About the Contributors

Tomayess Issa is a Senior Lecturer at the School of Information Systems at Curtin University, Australia. She joined the School of Information Systems – Curtin University in 2001. She received her Ph.D. from the School of Information Systems, Curtin University in 2008. Her PhD research was mainly about Web development and Human Factors. Tomayess has vast experience in Australian tertiary education, teaching in Information Systems area. Tomayess published several journal and conference papers in her research interest, and she is a member of an international conference program committee. Currently, she conducts research locally and globally in information systems, Usability and Human-Computer Interaction, Social Network (including web 2.0 and web 3.0), Sustainability and Green IT, Cloud Computing, Networking and Operating systems.

Pedro Isaías is an associate professor at the Universidade Aberta (Portuguese Open University) in Lisbon, Portugal, responsible for several courses and director of the master degree program in Electronic Commerce and Internet since its start in 2003. He holds a PhD in Information Management (in the speciality of information and decision systems) from the New University of Lisbon. Author of several books, book chapters, papers and research reports, all in the information systems area, he has headed several conferences and workshops within the mentioned area. He has also been responsible for the scientific coordination of several EU funded research projects. He is also member of the editorial board of several journals and program committee member of several conferences and workshops. At the moment he conducts research activity related to Information Systems in general, E-Learning, E-Commerce and WWW related areas.

Piet Kommers is associate professor at the University of Twente, The Netherlands and adjunct professor at Curtin University, Australia. His current interest is in media for communication and education. He received the title of honorary professor by UNESCO for his results in educational technology in web-based learning. He was chair of the NATO Advanced Research Workshop on Cognitive Technologies. “Web-based Communities” and “Social Media” were the main focus of the journal IJWBC and subsequent IADIS yearly conferences. Piet Kommers is member of advisory boards in Singapore, Finland, Russia and the EU Commission at Brussels.

Faustina Acheampong is a Ph.D. candidate at Jönköping International Business School with a research focus in the area of the impact of consumer health informatics applications in the management of chronic diseases and business models in electronic health markets. She was awarded a Swedish Institute Scholarship to study at the Jönköping International Business School where she received her MSc. in IT
Management and Business Development. She holds a Bachelor of Science in Biochemistry from the University of Cape Coast in Ghana. She is a member of the Swedish Research School of Management and IT (MIT) and the Center for Evolving IT in Networked Organisations (CenIT) at Jönköping International Business School.

**Gustavo Almeida** has graduated in Business Administration from Universidade Federal Rural do Rio de Janeiro (2006), and holds a Master in Business Administration degree (MBA) from the COPPEAD Graduate School of Business - Universidade Federal do Rio de Janeiro (2008). Currently a PhD candidate in Business at Fundação Getulio Vargas/Rio de Janeiro (2008). Held a Research Assistant position in the Inter-American Development Bank (IADB-BID) in Washington, DC. Professor of Public and Business Administration in Universidade de Cabo Verde (2011) and in Universidade Federal Rural do Rio de Janeiro (2006). He is currently a Researcher at the Fundação Getúlio Vargas - RJ and Reviewer for the Annual Meeting of the Academy of Management. Served as session coordinator in Academy of Management Meetings in San Antonio, TX and Boston, MA. Also has experience in Administration with an emphasis in Public Administration. Develops studies on the following themes: e-government, entrepreneurship, culture, national culture.

**Luigi Benedicenti** is the Associate Vice President (Academic) of the University of Regina. A full professor in the Faculty of Engineering at the University of Regina, Benedicenti received his Laurea in Electrical Engineering and Ph.D. in Electrical and Computer Engineering from the University of Genoa, Italy. He is a Professional Engineer licensed in Saskatchewan and a licensed Italian Engineer. His collaborative network extends beyond Saskatchewan with TRLabs and IEEE, and Canada through collaborative work with colleagues in Europe, South East Asia, and North America. Benedicenti’s current research is in three areas: Software Agents, Software Metrics, and New Media Technology. He envisions the unification of platform, tools, and optimizations for the provision of persistent distributed digital services, regardless of people’s location and delivery device.

**Bernd Bruegge** is university professor of computer science with a chair for Applied Software Engineering at the Technische Universität München and adjunct professor at Carnegie Mellon University. His research interests include software architectures for dynamic systems, agile software development processes, and software engineering education. He received a PhD in computer science from Carnegie Mellon University.

**William J Buchanan** is a Professor in the School of Computing at Edinburgh Napier University, and a Fellow of the BCS and the IET. He currently leads the Centre for Distributed Computing, Networks, and Security, and works in the areas of security, next generation user interfaces, Web-based infrastructures, e-Crime, intrusion detection systems, digital forensics, e-Health, mobile computing, agent-based systems, and simulation. Bill has one of the most extensive academic sites in the World, and is involved in many areas of novel research and teaching in computing. He has published over 27 academic books, and over 130 academic research papers, along with awards for excellence in knowledge transfer, and for teaching, such as winning at the I [heart] my Tutor Awards (Student voted), Edinburgh Napier University, 2011, and has supervised many award winning student projects.
Nuno Cravino is currently a student of Computer Science at the Faculty of Sciences of the University of Porto, in Portugal. He also holds a degree in Philosophy from the Faculty of Letters from the same university. He is a member of project Breadcrumbs at CRACS/INESC TEC, where he holds an ongoing scientific initiation grant. His current research focus are on the integration of social information into text classification methods, and on the retrieval of semantic information from social tagging systems. His research interests also include the study of problems relating to automatic decision making, machine learning, artificial intelligence, networks, systems theory and formal logic.

Hepu Deng is a Professor of Information Systems in the School of Business Information Technology and Logistics, RMIT University, Melbourne, Australia. His research interests are in the areas of e-government, digital business, decision analysis, intelligent systems, knowledge management, and their applications in business. The multi-disciplinary nature of his research and the emphasis on both theoretical and applied research are exemplified by numerous refereed publications in top refereed international journals listed in the Science Citation Index and at major refereed international conferences. He has completed his PhD in Computing, Post Graduate Diploma in Management Engineering, Masters Degree in Business Systems, and Bachelor degree in Mathematics. Dr. Hepu Deng can be contacted at Hepu.deng@rmit.edu.au or phone +613 9925 5823.

José Luís Devezas received his MSc in “Informatics and Computing Engineering” in 2010 from the Faculty of Engineering of the University of Porto. He is working on his PhD application at the Faculty of Sciences of the University of Porto. Currently, he is a researcher for the Breadcrumbs project at the Center for Research in Advanced Computing Systems (CRACS), which is affiliated with INESC TEC, an associate laboratory for technology and science. His research interests include network science, information retrieval and data mining, with a special interest in complex networks and its community structure.

Stefan Dietze is a Senior Researcher at the L3S Research Center of the Leibniz University Hannover (Germany). He holds a Ph.D. (Dr. rer. nat.) in Applied Computer Science from Potsdam University and previously held research positions at the Knowledge Media Institute (KMI) of The Open University (UK) and the Fraunhofer Institute for Software and Systems Engineering (Berlin, Germany). His main research interests are in Semantic Web and Linked Data technologies and their application to Web data integration problems in domains such as education or Web archiving. Stefan currently is coordinator of the EU-funded project LinkedUp (http://linkedup-project.eu) and he has been involved in leading roles in numerous EU R&D projects, such as LUISA, NoTube, ARCOMEM or mEducator. Furthermore, he is founder of the Linked Learning workshop series and of the community platforms http://linkededuca tion.org. Stefan’s work has been published throughout major conferences and journals in areas such as Semantic Web, Linked Data, Services-oriented Systems and Technology-enhanced Learning and he is reviewer, organiser and committee member for numerous scientific events and publications.

Nikolas Dovrolis is an associate researcher for the School of Medicine, developing and maintaining e-learning solutions while researching social networking, data representation, semantic annotation and services for web applications in education. Formerly, he has been an Associate Researcher in the Biomedical Research Foundation, Academy of Athens. He has participated in a number of competitive R&D projects and co-authored journal and proceedings papers in his field of research.
Maria Exarchou was born in Greece on 27/10/1987. She graduated from the University of Macedonia, Department of Applied Informatics, in Thessaloniki, Greece in 2010. At present, Maria is a Master student in the Department of Project and Programme Management, School of Business and Economics, Technological Educational Institute of Larissa, Greece. Her diploma thesis elaborated electronic and mobile government with a focus on the local authorities’ adoption. Her research interests include e-government, e-business, e-marketing, Business information systems and Project Management Information Systems.

Lu Fan received the BSc (2003) degree in Computer Networking from Nanjing University of Science and Technology, Nanjing, China, and the MSc (2005) degree with distinction in IT Software Systems and the PhD (2009) degree in Computer Science from Heriot-Watt University, Edinburgh, UK. His research interests include Distributed Systems, Peer-to-Peer Computing, Cloud Computing, Network Security, Digital Forensics and Pervasive e-Health Applications. Currently he is a Lecturer and Senior Research Fellow at Edinburgh Napier University. He is the Technical Lead of multiple research projects, including DACAR, Trusted Service, Cloud4Health and sa.FIRE. He designed and implemented a Cloud-based e-Health platform, which reinforces the integrity, security, confidentiality and auditability of medical data, and facilitates the development, integration, and cost-effective delivery of e-Health services. The technology excellence of this e-Health platform is a finalist in the BCS UK IT Industry Awards 2011, IET Innovation Awards 2011, and Scottish Digital Technology Awards 2012.

Álvaro Reis Figueira graduated in “Mathematics Applied to Computer Science” in Faculty of Sciences (UP) in 1995. He got his MSc in “Foundations of Advanced Information Technology” from Imperial College, London, in 1997, and his PhD in Computer Science in UP, in 2004. Currently, he is a lecturer at Faculty of Sciences in University of Porto and has been interested in web text mining, community detection, e-learning, web-based learning and standards in education, working closely with the information systems development team at FCUP’s Computer Centre, currently serving as the FCUP’s coordinator in respect to e-learning. Prof Figueira is also a researcher in the CRACS research unit. His recent work involves integrating automatic classification of texts with a social and folksonomic classification, in the scope of digital libraries and on cyber-journalism.

Asbjørn Følstad is senior researcher at SINTEF, the largest independent research organization in Scandinavia, where he has been working since 2000. His background is in psychology, and he is currently working on his PhD thesis in this field. He has been leading the work of establishing and developing the RECORD online Living Lab (http://livinglab.origo.no) through the Norwegian research project RECORD, and the Nordic research project SociaLL. Research interests include user involvement in Living Labs, user-centred design, and usability evaluation methods. He has in particular been working within the application areas of mobile ICT, eGovernment, and social software.

Michaela Gluchow received her Bachelor and Master degree in Computer Science from the Technische Universität München (TUM). Since August 2011 she is a researcher and teaching assistant at the Chair for Applied Software Engineering at TUM and is working on her Ph.D. thesis. The main focus of her research is on the feasibility of teaching software engineering through project courses at universities or in similar settings. Therefore she is developing an agile framework that is adjusted to the special
characteristics of these kinds of courses. This framework will contain amongst others a process model for the conduction of the underlying projects as well as a solution for the integration of just-in-time teaching into these courses.

Dorian Gorgan is a Professor and PhD supervisor in Computer Science and Information Technologies at the Technical University of Cluj-Napoca. He is the chair of the CGIS (Computer Graphics and Interactive Systems) Laboratory. His fields of interest concern with graphics cluster based modelling and processing, Grid computing, interactive and distributed applications, Earth Science applications and tools development, geospatial and Grid infrastructures interoperability. He was the initiator and the director of the MedioGrid project, a national research and academic Grid infrastructure. He is involved as well in I-Trace, GiSHEO, SEE-GRID-SCI, mEducator, and EnviroGRIDS international projects.

Eisuke Hanada was born in Tokyo, Japan, in 1963. He received his B.Eng. and M. Eng. degrees from Kyushu University, Fukuoka, Japan, in 1985 and 1987, respectively. He received his D.Eng. degree from Saga University, Saga, Japan, in 2001. Since 1992, he has worked at Nagasaki University Information Science Center for four years managing the campus LAN and information servers, and at the Department of Medical Information Science, Kyushu University Graduate School of Medical Science. Since 2002, he has been working at the Division of Medical Informatics, Shimane University Hospital. His research involves the wired/radio communication environment and information processing systems in hospitals, and Tele-medical systems. Dr. Hanada is a member of the Japanese Society of Medical Informatics, the Information Processing Society of Japan, the Japanese Society of Medical and Biomedical Engineering, the Healthcare Engineering Association of Japan, and the Acoustical Society of Japan.

Kushanthi Harasgama is a teaching associate in the Faculty of Law of Monash University, Melbourne, Australia. She has a doctorate and a Master’s Degree in Law, and Bachelor of Arts degree specializing in English literature. Her research interests are in the areas of information and communication technology laws, cybercrimes, and criminal law. Kushanthi can be contacted at Kushanthi.harasgama@monash.edu.

Petar Jandric (PhD) is Senior Lecturer in e-Learning at the Polytechnic of Zagreb, Croatia. He worked at Croatian Academic and Research Network, National e-Science Centre at the University of Edinburgh, Glasgow School of Art and Cass School of Education at the University of East London. Petar has published extensively on inter-, trans- and anti-disciplinary, and the relationships between critical education, technologies, arts and society. He is involved in various programme committees and advisory bodies, reviews for several journals, publishes popular science and regularly talks in front of diverse audiences. His recent publications include the book Critical e-learning: struggle for power and meaning in the network society (2012).

Eleni Kaldoudi is an Associate Professor in Physics of Medical Imaging & Telemedicine at the School of Medicine, Democritus University of Thrace, Greece. Formerly, she has been an Associate Researcher in the Institute of Computer Science, Foundation of Research and Technology – Hellas (ICS-FORTH). Eleni received a Diploma degree in Physics from the Aristotle University of Thessaloniki (AUTH), Greece in 1987, an MSc in Medical Physics and a Certificate in Management Studies from the
University of Surrey, UK in 1989 and a PhD degree in Medical Physics and Bioengineering from UCL, London University, UK, in 1994. Her research interests are within Medical Informatics and Telematics, with emphasis on technologies supporting medical education, home care telematics, medical image management, and magnetic resonance imaging, areas in which she has published one book, two book chapters and over 90 papers in various journals and conference proceedings. She has also participated in more than 20 competitive R&D projects.

Amela Karahasanović received her PhD degree in computer science from the University of Oslo in 2002. She is Senior Scientist at SINTEF and Adjunct Associate Professor at Department of Informatics, University of Oslo. Karahasanović has more than 20 years of experience in industry and academia. She has published numerous papers in journals, proceedings and books. She was leading the research on user requirements in the EU FP6 project CITIZEN MEDIA and is currently leading work on user behaviour in the CELTIC project R2D2 Networks. Her research interests include user behaviour, user experience and social media.

Paraskevi Karatzika was born in Thessaloniki, Greece on 31/7/1987. She obtained her bachelor degree in Applied Informatics, University of Macedonia, Greece in April 2011. During her bachelor thesis, she focused mostly on electronic government and mobile government. Currently, she is a Master student in Business Administration with specialization in Information and Knowledge Management, Department of Economics, at Vrije Universiteit Amsterdam (VU University Amsterdam), the Netherlands. Her research field is based on e-business and mobility, mobile knowledge in organizations, the influence of social networking on information systems, and knowledge and innovation networks specializing in user communities and innovation. She is also working on an online marketing action plan.

Kanishka Karunasena is a sessional lecturer in the School of Business Information Technology and Logistics of RMIT University, Melbourne, Australia. He has a doctorate in Business Information Systems, a Master’s Degree in Information Technology and Bachelors degree in Computing and Information Systems. His research interests are in the areas of e-government performance evaluation and e-government in emerging economies. Kanishka is the corresponding author and can be contacted at e75502@ems.rmit.edu.au.

Barbara Köhler is engaged in Serious Games since her Bachelor Thesis about a game that supports learning about Computer Organization and Technology. During her Master Thesis she continued her work in the area and combined Knowledge Structures with a Story model. She currently is a researcher and teaching assistant at the Chair for Applied Software Engineering at TUM, where she researches serious games and learning technologies. She regularly holds courses for high school students to interest them in Computer Science. During these she has made many observations on how people learn and tries to use them to improve learning experiences.

Owen Lo is a research assistant and PhD student at Edinburgh Napier University. Owen holds a BEng (First Class Hons) degree in Computer Networks and Distributed Systems. His current work involves research on evaluation of e-Health platform and services. His other research areas include Network Security, Cloud Computing and Computer Simulation. Owen won the class medal award during the 2010
Graduation Ceremony at Edinburgh Napier University. Furthermore, he won the Lumison Prize at the ScotlandIS “Young Software Engineer of the Year 2010 Awards” on his research in evaluating intrusion detection systems. Finally, he was successfully nominated for the award of “Student of the Year 2012” at Edinburgh Napier University for significant work achieved within the institute.

John Murnane is an Honorary Fellow at the University of Melbourne’s Graduate School of Education where he taught Education and Computers for forty years. An ex-Primary teacher, he has a long-standing interest in life-long learning, so it was natural that when beginning to contemplate his own retirement he thought about the position of those in a physically confined living environment who did not know how to use a computer or the Web.

Brian O’Neill is a Senior Research Fellow at Dublin Institute of Technology and Head of DIT’s School of Media. He is a member of the Management Group for EU Kids Online and leads the work package on policy. He also currently leads an Irish government-funded project called Digital Childhoods researching children’s use of ICTs and implications for national digital strategy. He is a member of Ireland’s Internet Safety Advisory Council and is the author of reports on media literacy for the Broadcasting Authority of Ireland and UNICEF. He chairs the Audience Section of IAMCR.

Pellas Nikolaos is a Ph.D. Candidate at the Department of Product and Systems Design Engineering, University of the Aegean, in Greece. He obtained a Master’s degree in Education with ICT, in the field of e-learning through virtual worlds in 2010 at the Aristotle University of Thessaloniki. In 2011, he wrote a research book about the pedagogical value-added of e-learning process in virtual environments and administration of the organizational complexity of avatars’ interactions. Currently, he has begun the dissertation research that applies to the configuration and utilization of virtual worlds in education. Learning applications with the teamwork technique “Jigsaw” and the investigative independence of engagement factors, and the sense of users’ presence in communities of inquiry, are also in his research field. He has an extensive experience in e-Education, especially teaching in adult groups. His research interests include the use of ICT in education, with emphasis on learning progressions through “open-source” virtual worlds as “Metaverse” skins, according to contemporary instructional methodologies.

Sheila Petty is dean of the Faculty of Fine Arts, acting director of the Institut français and professor of media studies at the University of Regina (Canada). She has written extensively on issues of cultural representation, identity and nation in African and African diasporic screen media, and has curated film, television and digital media exhibitions for galleries across Canada. She is author of Contact Zones: Memory, Origin and Discourses in Black Diasporic Cinema, Wayne State University Press, 2008. She is co-editor (with Blandine Stefanson) of the forthcoming World Directory of Cinema: Africa (Intellect Books). Her current research focuses on interpretive strategies for analyzing digital creative cultural practices and real-time decision making. She is an adjunct scientist at TRLabs Regina and leader of an interdisciplinary research group and New Media Studio Laboratory spanning Computer Science, Engineering and Fine Arts.
About the Contributors

Luis Francisco-Revilla is an assistant professor in the School of Information at The University of Texas at Austin. For over a decade, he has been conducting research on the area of human-centered computing, investigating how to augment the ability of people to use information actively, purposefully and intensively in domains such as computational journalism, cultural heritage institutions, and advanced interfaces and interactions. Dr. Francisco-Revilla’s research agenda is multifaceted and interdisciplinary, as it bridges social, informational, and computational aspects. As a result, his research interests expand and integrate work from several research areas including: human-computer interaction, digital libraries, hypertext, computer supported cooperative work, information retrieval, and recommender systems. Dr. Francisco-Revilla’s research activities range from studying human activities, to creating robust theoretical frameworks, to designing and implementing novel systems that augment and transcend current work practices, to evaluating the systems and approaches using observational and experimental methodologies.

Sonia San-Martín, PhD. is Associate Professor at the University of Burgos (Spain). She is lecturer and researcher in Marketing and has been the Marketing Manager of the University for three years. Her current research areas include contractual approach and marketing, relationship marketing, internal marketing, consumer behaviour, electronic commerce and mobile commerce. She has presented papers in national and international conferences organized by AEMARK, ACEDE, IADIS or EMAC, among others. She has written a book and has published in national and international journals such as the Journal of Retailing and Consumer Services, Journal of Services Marketing, Journal of Service Research, Journal of Relationship Marketing, Journal of International Consumer Marketing, Cyberpsychology and Behaviour, Personnel Review, International Business Review, Online Information Review, Industrial Management & Data Systems and Psychology&Marketing, among others. She has received several awards for her research from AEDIPE, ESIC, CES and FEC.

Emilia Mathilde Moraes Zoain Sato graduated in Production Engineering from the Federal University of Rio de Janeiro (1992) and holds a Masters in Business Administration from Pontific Catholic University of Rio de Janeiro (1996). She is the Executive Director of UNIBAN/Unidade Marte. She has specializations in Finance from the Brazilian Market Capital (IBMEC-RJ) and Project Management from the Fundação Instituto de Administração (FIA is an affiliated institution to FEA-USP). She has solid experience in managing projects and teams; functions in related to business planning and marketing functions and analyzes and market studies for credit cards / debit / private labels. Her academic and professional experience are strongly linked to the Administration with emphasis on services.

Teodor Ştefanuţ received his MS degree in Computer Science in 2009 and continues his PhD studies in the same domain at the Technical University of Cluj-Napoca. He is currently member of the Computer Graphics and Interactive Systems Laboratory (CGIS) and junior lecturer at the same institution, in the Computer Science department. His research interests include Linked Data and semantic web technologies in e-learning, new user interactions techniques, development of Grid applications for non-technical specialists, eLearning platforms based on distributed architectures, graphical annotation as user interaction technique in the context of a lesson.
About the Contributors

Christoph Thuemmler studied Medicine, Political Science and Educational Science at Heidelberg University and the State University of New York at Stony Brook, NY, USA. He earned his doctoral degree with a work on cerebral hemodynamics before completing specialist training in General Medicine, Care of the Elderly and Emergency Medicine. Christoph has worked in the German and UK healthcare systems for 20 years as a Consultant and GP. Over the last 10 years he has developed an interest in E-Health with a focus on smart devices, virtualisation and cloud computing. Christoph is Professor of E-health at Edinburgh Napier University and has been involved in research on national and international level and work for the European Commission. Christoph also serves on the British Medical Association’s Scottish Medical Academic Staff Committee.

Vivian Vimarlund is Professor of Health Informatics at Jönköping International Business School and Professor of Informatics at Linköping University. Prof. Vimarlund has since 1989 conducted research within informatics with special focus on methods and models to evaluate the impact of the implementation and use of IT in healthcare, and business models in Public Information Systems and electronic markets. She has a wide experience in management and leadership and serves as Director of the Research Center (CENIT/IS) and Head of the Department of Informatics at Jönköping International School. She is the coordinator of the National eHealth Network and member of the European evaluation group in health informatics. Professor Vimarlund has many scientific publications in journals of high relevance in the area of evaluation of use of ICT in health and social care. She currently supervises four doctoral students who perform research in the area of evaluation of eHealth and innovation.

Maro Vlachopoulou is a Professor at the Department of Applied Informatics, University of Macedonia, Greece. Her professional expertise, research and teaching interests include: Marketing Information Systems, Internet marketing, E-Commerce, e-mobile Business/marketing, social media/networks and marketing, Enterprise Resource Planning, Customer Relationship Management systems, Supply Chain Management Systems, Knowledge marketing management systems, e-supply chain management, e-logistics, with particular emphasis on specific applications (e.g. health, government, tourism, agrifood, environment.). She has published over 100 papers in scientific journals and organized numerous of conferences. Throughout the years, her work has exceeded in many academic associations and she has directed many European research programs.

Tania von der Heidt is a Lecturer in Marketing at Southern Cross University, where she teaches marketing principles, consumer behaviour, marketing research and services marketing at undergraduate level domestically and offshore. Her current research interests include innovating the marketing curriculum by embedding creative problem solving, education for sustainability marketing and experiential learning. Tania’s PhD investigated the role of multi-stakeholder interorganisational collaboration in product innovation. Her industry research activities are focused on examining environmental regulation of rail using mixed method research. Tania has over 25 refereed publications in areas covering collaborative product innovation, environmental and sustainability policy, higher education and marketing issues. These have appeared in publications, such as Competition and Regulation in Network Industries, Energy Policy, Futures, International Journal of Entrepreneurship and Innovation Management, Journal of Management & Organisation and The Australian Journal of Business and Informatics (Carpe Diem), as well as Australian and New Zealand Marketing Academy and Australian and New Zealand Academy of Management conferences.
Ye Diana Wang is an assistant professor of Applied Information Technology at George Mason University, USA. Her research interests include E-Commerce, Information Retrieval (IR) Evaluation, Decision Making Support, and IT and Distance Education. She has published in various journals including Information Processing & Management, Journal of Information Science, Computers in Human Behavior, Journal of Electronic Commerce in Organization, International Journal of Healthcare Technology and Management, and International Journal on E-Learning. She is a member of the American Society for Information Science and Technology (ASIS&T), the Association for Information System (AIS), the Information Resources Management Association (IRMA), and the ACM Special Interest Group on IT Education (SIGITE).

Theodora Zarmpou was born in Greece on 26/10/1982. Theodora graduated from the Technical University of Crete, Department of Electronic & Computer Engineer, Greece in 2006. She obtained her Masters Degree in Management of Information Systems, DSV Department, Royal Institute of Technology, Stockholm, Sweden in 2008. Currently, she is a PhD Student in the Department of Applied Informatics, University of Macedonia, Thessaloniki, Greece. She is, also, a Laboratory Assistant in the Technological Educational Institute of Western Macedonia, Department of Informatics and Computer Technology. Her research area is around mobile marketing, mobile government, mobile information systems, and mobile business. She has participated in international conferences and has published papers in international journals.

Deborah Moraes Zoauin has a Degree in Business Administration from Fundação Getúlio Vargas (FGV) and in Law from Universidade do Estado do Rio de Janeiro (UERJ). She holds a Master’s in Education from UFRJ and PhD in Industrial Engineering (COPPE/UFRJ). Professor of Graduate and Undergraduate courses of the Brazilian School of Public and Business Administration (EBAPE/FGV/RJ). Coordinator of Management Studies in Justice and Security, the Center for Tourism and the Centre for Studies in Entrepreneurship and Sports (FGV/EBAPE). Coordinator of specialization courses in the areas of safety, sports, tourism and education (FGV/IDE). Director and Editor of the Journal of Public Administration (RAP) from 1982 to 2011. Vice-Director of EBAPE/FGV from 2005 to 2010. Head of the Center for Education and Research EBAPE/FGV from 2002 to 2010. Dean of graduate FGV/RJ from 2003 to 2010. Institutional Researcher MEC/INEP FGV/RJ from 2008 to 2010. Author of several articles published in scientific journals and books in her areas of research.