About the Authors

Sam Lubbe is an associate professor in the School of Information Systems and Technology at the University of KwaZulu-Natal, Durban South Africa. He has a PhD in information systems and has taught many years in the field of IS. He has attended and presented many papers locally and overseas. He has also published articles in refereed journals and has written and edited four books. His field of expertise is IS strategic management, e-commerce, digital divide, accounting information systems, and database management. He has also published papers and a book on research.

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Udo Richard Averweg is employed as an information analyst at eThekwini Municipality, Durban, South Africa. He entered the IT industry during 1979 and holds master’s degrees in IT (cum laude) and science. He is a professional member of the Computer Society of South Africa and has delivered IT research papers locally and internationally.

Maxwell Mdumiseni Buthelezi is an IT and Webmaster specialist in profession, engaging in projects related to the uplifting of ICT standards and proper usage in a workplace environment. He has been involved in research projects focusing on the information resources usage at tertiary institutions and within educational
departments. During the past year, he has been a core author under the supervision of his appointed supervisors working on an article looking at services within the previous discipline.

Geoff Erwin has worked in government (state and federal), private industry, and higher education in Australia, UK, USA, and South Africa. He has been an ICT team member, project manager, and senior manager/researcher for many years. He has written and co-authored several ICT books and textbooks, published and reviewed for international conferences and research journals, and represented organizations in international projects and committees. In universities, he has recently become Dean of a large business faculty and is currently director of an international research centre focusing on information society themes at the Cape Peninsula University of Technology (CPUT) in Cape Town, South Africa. CPUT has adopted the information society as a major theme and is positioning itself to approach e-service delivery and the social appropriation of ICT within the context of newly democratic South Africa. He is a founding and institutional member of The Information Society Institute (TISI) established in South Africa as a multi-stakeholder partnership with three levels of government, using the community informatics discipline and membership of CIRN (Community Informatics Research Network) as platforms.

Rembrandt Klopper is a trans-disciplinary specialist engaging in and publishing the results of research focusing on interrelated aspects of informatics, communication science, and linguistics, either as sole author or as co-author. Over the past decade, he has supervised scores of master’s and doctoral students working in the previous disciplines. He is a special issues editor of the South African scholarly journal, Alternation, for which he has recently edited two cognitive science and three informatics issues.

Solitaire Maherry-Lubbe is a successful researcher and a qualified chef. She has the ability to negotiate with respondents to enable her to complete and participate in complicated situations. She has 10 years experience in the IT and business industry. She has helped in numerous other research projects and hopes to get more publications behind her name.

Mike Moncrieff is a freelance computer consultant who is completing a masters degree in information technology at the Cape Peninsula University of Technology in Cape Town, South Africa. He holds a masters in business administration (MBA). His research interest is trust and privacy issues for small business in e-commerce. He has presented papers on his research topic at several international conferences.
Inban Naicker is a young academic who completed his BCom degree at UDW in 2001. He has been recognized in the media for his paper on plagiarism and his selfless efforts in community building. Currently the chairperson of ESO, an N.P.O dealing with skills development, he believes hard work brings success.

Karna Naidoo has qualifications in each of the sub areas of information technology (computer science, information systems, and software engineering), a diploma in datametrics (information systems), a BSc (software engineering), and a BSc (Hons., computer science). Further to this, he has a diploma in education. His industry experience involved the technical support (both hardware and software), supervision, and management of technical and human resources. His industry experience in information systems and technology is as a result of holding various senior positions at IT companies over the past 10 years. This experience has provided him with the requisite insight and skills essential for the smooth running of an organization. His duties as a consultant were in an outsourcing department. Outsourcing is heavily dependent on strong management skills in order to deliver on customer service level agreements. Further, he developed essential communication and administration skills in a highly competitive and professional environment. As an information systems industry manager, the main challenge was to provide solutions that were cost effective and long lasting.

Johan Nel is a successful senior manager with substantial experience in strategic and performance management in a customer-focused service delivery environment, including the ability to negotiate with and influence the stakeholders. He has 31 years experience in the IT and business industry. Strong management experience in strategic, financial and change management, feasibility, methodologies, planning, development, and implementation. Extensive experience in methodologies and metrics with thorough knowledge of performance modelling. He has excellent project management abilities as well as group leadership.

Buyile Ngubane is a BCom (Hons., information systems) graduate from the University of KwaZulu Natal. He completed a research project focusing on telecentres for rural development under the supervision of Professor Sam Lubbe. He has spent some time teaching in the information technology field at a college in Pietermaritzburg before joining a major IT company in Johannesburg as an Oracle technical developer.

Hakikur Rahman is the project coordinator of SDNP in Bangladesh. Before joining SDNP, he worked as the director of the computer division at Bangladesh Open University. He has written and edited several books on computer education and
research. He is the secretary of the South Asia Foundation Bangladesh, founder-chairperson of Internet Society Bangladesh, editor of Monthly Computer Bichitra, founder-principal of ICMS Computer College, head examiner (computer) of the Technical Education Board, and executive director of the BAERIN Foundation

**Marcus Sikhakhane** is a graduate from the University of KwaZulu-Natal, South Africa. He is working for an IT company in Johannesburg as an IT consultant. He was born in Melmoth where he started his primary education. He went to Impumelo High School in Mahlabathini for secondary education. After finishing his Matric, he went to University of KwaZulu-Natal to study BSc computer science. He then enrolled for BCom (Hons.) in IS&T. His Honours project was focusing on poor information access in rural areas using ICTs, from which his chapter is extracted.

**Pieter van Staaden** is a database administrator at Media24 Ltd., a subsidiary of Naspers Ltd. He is also involved in application development, enhancement, and installation for both the financial and personnel systems.