accenture in San Francisco Bay Area, California.

Cliff Cartman is a B.Sc. graduate from the Digital Business and Management Systems Division of the Manchester Metropolitan University Business School, United Kingdom. His interests lie on how information technologies shape organisations in a strategic way and also people on a daily basis. Having discovered his passion for technology from a young age, he has constantly looked to increase his knowledge and understanding of the impact and adoption of information technologies. Other related interests are web-development and database design, IT project management and consultancy.

France Cheong is a senior lecturer in the School of Business IT at RMIT University. He holds a PhD in Computer Systems Engineering from La Trobe University and his current research interests include the modelling and simulation of complex systems. These research techniques have been applied to a range of areas including: modelling of mobile commerce diffusion in China using System Dynamics, modelling credit risk using intelligent systems, business process modelling, etc. His research has appeared in IEEE Transactions on Systems, Man and Cybernetics, Journal of Applied Soft Computing, Soft Computing, etc.

Brian Corbitt is currently Professor of MIS and Head of the School of Business Information Technology at RMIT University, Australia. He specializes in IT policy development, in Health Information Systems design, analysis and implementation; in Business Modelling and Design and Electronic Commerce trade relationships, and knowledge management. He has published numerous books on eBusiness, eCommerce and eGovernment and papers in the Journal of Information Technology, Prometheus: Journal of Information Economics, Leading and Managing, Int Journal of Mobile Communications, International Journal of Networking and Virtual Organisations etc, and also numerous government reports to the Governments of Thailand and New Zealand.

Ana L. Rosado Feger is Assistant Professor of Operations Management in the Department of Management Systems at the Ohio University College of Business. She received her PhD from Clemson University. She was the recipient of the 2008 George and Marion Plossl Research Fellowship awarded by the APICS Educational and Research Foundation, as well as the 2005 Graduate Teaching Assistant Award from the Clemson University Board of Visitors. Her teaching and research interests include intra-organizational supply chain processes, leadership styles, project management, inter-functional interfaces, quality management, and experiential education. She is a member of the Decision Sciences Institute and APICS, and has been published in the Decision Sciences Journal of Innovative Education.
Payam Hanafizadeh is an Assistant Professor of Industrial Management at Allameh Tabataba’i University in Tehran, Iran and a member of the Design Optimization under Uncertainty Group at the University of Waterloo, Canada. He was a visiting research fellow at the University of Canberra, Australia in 2010 and a visiting scholar at the University of Waterloo, Canada in 2004. He received his MSc and PhD in Industrial Engineering from Tehran Polytechnic University and pursues his research in Information Systems and Decision-making under Uncertainty. He has published in such journals as the Information Society, Systemic Practice and Action Research, Management Decision, Journal of Global Information Management, Telecommunications Policy, Mathematical and Computer Modeling, Expert Systems with Applications, International Journal of Information Management, Energy Policy to name only a few.

Przemysław Lech, PhD is a Professor at the University of Gdańsk, Faculty of Management and a Managing Partner in the IT consulting enterprise - LST. His areas of interest include knowledge management, MIS evaluation, business impact of IT, MIS project management and implementation methodologies. He has worked as a senior consultant and project manager in several IT projects such as IT strategy formulation and ERP systems implementations. He is the author of more than twenty papers and two books on Management Information Systems.


Govindan Marthandan is a Specialist and Head of Information Technology Management Unit in Faculty of Management Multimedia University Malaysia. He received his Bachelor of Engineering, Master of Engineering and Ph. D from University of Madras India and Master of Business Administration (Operations Management) from IGNOU, India. His wide area of interest includes the Information System development, IS evaluation, ICT applications, Web data mining, E-commerce and Supply Chain Management. He has a vast experience working with IT industry, government and academic institutions.

Zijad Pita received his Ph.D. and Master’s degree from RMIT University in Australia. He was awarded the most outstanding academic performance in the Master of Business in Information Technology, RMIT 2000. He has held numerous positions in various industries and is currently a lecturer in the School of Business IT at RMIT University. He has presented papers at national and international conferences in Europe and Australia. His research interests include strategic information systems planning, the modelling and simulation of complex systems, decision support systems and knowledge management.
About the Contributors


Ahad Zare Ravasan received his MSc in Information Technology Management in the School of Management and Accounting at Allameh Tabataba’i University in Tehran, Iran. His research interests include ERP, knowledge management strategies, artificial neural networks, and business intelligence.

Philip Holst Riis is a PhD Research Fellow at the Center for Applied ICT, Copenhagen Business School (CBS) in Denmark. He holds a M. Sc. in Computer Science and Business Administration and B. Sc. in Computer Science and Business Administration from Copenhagen Business School in Denmark. His research interests include enterprise systems, technology diffusion, user interface design, and organizational role-theory.

Angel Salazar is a senior lecturer at the Digital Business and Management Systems Division of the Manchester Metropolitan University Business School, United Kingdom. Besides his academic experience of over fifteen years, his consultancy activity and involvement with communities of start-ups, global FT500 corporations, and international development agencies, have allowed him to appreciate how the ongoing reconfiguration of global forces, shifts in technological and production paradigms, and the failure to forecast and act upon these, can erode the competitive position of firms and industries as a whole. He is the co-editor, with Steve Sawyer, of the Handbook of Information Technology in Organisations and Electronic Markets, World Scientific Publishing. He has published in the Strategic Information Systems Journal, International Journal of Information Technology and Management, International Journal of Information and Knowledge Management, amongst others.

Petra Schubert is a professor for Enterprise Systems at Copenhagen Business School. She also holds the Chair for Business Software at the University of Koblenz-Landau in Germany. Until 2006, she was the director of the Institute for Information Systems at the University of Applied Sciences Northwestern Switzerland. She received her doctorate and master’s degree in Information and Technology Management from the University of St. Gallen, Switzerland and a CEMS master’s degree (CEMS MIM). She received her “venia docendi” (Habilitation) from the University of Basel, Switzerland. Petra Schubert has written and co-edited more than ten books on enterprise systems. She co-developed the eXperience case study methodology which has been applied to more than 150 business software projects in the German speaking area. Her research interests comprise Enterprise Systems, Collaborative Technologies, business process design, the use of ICT in SMEs, and CRM.
**Darshana Sedera** is a senior lecturer at the Faculty Science and Technology of Queensland University of Technology (QUT), Australia. He is an Australian Research Council (ARC) post doctoral fellow and has been engaging in progressive rigorous research in the domain of Enterprise Systems over the past 8 years. He has published more than 50 papers in various journals and conferences such as Journal of the Association for Information Systems (JAIS), Journal of Strategic Information Systems, International Conference on Information Systems (ICIS), European Conference on Information Systems (ECIS) and Pacific Asian Conference on Information Systems (PACIS).

**Babak Sohrabi** is an Associate Professor in the Department of Information Technology Management, Faculty of Management at University of Tehran, Iran. He received his PhD in Management Science, from Lancaster University, England in 2000. He is an Editor-in-Chief of Information Technology Management Journal at the University of Tehran and also Head of the E-learning center of University. His research interests include artificial intelligence, knowledge management, e-commerce, KM, decision support systems and organizational impact of information technology. His research has appeared in *Journal of Interdisciplinary Mathematics, Int. J. Engineering, Journal of Operational Research Society, Int. J. Production Research, Computers & Industrial Engineering, Review of Business Information Systems, Applied Soft Computing, Int. J. of Engineering, Int. J. of e-Collaboration, Expert System with Applications, Int. J. of Applied Industrial Engineering, Int. J. of Management & Enterprise Development, Behavior and information technology, Int. J. of Human Sciences and Int. J. Knowledge Management, etc.*

**Chun Meng Tang** is a PhD student at Multimedia University. Tang received his B.Sc. and M.Sc. degrees in Business Information Systems and an MBA from Utah State University, USA. His major areas of research include IS evaluation, IS strategy, and IS applications in the 21st century organisations. One of the research considerations is to work closely with the industry to conduct studies that add to the understanding in the field of information systems.

**Iman Raeesi Vanani** is a PhD student in Information Technology Management in the College of Management, University of Tehran. He also received his MSc in IT Management from the College of Management, University of Tehran and he received his BA in Public Administration from Allame Tabatabaie University. His research interests include Enterprise Resource Planning, Knowledge Management, Decision Support Systems, Software Development, Business Intelligence, and Information Systems Management. His research has appeared in *International Journal of Intelligent Engineering Informatics, Management Vision Journal, Information Science Reference, Iranian Journal of Science and Technology Policy, Journal of Information Technology and Sciences,* and many international and domestic conferences.

**Sue Williams** is currently a visiting Professor at the University of Koblenz-Landau working on research in enterprise information management and collaborative technologies. She has held previous appointments at the University of Sydney, UTS, UNSW and The University of Sheffield. She is currently also a Visiting Professor at the Information School at The University of Sheffield and a Visiting Associate at the University of Technology, Sydney. Her research program is directed towards assisting organisations to improve the design, management and protection of their information assets. With a specific focus on the complex interplay between legal mandates, technical innovation and organisational change her work draws from the fields of information policy, information management and information-related law.
About the Contributors

Ralf Woelfle is Head of the Competence Centre E-Business Basel at the Business School of the University of Applied Sciences Northwestern Switzerland. There he is responsible for applied research and development and services in the subject area E-Business. His main area is concept development and management of e-business projects. Ralf Woelfle is co-editor of numerous books on e-business. He co-developed the eXperience case study methodology which has been applied to more than 150 business software projects in the German speaking area. He is a Board Member of Simsa, the Swiss industry association for New Media, Internet and software, as well as longtime head of the jury at the Swiss Business Efficiency Award “Best of Swiss Web”.

Nor Hidayati Zakaria is a lecturer of information systems at Universiti Teknologi Malaysia (UTM) and a PhD student at the Faculty Science and Technology of Queensland University of Technology (QUT). She holds a M.Sc.Comp. from UTM and B.IT from Universiti Kebangsaan Malaysia (UKM). Her research interests are in Enterprise Systems and Knowledge Management. She received an award from SAP Australian User Group (SAUG) in 2011 for outstanding performance in Enterprise System research.