About the Contributors

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Roger Blake is an Assistant Professor in the Management Science and Information Systems Department of the College of Management at the University of Massachusetts Boston. His primary areas of interest are in data mining, data and information quality, text analysis, and business intelligence, and his research has appeared journals including Behaviour and Information Technology, Computers in Human Behavior, and the ACM Journal of Data and Information Quality. He holds an S.M. from the Massachusetts Institute of Technology and a Ph.D. from the University of Rhode Island.

Monica Bordegoni is Full Professor at the Faculty of Industrial Design of Politecnico di Milano since 2004. She has published a total of about 200 scientific papers. More than 30 articles have been published in scientific journals and more than 25 in proceedings of Scopus-indexed conferences (including ASME, SPIE, IEEE conferences) on the major research subjects. Her research activities focus on methods and tools for virtual prototyping of products, interaction techniques and multimodal technologies, haptic technologies and interaction, and their application in the engineering and industrial design sectors, emotional engineering. Some of her major scientific contributions of the last twenty years are summarized in the following: development of a method and tool for the semi-automatic generation of graphical user interfaces; development of an algorithm for dynamic gestures recognition based on pattern recognition; development of a methodology based on interactive virtual prototyping for the test and the validation of conceptual product design; development and use of novel haptic interfaces for product design. Specifically, two prototypes have been developed in the context of the EU-IST T’nD and SATIN projects, and the results have been included in CAD tools, developed and distributed by think3 Inc.

Mike Brayshaw is interested in new ways of living, learning, and interacting. His main areas of research interest are currently artificial intelligence and education, artificial intelligence tools and environments, and knowledge, society, and new ways of working. Recently this has focused on the role of the Semantic Web in Internet-based education. Specifically of interest is the learning computer of skills—often learning to program. Historically, the use of such techniques as software visualisation was investigated, but more recently the use of semantic technology has been the chosen vehicle to achieving these goals. He has also worked on large software visualisation systems for tracing and debugging large programs. He holds a PhD in Artificial Intelligence and has been a UK University Lecturer since 1994.

Cheryl Brown is a Lecturer in the Centre for Educational Technology at the University of Cape Town. She recently completed her PhD in Information Systems focusing on what technology means to students and how this influences the way they use technology at university. Her research focuses are digital literacy and identity, particularly amongst first year university students. She also teaches in the center’s postgraduate program in Information and Communication Technologies in Education.

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**Regina Connolly** is a Senior Lecturer in Information Systems at Dublin City University Business School, Dublin, Ireland, and is Programme Director of the MSC in Electronic Commerce. In her undergraduate degree she received the Kellogg Award for outstanding dissertation and her MSc degree was awarded with distinction. She was conferred with a PhD in Information Systems from Trinity College Dublin. Her research interests include eCommerce trust and privacy issues, website service quality evaluation, eGovernment, IT value and evaluation in the public sector, and strategic information systems. She has published extensively in leading academic journals and is editor of the *Journal of Internet Commerce*. Dr. Connolly has served on the expert eCommerce advisory group for Dublin Chamber of Commerce, which has advised national government on eCommerce strategic planning.

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Umberto Cugini is Full Professor at the Faculty of Industrial Engineering of Politecnico di Milano. In 1979, Umberto Cugini founded the KAEMaRT research group, which carries out research activities in several areas related to product development methodologies and tools. He has published more than 250 journal papers and refereed international conference papers. He has also acted as reviewer for several international journals and conferences. Over the years, his primary research interests have been: computer graphics, geometric and feature-based modelling, physics-based modelling and simulation, robotics and automation systems, knowledge-based systems for product development, engineering knowledge management, business process reengineering, human computer interaction, multimodal and haptic-based interaction, virtual/augmented reality, virtual prototyping, emotional engineering, topological optimization, and systematic innovation.

Bruno Delgado is a Professor of Software Engineering and Project Management in the Department of Software Engineering and Professor of Corporate Governance and IT Governance in the Department of Information Systems at Faculty Engineering Universidad ORT Uruguay. Also he teaches Software Production Process in the Department of Innovation and Technology Management at the Faculty of Social Sciences and Administration. He is Systems Engineer and obtained a Master in Banking and Finance (MBF) at I.E.B. – Complutense University of Madrid (UCM) in 2007. Bruno is PhD (c) in Computer Science Engineering at the Polytechnic University of Madrid (UPM), where he is developing his doctoral thesis. He has worked to date in banking and as IT consultant in the Ministry of Economy and Finance and Ministry of Foreign Affairs, participating in various projects in consumer protection, development of international commerce, and free trade zones.

Jan Derboven graduated as a Master in Germanic Languages and Cultural Studies. Before joining the Centre for User Experience Research (CUO) at KU Leuven in 2007, he worked as a usability consultant and as a technical writer. As a Senior Researcher at CUO, he is currently pursuing his PhD and working on a range of projects, mainly about innovative interaction design and serious gaming. His research interests include the design of innovative interactions and the integration of insights from critical theory in HCI practices.

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Derek Flood is a Post Doctoral Research Fellow with the Regulated Software Research Group at Dundalk Institute of Technology (DkIT). After receiving his PhD in the area of Natural Language Processing for Spreadsheet Information Retrieval, he took up a Post Doctoral Research Assistant position at Oxford Brookes University where he worked on the PACMAD project. This project examined the usability issues associated with mobile applications. Through this work, Derek has published at a number of international conferences including the IADIS International Conference on Interfaces and Human Computer Interaction, the Psychology of Programming Interest Groups Annual Conference,
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Steven Gordon is Professor of Information Technology Management at Babson College. His research focuses on how information systems and technology can improve the process of corporate innovation. He is the former Editor-in-Chief of the Journal of Information Technology Cases and Applications Research and serves on the Advisory Board of the International Journal of e-Politics. He has been published widely in the academic press and is the editor of three text books and two research anthologies. Before coming to Babson, Dr. Gordon consulted to the airline industry at Simat, Helliesen, and Eichner, Inc. He also founded and served as President of Beta Principles, Inc., a developer and marketer of accounting software and reseller of computer hardware. He received his PhD degree from the Massachusetts Institute of Technology.
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Clare Martin is a Principal Lecturer in the Department of Computing and Communication Technologies at Oxford Brookes University. Previously, she was a Lecturer at the University of Buckingham, and prior to that a Research Student at Oxford University. Her background is in formal methods, and she has a particular interest in the use of mathematics to reason about the semantics and general algebraic properties of programming and specification languages. Her other research activity is in the area of human computer interaction, especially in relation to mobile applications for use in healthcare.

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Firas Masri received his Advanced Studies Diploma from the University of Alicante. He is now continuing PhD studies at the Department of Languages and Information Systems at the University of Alicante, researching about Web accessibility evaluation methods. Firas Masri has contributed significantly to the good understanding of combined Web accessibility evaluations methods which frequently need to be applied in the certification duties of websites compliance with accessibility guidelines. He has
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published several articles about Web accessibility evaluation methods at some international congresses. His publications reflect his research interests in this field and his social commitment with disabled people. Currently, he is also working as a Researcher at Sistrade Software Consulting Company, applying the scientific experience and knowledge to the field of business and encouraging private companies to implement Web content accessibility guidelines.

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