About the Authors

EDITOR

Gerald Grant
Gerald Grant is Assistant Professor of Information Systems at the School of Business, Carleton University, in Ottawa, Canada. His areas of specialization are strategic management of IT, telecommunications management, and e-business. He previously taught at McGill University, Montreal, Canada and in the Department of Computer Science and Information Systems at Brunel University, Uxbridge, United Kingdom. He obtained his PhD in Information Systems from the London School of Economics and Political Science, University of London.

CONTRIBUTING AUTHORS

André L. Brandão
André L. Brandão received his BSc degree in electronics engineering from the University of Campinas (Unicamp) in Brazil, 1985, and MSc degree in communications and signal processing also from Unicamp, 1990. He received his PhD degree from the University of Leeds, UK, 1995 with emphasis in communications. He has worked as an engineer for the Brazilian Telecommunications (Telebrás) for more than 10 years. He joined Nortel Networks in 1999, where he is presently working in software development for base station
transceiver systems in Ottawa, ON, Canada. His main current interests are in advanced radio link resource management for third-generation mobile systems and digital signal processing.

Rob Brennan
Rob Brennan (brennanr@teltec.dcu.ie) received a BSc in applied physics from Dublin City University, Ireland, in 1992 and a MSc in computational science from Queens University Belfast, UK, in 1994. He then worked from 1994 to 1997 on standards-based messaging and directory systems development for ISOCOR B.V. Since 1997 he has been a research officer at Teltec Ireland, a telecommunications research institute funded by the Irish government, working within the Intelligent Networks group. He is the chair of the OMG IN/CORBA finalization task force and an editor of the original specification proposal. In 1998 he began a PhD degree in next generation telecommunications services with Dublin City University. His research interests are in the areas of distributed systems, performance, hybrid internet/telephony services and agent technology.

Patricia J. Carlson
Patricia J. Carlson is Associate Professor of Computer Information Systems at Suffolk University in Boston, Massachusetts. Her PhD in Management Information Systems was awarded by the University of Minnesota. She has published in such journals as MIS Quarterly, Journal of Management Information Systems, ACM Computer Communication Review, and Journal of Business Ethics. Her research interests include organizational communication, change management, electronic commerce, and business ethics.

Thomas Curran
Thomas Curran (currant@eeng.dcu.ie) received a PhD in electronic engineering from University College Dublin in 1982. He then joined Dublin City University, where he is currently an assistant professor in the School of Electronic Engineering. During the course of his career he has undertaken extensive consultancy activities of a planning, design and marketing nature in diverse areas such as PBX, X.25 and data networks, networking multiplexors, public network management and switching systems. He has participated in ECMA and ETSI standards bodies covering frame relay, private telecommunication network, broadband and IN. His current research interests relate to IN, IP telephony, performance management and network design. Since its inception in 1991 he has been director of the Teltec Ireland center at Dublin City University.
Sharon S. Dawes
Sharon S. Dawes is Director of the Center for Technology in Government at the University at Albany/State University of New York.

Ping Gao
Ping Gao is a senior researcher at Faculty of Information Technology, University of Jyväskylä, Finland. Prior to late 1997 he was a senior analyst in an official consulting institution affiliated to the Ministry of Posts and Telecommunications, China. He received a PhD degree from Xi’an Jiaotong University, China. He is an expert on Chinese telecommunications industry. His research interests include telecommunications regulation, policy and markets.

Brendan Jennings
Brendan Jennings (brendan.jennings@teltec.dcu.ie) received a BEng in electronic engineering from Dublin City University (DCU), Ireland, in 1993. Since 1993 he has been a PhD candidate (part-time) at DCU and a researcher with the Intelligent Networks Group at Teltec Ireland, performing consultancy work and research in the areas of SS.7, performance management, service creation and agent technology. His main research interest relates to SS.7/IN performance management, an area in which he has published a number of technical papers in international conferences and research journals. Since 1998 he has been project manager of the European Union ACTS project MARINER (AC333), a collaborative research project that is addressing the use of agent technology for resource allocation and load control in Intelligent Networks.

Beverly K. Kahn
Beverly K. Kahn is an Associate Professor of Computer Information Systems in the Sawyer School of Management at Suffolk University. She received her PhD from The University of Michigan. Dr. Kahn’s research concentrates on information quality, information resource management, database design, data warehousing and cross-cultural application of information technology and systems. Her publications have appeared in leading journals such as MIS Quarterly, Journal of Management Information Systems, Communications of the ACM and Database. Dr. Kahn is a Research Affiliate of the Total Data Quality Management program at Massachusetts Institute of Technology.

Thomas Kunz
Thomas Kunz received a double honors degree in Computer Science and
Business Administration in 1990 and the DrIng degree in Computer Science from the Technical University of Darmstadt, Federal Republic of Germany, in 1994. Before joining the Department of Systems and Computer Engineering at Carleton University, he spent three years as Assistant Professor in the Computer Science Department at the University of Waterloo. His research has focused on various problems in mobile computing and distributed systems. At Waterloo, he was involved in the design and implementation of Poet, a Partial Order Event Tracer. He also started, with two colleagues, a project on client-server computing in wireless networks. Some of the research problems addressed in this area are the management of subscriber location, improving TCP over wireless links by transparently offering supplementary services, and the design and development of adaptive mobile applications. His current main research interests are adaptive mobile applications, wireless communication systems, and ad hoc networks. Dr. Kunz published well over 50 technical papers in journals and conferences. He is a member of ACM and the IEEE Computer Society.

**Kathy S. Lassila**

Kathy S. Lassila has more than 15 years of IS/IT industry experience and is currently Assistant Professor of Computer Information Systems at the University of Southern Colorado. She has a PhD from the University of Colorado at Boulder and an MBA and BA in Economics from the University of Wisconsin. Her work has been published in the *Journal of Management Information Systems, Topics in Health Information Management*, and *Journal of Information Systems Education*, and presented at numerous conferences. Dr. Lassila’s current research interests are in the effective deployment and use of information technologies, and the organizational impacts of information systems.

**Kalle Lyytinen**

Kalle Lyytinen is a professor in Information Systems at the University of Jyväskylä, Finland, and currently the Dean of Faculty of Information Technology. He serves on the editorial boards of several leading IS journals including *Information Systems Research, Organization and Information, Requirements Engineering Journal*, and *Information Systems Journal*. He has served also as the Senior Editor of MISQ. He has published more than 80 articles and edited or written seven books or special issues. His research interests include information system theories, system design, system failures and risk assessment, computer supported cooperative work, and diffusion and regulation of complex technologies. He is the leader of the STAMINA
group which studies regulation and standardization in the telecommunications industry.

**Conor McArdle**
Conor McArdle (mcardlec@teltec.dcu.ie) received his BEng degree in electronic engineering from Dublin City University, Ireland, in 1997. At present he is a researcher with Teltec Ireland. His focus during the past three years has been on the introduction of CORBA and agent-based technologies into the Intelligent Networks. He has been involved in the standardization work for the OMG’s IN/CORBA specification and in the development of Teltec’s IN/CORBA gateway prototype. He is also participating in the MARINER EC ACTS project and is currently studying toward a PhD in the area of performance issues and load management for large-scale distributed telecommunications systems.

**Sharon Oskam**
Sharon Oskam is Associate Librarian for Government Documents and Coordinator of the New York State GIS Clearinghouse at the New York State Library.

**Arogyaswami J. Paulraj**
Arogyaswami J. Paulraj (paulraj@isospanwireless.com) founded Isospan Wireless, Inc. in 1998 and serves as the Chairman & CTO. He is also a professor of electrical engineering at Stanford University, where he supervises a research group that pioneered the area of space-time techniques in wireless communications systems. Prior to joining Stanford in 1992, Dr. Paulraj was the Chief Scientist for Bharat Electronics, India, Director of the Center for Development of Advanced Computing, India, and Director of the Center for Artificial Intelligence and Robotics, India. During 1983-85, Dr. Paulraj was a visiting professor at Stanford University. Previous to that, Dr. Paulraj led the development of military sonar systems for the Indian Navy. Dr. Paulraj received his BE degree from Naval Engg. College (India) and PhD degree in 1973 from the Indian Institute of Technology (Delhi). Dr. Paulraj has won a number of awards for technology development in India. He is a fellow of the IEEE.

**Lance Pickett**
Lance Pickett is a Process Manager with WorldCom in Colorado Springs, Colorado. He graduated from the University of Southern Colorado with a BS in Computer Information Systems and a minor in Business Administration.
His responsibilities at WorldCom include coordinating day-to-day processes among billing platforms, applications, and organizations, resolving billing problems, and preventing future billing problems through detailed analysis of improvement initiatives. His prior experience includes project management for Colorado government entities, and research and consulting for an Internet start-up company. He is currently pursuing an MBA and working toward a senior-level management position at WorldCom.

Frantz Rowe
Frantz Rowe is a Professor at the Universite de Nantes in Nantes, France, and at ENST, Paris. He received his MS from the University of California at Berkeley and his PhD from the University of Paris. He has published in journals such as *ISDN Networks and Computer Systems, Technological Forecasting* and *Social Change, Transportation Research* and numerous French journals in management and sociology. He is the Editor-in-Chief of *Systèmes d’Information et Management*, the leading journal in the French IS community. His interests focus on communication technology use and performance. He is a member of the executive team of his university, where he is in charge of its IS policy.

Bill St. Arnaud
Bill St. Arnaud is Senior Director of Network Projects for CANARIE Inc., Canada’s advanced Internet development organization and has led the development, coordination and implementation of the national optical R&D Internet network - CA*net 3. Prior to his appointment at CANARIE, St. Arnaud was a consultant and chief engineer at Switzer Engineering where he developed and patented encryption devices for transmitting high quality video for TV broadcasts, project manager at Motorola where he was involved in the nationwide deployment of a Police wireless communications system, president and founder of TSA Proforma - software and LAN company that developed networked trading systems for brokers and traders which was sold to Eastern Datacomm and ABC Communications (Hong Kong) in 1988, consultant for a number of high tech start ups, and Project Director for Vision 2000. He is a member of the editorial board of Optical Networking Magazine, is a member of the STAR TAP advisory committee, a Glocom Fellow of the Center for Global Communications, Steering Committee for the SPIE Technical Group on Optical Networks. He is a frequent guest speaker at conferences on the Internet and optical networking and a regular contributor to several networking magazines. He obtained his BEng from Carleton University.
Hemanth Sampath
Hemanth Sampath (hemanth@rascals.stanford.edu) is a PhD candidate in the department of Electrical Engineering at Stanford University. He received the MSEE from Stanford University in 1998 and the BSEE (Honors) from the University of Maryland at College Park in 1996. He is also working as a Senior Member of Technical Staff at Isospan Wireless, Inc. His research interests are in the area of signal processing for communications and smart antennas.

Zixiang (Alex) Tan
Zixiang (Alex) Tan is an assistant professor at Syracuse University (http://istweb.syr.edu/~tan). Dr. Tan has published actively on telecommunications regulations, policy, and industry in journals such as *Telecommunications Policy* and *The Communications of the ACM*. His coauthored book, *China In the Information Age-Telecommunications and the Dilemmas of Reform*, was jointly published by the Center of Strategic and International Studies (CSIS)/Praeger Publishers in 1997. Dr. Tan obtained his doctorate in Telecommunications Policy and Management from Rutgers University.

James Y.L. Thong
James Y.L. Thong is Assistant Professor in the Department of Information and Systems Management at the Hong Kong University of Science and Technology. He received his PhD in Information Systems from the National University of Singapore. His research interests include IT adoption and implementation, IT in small business, computer ethics, and IT personnel management. He has published in *Information Systems Research, Journal of Management Information Systems, Journal of Organizational Computing and Electronic Commerce, Omega, Information & Management, Information Processing & Management, Journal of Information Technology, and European Journal*.

Murali Venkatesh
Murali Venkatesh is Associate Professor at the School of Information Studies, Syracuse University, and Director of the Community & Information Technology Institute (CITI), which he founded. CITI is a technology transfer and applied research and development entity within the School specializing in broadband and Internet technologies, applications and services. Murali's PhD (1991) is from Indiana University, Bloomington, with a dual major in MIS and Telecommunications. His research interests are the institutional adoption of advanced telecommunications technologies, with a focus on the public and non-profit sectors.
Fola Yahaya
Fola Yahaya has a degree in Economics, a master’s degree in International Business and has recently completed a doctorate from the London School of Economics in Information Systems. He has worked extensively in the field of information infrastructure development, undertaking consultancy assignments for a number of organisations including the United Nations Development Programme and the UN Institute for Technology. Prior to his doctoral studies he spent a year working in the United Nations Regional Bureau for Africa as an economic consultant focusing on private sector issues.

Xu Yan
Xu Yan is Assistant Professor in the Department of Information and Systems Management at the Hong Kong University of Science and Technology. He received his PhD in telecommunications regulatory policy from the University of Strathclyde, UK, in 1997. His research and teaching interests include corporate management, competitive strategy, and regulatory policy of telecommunications. He has provided consulting services to the Ministry of Posts and Telecommunications of China, British Telecom, Nortel, and International Telecommunications Union in past years. He has also published extensively in renowned international journals such as *Telecommunications Policy*. 