About the Contributors

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**Udo Richard Averweg** is employed as an information analyst at eThekwini Municipality, Durban (South Africa). He entered the information technology industry during 1979 and holds a master’s degree in information technology (*cum laude*) and a master’s degree in science. He is a professional member of the Computer Society of South Africa and has delivered IT research papers locally and internationally (USA, Australia, Egypt, Switzerland, Germany, and Mauritius). He has published peer-reviewed articles in local and international journals. In January 2000, Averweg climbed to the summit of Africa’s highest peak, Mount Kilimanjaro (5,895 meters), in Tanzania.

**Peter Bednar** is originally from an engineering background and has several years of experience from industry in systems analysis and development. Bednar has been working as an academic from 1997 to the present. His research covers contextual analysis, organizational change, and information systems development, and he has published several book chapters and many articles in these fields. He is currently a senior lecturer in the School of Computing at the University of Portsmouth (UK) and is also affiliated to the Department of Informatics at Lund University (Sweden).

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Marina Burakova-Lorgnier obtained her MA and PhD in social psychology from Rostov State University (Russia), and further held a position of assistant professor. Her research covers areas of gender identity, nonverbal behavior, social network, and knowledge sharing, where she has a number of publications. She has served as a conference and textbook reviewer and an expert for local government councils and NGOs. She is engaged with research projects in gender attitudes and social capital and combines a PhD research in knowledge management with a part-time lecturing at the European School of Business and at the University of Bordeaux (France).

Henri Dou, professor at the University of Aix Marseille III (France), University Paul Cézanne, is also associated with the ESCEM (Ecole Supérieure de Commerce et de Management, France) and with the University UNIMA (Indonesia). Dou is a petrochemical engineer and obtained his PhD in organic chemistry at the University of Aix-Marseille but he earned part of it in Canada, Nova Scottia. He joined the University of Aix-Marseille III (1985) as professor in information science. His specialities are technology watch, competitive intelligence, and regional development. Most of his recent activities are centred on Indonesia, China, and South America. Dou is president of the French Society of Applied Bibliometry and a member of various advisory boards (France, Europe, and Asia). He holds other positions as “chargé de mission” near the direction of the CNRS (French National Research Center), general secretary of Chemical Information Network of Unesco (ChIN) and French representative at the Oceanographic International Commission.

Jean-Marie Dou obtained his PhD in information science at the University of Aix-Marseille III (France) after a specialization in mechanic and technology watch. He holds various positions including Maître de Conférences associé at the University of Provence, technical director of the company Medical Process, coordinator of European projects, manager and fonder of the IMCS Company and recently he joined the Chamber of Commerce and Industry of Marseille. He is a specialist of economic
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Yanqing Duan, PhD, is a professor in information systems at The Business School of University of Bedfordshire (UK). Her principal research interest is the development and use of advanced information and communication systems (ICTs) in, and their impact on, business and management, especially for improving individual and organizational decision-making and performance. She is particularly interested in knowledge management, especially the ICT based knowledge transfer, and the use of e-learning in enhancing knowledge and skills in SMEs. She has coordinated many European Commission-funded research projects and published over 80 papers in journals, books and international conference proceedings.

Tim French obtained a BA from the Open University (UK) and an MA from the Nottingham University (UK) while working full-time in commerce. French has supported a variety of SMEs and large “blue-chip” organizations in the optimisation of their online services. His current research interests encompass usability and trust aspects of e-services. He is a member of the BCS and a fellow of the CollIP. French is a member of the Applied Semiotics with Informatics Research Laboratory based at Reading University (UK) where he is engaged on a part-time PhD research. He lectures full-time at the University of Bedfordshire (UK).

Wei Huang obtained his BSc and MSc from South China University of Technology and completed his PhD at Loughborough University (UK). He also conducted three years’ postdoctoral research at the University of Nottingham before he joined the University of Bedfordshire. Dr. Huang’s current research encompasses AI and OR optimization, wireless network planning, Web services, and Grid computing. He has a number of publications and he has served as a journal and conference reviewer. He is currently engaged with a number of research and commercial projects in graphical web services development and wireless network planning.

Amy Hykes is a research associate at IMD in Lausanne (Switzerland). Prior to joining IMD, Hykes worked as a senior product marketing manager at Stellent, a content management software provider located in Minneapolis, MN. Prior to Stellent, she was an equity research associate at William Blair & Company in Chicago where she covered the computer software sector. Hykes began her career as a business consultant at Accenture, first in Washington, DC and later in Chicago. Hykes has a BA in economics from Georgetown University and holds a Master in Business Administration from the University of Chicago Graduate School of Business with concentrations in strategy and marketing.

Roland Kaye is a professor of management accounting at the Norwich Business School, University of East Anglia (UK). He previously held a chair in information management at the Open University Business School where latterly he was dean. He left the Open University to become president of the Chartered Institute of Management Accountants before taking up his current post. He is a governor of Ashridge Management College and recently stepped down from the executive and treasurer role in the Association of Business Schools. Previously, he has worked as a management accountant in vari-
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**Dennis Kehoe** is royal academy of engineering research professor in e-business at the University of Liverpool (UK). He is the leader of the Liverpool Innovative Manufacturing Research Centre in e-Business and Centre in Advanced Internet Methods and Emergent Systems. He has been the principal grant holder for a series of research projects funded by UK and EU. His research interests include management of enterprises and e-business modelling and prototyping supply chain management. Most of his research has appeared in international journals such as *Logistics (Research and Applications)*, *Operations & Production Management*, *Advanced Manufacturing Technologies*, among others.

**Yang-Im Lee**, PhD, has studied and worked in South Korea, Japan, and the UK. She is at present a lecturer in marketing at Royal Holloway, University of London (UK). Dr. Lee is a strategic marketing specialist who has provided a number of guest lectures and presented papers at various international conferences. She has undertaken research in the areas of international marketing, strategic marketing, and international management and culture. At present she is focusing her research effort in the areas of comparative management and international marketing.

**Dong Li** joined the Management School of The University of Liverpool (UK) (2002). He received his PhD (1999) from University of Nottingham. He worked as a research fellow afterwards and then became a senior lecturer. His research includes supply chain optimization, RFID enabled business modelling, intelligent supply chain systems, and e-business modelling. Most of his research has appeared in international journals such as *Production Economics*, *Advanced Manufacturing Technology*, *Intelligent Manufacturing, Services Operations and Informatics*, and book chapter on intelligent supply chain management. Dr. Li is a member of Production and Operations Management Society and UK Association of Information Systems.

**Kinchung Liu** received his BSc in e-business from University of Liverpool (UK) (2003). He joined the AiMes Centre at University of Liverpool in the same year as a PhD research student. His research is on framework of supply chain tracking application development. He has published his research in a peer reviewed conference proceeding. At the research centre, he has involved in more than ten projects on applications of tracking technologies such as GPS and RFID for manufacturing and supply chain management.

**Stuart Maguire**, PhD, is a lecturer in information systems within the Management School, Sheffield University (UK). Maguire has worked in several private and public sector organisations as a systems analyst and systems consultant. He has undertaken research and consultancy in over 150 organisations. He has also developed and delivered executive development programmes for middle and senior managers in areas such as consultancy and project management. Recently he has provided professional assistance on several national and international projects. Maguire has formulated his own methodology (OASES) for introducing information systems into organisations. He has recently focused on how organisations attempt to manage business intelligence at times of major change.
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Donald Marchand is a professor of strategy and information management at the International Institute for Management Development (IMD) in Lausanne (Switzerland). His special interests include managing information and knowledge to drive superior business performance, internet strategies, demand/supply chain management, and the strategic use and deployment of information systems and technology in companies operating in local, regional and global markets. He has directed several major research projects and has authored/co-authored eight successful books and over 140 articles, book chapters, cases, and reports. Professor Marchand earned a PhD and MA at UCLA and a BA at the University of California, Berkeley (Phi Beta Kappa), after which he held academic posts at Syracuse University and the University of South Carolina.

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