About the Authors

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Susy S. Chan is an Associate Professor and directs the Center for E-Commerce Research in the School of Computer Science, Telecommunications, and Information Systems at DePaul University (USA). She is the founding director of DePaul University’s pioneering master’s and baccalaureate programs in e-commerce technology. As a former CIO at DePaul, she developed its six-campus IT infrastructure. Her research focuses on e-business strategies, enterprise applications and transformation, e-commerce curriculum, and mobile commerce. The Mobile Commerce Research Lab that she co-leads studies usability and development issues concerning wireless applications. She earned a PhD in Instructional Technology from Syracuse University.

Clement James Goebel, III, co-founder of Menlo Innovations in Ann Arbor, Michigan (USA), has practiced object-oriented software technology for more than a decade as a developer, architect, project manager, and mentor. His work in commercial software development has spanned several domains, including bio-informatics, medical imaging, vehicle monitoring, test generation, and online bill presentment. He led the year-long change process that dramatically improved Interface Systems’ product development process. These
changes included converting the programming team to extreme programming practices and establishing a human interaction design team. Mr. Goebel is currently a full-time member of an extreme programming (XP) team that is using XP developer practices within the framework of a Rational Unified Process® project. In addition to acting as a mentor and change agent for software development organizations, he is a certified Project Management Professional (PMP), a Licensed Residential Builder, and is completing his MBA at Eastern Michigan University.

Throughout her career, Elizabeth Lahey champions lifelong skill development for information and communication technology (ICT) professionals. In the 1980s, she directed training and skill-building activities for McDonald’s Corporation’s ICT staff. There she pioneered re-skilling from mainframes to PCs and Web environments. She implemented a comprehensive solution to hire, train, and retain critical ICT workers. In the 1990s, Ms. Lahey became a management consultant in the ICT human resources area. She specialized in strategic business implications of rapidly changing technology on the skill development needs of the ICT professional. In this capacity she consulted with Fortune 500 companies across the Midwest. Since 2000, her work has focused on two key projects: (1) She designed, implemented, and managed the launch of the TechCareer Compass® website at http://tcc.comptia.org which offers a comprehensive solution—directly from the ICT industry—aimed at bridging skills portfolio gaps. (2) She also manages a government-funded national effort to standardize skills portfolios for first-line ICT workers. Ms. Lahey writes for ICT industry publications, speaks at ICT skills conferences, and is widely quoted on ICT skills issues. She holds degrees from Northwestern and the University of Illinois. Her professional honors include: McDonald’s Woman of the Year, McDonald’s ICT Coach of the Year, and Computerworld’s Top 20 ICT Training Organizations.

Thomas Meloche is President of the Menlo Institute LLC (USA) and a founding member of Menlo Associates LLC. His passion is software development best practices and building successful software teams. Before founding The Menlo Institute, Mr. Meloche was the Director of Engineering at AppNet, Inc. For more than seven years, he helped lead a consulting staff that grew from 30 people to over 240 people with total revenue of over $100 million. As a result, he is intimately familiar with the real problems that befall real software development projects. He also knows how to rectify them. During his tenure,
his delivery organization had a remarkable 100% successful delivery record. Mr. Meloche regularly provides training to those interested in improving their development processes. Past customers include General Motors, General Electric, 3M, Ford Motor Company, Ford Credit, DaimlerChrysler, Cummins Engine, Sun Microsystems, Edward Jones, and AAA of Michigan. He has a BCE in Computer Engineering from the University of Michigan, and especially enjoys providing training back to his alma mater. He has taught classes and provided mentoring for both the University of Michigan Law and Medical Schools.

Abdulrahman A. Mirza is the Chairman of the IS Department at King Saud University, Saudi Arabia. During the 2002/2003 academic-year, he was awarded a senior Fulbright scholarship for conducting research at DePaul University. His current research interests include e-business IT skills requirements definition, e-business transformation, and e-commerce curriculum development. Dr. Mirza has wide industry experiences in application development. He attained his PhD in Computer Science from the Illinois Institute of Technology in 1995 and his MS in Operations Research from George Mason University.

Paul H. Schwager is an Assistant Professor of MIS in the Department of Decision Sciences at East Carolina University (USA). He earned his PhD at Auburn University, his MBA at Florida Atlantic University, and his BA in Business Administration from Palm Beach Atlantic College. His research focuses on e-commerce portals and Internet-mediated relationships. His research has been published in the *Journal of Computer Information Systems* and the *Journal of Information Systems Education*. Prior to joining the East Carolina University faculty, he taught information systems courses at Appalachian State University.

As the former VP of Development at Interface Systems, Richard Sheridan sponsored a dramatic change to the extreme programming model as he grew his department from 14 to 36 developers. Mr. Sheridan previously worked for four years as the Vice President of Product Development at Interface Systems/Tumbleweed Communications. Interface Systems’ Extreme Programming Team and Java Factory were his creations and his latest accomplishments in a 20-year career in the software product development industry. Over the years,
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**Ken Strauss** has a BS in Mathematics from SUNY at Stony Brook and an MBA in Finance from New York University. Mr. Strauss has spent 20 years as an IT consultant building and designing dozens of IT applications. He has spent the last eight years in the IT skill assessment industry working for Bookman Testing Services (USA) and its premier assessment product, TeckChek. Mr. Strauss has served TeckChek as a Product Manager and most recently as the Director of Assessment Consulting, working with TeckChek’s clients to help them incorporate skills testing into their overall skills management programs.

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