About the Contributors

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David F. Andersen is Distinguished Service Professor of Public Administration, Public Policy, and Information Science at the Rockefeller College, University at Albany. His work centers on applying system dynamics, systems thinking, and information technology approaches to problems in the public, not-for-profit, and private sectors, especially using group modeling approaches. He is co-author of Introduction to Computer Simulation: The System Dynamics Modeling Approach, winner of the Forrester Award in 1983, and winner of the System Dynamics Society Outstanding Service Award in 2011.

Melanie Bicking is working as an advisor in the department of IT-Strategy and IT-Planning and Service-Level-Management of the Federal Bureau of Information Technology of the German Federal Office of Administration thereby contributing to the IT consolidation taking place within the business unit of the Federal Ministry of the Interior. Besides, she can look back on six years of active life as a researcher at the University of Koblenz-Landau where she worked in several EU-funded projects such as eGovRTD2020, DEMO-net, MOMENTUM, CROSSROAD, OCOPOMO, and eGovPoliNet. Furthermore, she was/is member of several program committees of and reviewer for well-known conferences in the field of E-Government such as I3E, EGOV and ICEGOV. Her research interest and experiences, which are documented in several publications, lay in the field of strategic planning, IT governance, e-government including e-democracy and e-administration as well as socio-political communication and international cooperation.
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G. R. Gangadharan is working as a researcher at IBM Research India. His areas of research interests include Internet technologies (service-oriented computing and cloud computing), green information systems and energy-efficient computing, Information and Communication Technology (ICT) for emerging markets, Free and Open Source Systems (FOSS), and enterprise information systems. He has over 45 publications in international conference proceedings and journals. He is a member of IEEE. He holds a PhD in Information and Communication Technology (with Doctor Europaeus) from the University of Trento, Trento, Italy, and the European University Association; an MS in Information Technology from Scuola Superiore Sant’Anna, Pisa, Italy; and an MSc in Computer Science from Manonmaniam Sundararanar University, Tirunelveli, India.

Christos Georgousopoulos holds an H.N.D. (1997) in Computer Science from British-Hellenic College, Athens, a B.Sc. (1999) and a Ph.D. (2005) in Computer Science from University of Wales, Cardiff. He has over ten year of experience in the research field, and from 2000, he has published more than 25 scientific research papers in journals and conferences, and contributed in the authoring of book chapters. In 2006, he joined the INTRASOFT International S.A. and currently he is a project manager in the Research and Innovation Development department. Current research interests entail software engineering and innovative software development techniques, cloud-computing, and service-oriented architectures with particular focus to e-Government field.

Elena Gorbacheva is undertaking PhD studies in Information Systems (IS) and is working as a research assistant at the European Research Center for Information Systems in Muenster, Germany. Elena gained a TEMPUS Fellowship grant during her Master’s in IS studies at the University of Muenster and a Hilti Fellowship grant during her PhD studies. The areas of her research interest include Gender Issues in IS, e-Inclusion, and e-Government.
Mary Griffiths, Associate Professor in Media at the University of Adelaide’s research interests focus on the social and political impact of new technologies, participatory media, journalism 2020, policy consultations and new narrative forms. Scholarly work includes the editorial boards of *International Journal of Media & Cultural Politics; EJEG: The Electronic Journal of e-Government; and Communication, Politics, and Culture*, for which she is co-editing a special issue, ‘China’, 45.2, 2012. She has held leadership roles at Monash University and the University of Waikato NZ. International visiting research professorships include Napier University and *The Center for Teledemocracy*, Edinburgh (2002), and the School of International Communications, University of Leeds, UK (2009). She led the establishment of the Media discipline, and awards in digital and participatory media, developing university-industry partnerships and community engagement through the largest Humanities and Social Sciences Internship program with links to corporate communications and government agencies.

Teresa M. Harrison is Professor in the Department of Communication, Faculty Fellow affiliated with the Center for Technology in Government, and a faculty member affiliated with the College of Computing and Information, all at the University at Albany. Her research focuses on democratic processes in organizations, new information and communication technologies, and the relationship between democracy, electronic government, and new technologies. She has served as chair of the Communication and Technology Division of the International Communication Association and chair of the Organizational Communication Division of the National Communication Association. She serves on the editorial boards of several journals in the communication discipline and is managing editor of the *Electronic Journal of Communication* (http://www.cios.org/www/ejcrec2.htm).

Marc K. Hébert, PhD, is a cultural anthropologist whose research deals with the anthropology of e-government, design, and public policy among urban communities in North America and Australia. He is particularly interested in cross-disciplinary collaboration to improve how a diverse public experiences government information and services. Marc is currently a fellow for the nonprofit organization Code for America in San Francisco, California where he is also conducting post-doctoral research about digital citizenship.

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Antonis Ramfos joined INTRASOFT International in 1997 and is currently the Research & Innovation Delivery Director. His main responsibilities include the provision of high quality, practical, knowledge-based research, advice and management support services to policy makers responsible for putting research and innovation policy and programmes into practice. Moreover, Dr. Ramfos is responsible for the R&D strategy formulation, conception and management of R&D projects, (both externally and internally funded), innovation transfer to commercial solutions of the company and finally the promotion and commercial exploitation of R&D results. His current research interests include, Software and Service Engineering; Knowledge and Content Management Technologies; e-Business and e-Government systems; and e-Commerce and m-Commerce systems.

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