About the Contributors

Angela Lin is a lecturer in Information Systems in Information School at the University of Sheffield. She has a degree in Economics and received a PhD in Information Systems from London School of Economics and Political Science, University of London. Her research takes a socio-technical view of organizational process of information systems implementation and adoption. She is particularly interested in the social and political environments in which information systems are implemented and adopted and the changes brought by the information systems to those environments. Her recent research focuses on E-Commerce in particular consumer’s use of the Internet and Social Media as means of gathering information during the decision making process. Angela is working currently working with her PhD students on the topic of strategic adoption of Business to Business (B2B) among Chinese SMEs and eGovernment project in Saudi Arabia. She publish her work in European Journal of Information Systems, Journal of Information Management, and Journal of Global Information Management.

Jonathan Foster is a lecturer at the Information School, University of Sheffield. His research interests are in information science and informatics. He has recently completed a UK Arts and Humanities Research Council Beyond Text research project on the implementation and evaluation of interactive archives for new media artworks; and he has also been involved in a number of teaching and learning grants investigating curriculum development for students of information and related sciences; the most recent of which has been in the area of the digital economy. Prior to this he worked in a London-based electronic publishing house. He received a PhD Information Studies, and a MEd Teaching and Learning, from the University of Sheffield, UK; and an MSc Information Systems from Brunel University, UK.

Paul Scifleet is a Research Fellow with the School of Information Studies at Charles Sturt University, New South Wales, Australia. He has previously held positions with the Discipline of Business Information Systems at the University of Sydney and the University of New South Wales, and more recently, as a Visiting Scholar with the Information School at the University of Sheffield and the Royal School Library and Information Science, Copenhagen. Paul’s research focuses on the organisation of knowledge in virtual spaces. He is interested in the design and management of information resources in networked environments, and in particular, the challenges individuals and organisations face in practice. He is concerned with the ways digital networks and information flows shape (and are shaped by) social and organisational communication and the changing dimensions of this for documenting society.

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Helén Anderson has been Professor of Business Administration, especially Marketing, at Jönköping International Business School since 2003. She obtained her Ph.D. from the Stockholm School of Economics in 1994 and was appointed associate professor at Linköping University in 1998. From 2013 she is the Dean for the Faculty of Business and Economics at Linnaeus University in Sweden. Her current research interests are in business dynamics especially within business networks, innovation and product development, strategic change, and mergers and acquisitions. Helén most recent publication is an edited book called Mergers and Acquisitions - the Critical Role of Stakeholders (Anderson, H., Havila, V., and Nilsson, F., eds. 2013). She has previously published in journals such as Frontiers of Entrepreneurship Research, Industrial Marketing Management, Journal of Brand Management, Management of Environmental Quality, Nordic Organization Studies, Scandinavian Journal of Management and Supply Chain Management.

Martin Bastek is a consultant at Deloitte in Germany. He holds a BSc. From the Technical University of Munich and a MCom from the University of Auckland. His current research and work interests include IS services and enterprise architecture management.

Harold Cassab was a senior lecturer in the Department of Marketing, The University of Auckland Business School. He held an MSc in Management Science from Case Western Reserve University and a PhD in Marketing from the University of Washington. His research interests evolved around service innovation and design, with emphasis on tactical and strategic choices that drive consumer response to innovative market offerings. Harold’s work appears in the Journal of Service Research, Journal of Service Management, Journal of Retailing and Consumer Services, Service Science and the International Journal of Productivity and Performance Management. He was an active author and reviewer in the major service research journals. He passed away on June 17, 2011 while his chapter was still in press.

Efthymios Constantinides is Assistant Professor in Marketing/E-Commerce in the School of Management and Governance at the University of Twente, The Netherland. He received a PhD on Marketing in Virtual Environments from the University of Twente. Prior to joining University of Twente Efthymios worked for Ericsson and KLM and as Senior Lecturer Marketing for the International Agricultural College Larenstein. He is also visiting Lecturer of the TSM-SWOT Business School in Enschede. Efthymios’ research interests include strategy in virtual environments, E-Marketing and online consumer behaviour. His more recent research focused on the role of the Social Media as source of customer voice, as Marketing tools and their impact on publics and organizations in national or multicultural settings. An area of focus for current and future research is the area of Co-Innovation, namely the potential of the Social Media as innovation platforms. He is co-initiator of the Social Media Research Center (SOMERE) which studies the effects of social media on various business areas and industries.
Lesley Gardner is a Senior Lecturer and Deputy HOD, in the Department of Information Systems and Operations Management, University of Auckland Business School, University of Auckland, New Zealand. She received her PhD from London School Economics and Political Science, University of London, in the field of hypermedia. Lesley’s research interests covers several areas including social media, hypermedia, educational assessment and learning and heritage data handling. She has published widely in the fields of service science, e-learning and social media among others. Her current research focuses on the analysis of social media trends and the construction of a meta framework to study these phenomena; the applications of ‘out of the box’ technologies which enhance assessment performance both in terms of time and educational outcome and feedback; and cultural heritage management and hypermedia, its application and use.

Miguel Gómez-Borja is Associate Professor of Marketing at School of Economics and Business of Albacete, Spain. Miguel has a degree in Economics and Business Administration from the University of Valencia and a PhD in Business Administration from the University of Castilla-La Mancha. His research focuses on the impact of new information technologies on retailing management, international retailing, consumer behaviour in virtual environments, and online marketing research tools and applications. He also works on topics related to marketing for non-profit organizations, developmental aid and sustainable development programs and tools. Miguel’s work appears in various journals including American Journal of Business Information, Journal of Business Case Studies, Review of Business Information Systems, and African Journal of Business Management.

Carlota Lorenzo-Romero is Associate Professor in Marketing in the Business Administration Department, Faculty of Economics and Business of Albacete, University of Castilla-La Mancha (Spain). She has a degree in Business Administration and received a PhD in E-Marketing from University of Castilla-La Mancha. Carlota’s research interests including the areas in Electronic commerce, Web 2.0, Social Networking Sites, store atmosphere, e-merchandising, online consumer behaviour, marketing research, experimental designs, and quantitative analysis. She has participated in several international and national conferences (e.g. EMAC, ICEIS, EIRASS, EC-Web, and so on) and she has published some papers in international and national journals such as Cyberpsychology, Behavior and Social Networking Sites, Social Behavior and Personality, Internet Research, International Journal of Internet Marketing and Advertising, International Retail and Marketing Review, etc., and several international and national book chapters. She is a member of the Internet Research’s Editorial Board and she participates in several national and regional projects related to new technologies research field.

as President of AIS in 2006-2007. He also served as Chair of the International Federation of Information Processing (IFIP) Working Group 8.2 from 2006-2008, as a Senior Editor of MIS Quarterly from 2001-2005 and as a Senior Editor of Information Systems Research from 2008-2010. He continues to serve on the editorial boards of various journals.

**Maurice Peat** has a PhD in Finance from University of Technology, Sydney (UTS) in the area of distress modelling. He joined the university in 2004 from UTS, where he held a senior lectureship in the Faculty of Business. He taught in both the School of Finance & Economics and Business Information Systems during his 15 year tenure at UTS. Maurice’s current research interests cover such topics as credit risk and corporate distress analysis, a managerial decision context for financial analysis, the economics of restructuring transactions and risk management in the energy sector.

**Fethi Rabhi** is a Professor in the School of Computer Science and Engineering at the University of New South Wales (UNSW) in Australia. His main research areas are in service-oriented software engineering with a strong focus on business and financial applications. He completed a PhD in Computer Science at the University of Sheffield in 1990 and held several academic appointments in the USA and the UK before joining UNSW in 2000. He has over 120 refereed publications (including 3 books) and has also been leading several research projects in the UK and Australia with funding from both Industry and Research Councils. He has also been involved in the development of several commercial software products through collaborative grants. His current research projects are in the area of large-scale news and financial market data analysis. He is a member of the Australian Computer Society (ACS) and the IEEE Computer Society.

**Ammar Rashid** is a Lecturer in the Department of Business Information Systems at Auckland University of Technology (AUT), New Zealand. Prior to joining the department, he worked as a system administrator and project manager and involved in information systems design, development and implementation projects in both profit and nonprofit organizations. His research interests are in the areas of enterprise systems, business process innovation, information systems support and maintenance, cloud computing and service systems. Ammar’s current research investigates the role of systems support and maintenance in supporting business process innovation at the post-adoption of information systems. He has published his research in various peer reviewed conferences and international journals including International Journal of Innovation and Learning, Journal of Electronic Commerce Research and peer reviewed conference proceedings.

**Calum Robertson** is a Market Data Analyst at Sirca in Australia. His main research interest is in the effect of news on financial markets. He completed a PhD in Computer Science at the Queensland University of Technology on this topic, after years working in the finance industry. He has worked directly or indirectly for Sirca ever since, including a period as a Senior Research Fellow at University of New South Wales. He is currently working closely with Thomson Reuters to improve the quality of their news archive, and the resulting sentiment scores for the Thomson Reuters News Analytics product.
Olga Sasinovskaya is a PhD candidate and a lecturer at Jönköping International Business School (Sweden). She is also a member of MIT Research School and PIEp Research School. She holds a Master degree (M.Sc.) in Business Administration and Business Law from Lund University (Sweden) and Bachelor degree in Business Administration from Moscow Technical University of Communications and Informatics (Russia). Olga teaches marketing and management subjects at graduate and undergraduate level, focusing on the topics related to e-commerce, e-marketing, and technology management. Her research interests have emerged within the field of Innovation Management, with a focus on online communities and virtually designed collaborative environments. She also studies the ICT impact on business and society in general (e.g. e-health and e-participation). In her recent research Olga explores online design community development to apprehend the underlying mechanisms of its evolution and the role of different actors.

Felix Tan is Professor of Information Systems, Head of the Department of Business Information Systems and Director of the Centre for Research on Information Systems Management (CRISM) at Auckland University of Technology, New Zealand. He was the Editor-in-Chief of the Journal of Global Information Management from 1998 to 2012; and served on the Council of the Association for Information System from 2003 to 2005. He has held visiting positions with the National University of Singapore, The University of Western Ontario, Georgia State University, The University of Hawaii at Manoa and Indiana Wesleyan University. Felix is internationally known for his work in the global IT field. His other research interests include user behavior in e-commerce, m-commerce and Web 2.0 and IS strategy, management and governance. Felix has published in MIS Quarterly, Information & Management, Communications of the AIS, IEEE Transactions on Engineering Management, IEEE Transactions on Personal Communications, Information Systems Journal, Journal of Information Technology, International Journal of Electronic Commerce, Communications of the ACM as well as other journals and refereed conference proceedings.

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William Wang is Associate Professor in the Department of Business Information Systems at Auckland University of Technology (AUT), New Zealand. His research interests are in the areas of supply chain management, global supply chain configuration, and business process re-engineering. William’s research highlights some interesting interdisciplinary issues concerning B2B integration, enterprise systems adoption & maintenance, and supply chain configuration for large firms and SMEs. William not only conducts research projects in the areas of his interest but also provides consulting service to businesses in Australasia and Asian regions. He has also been involved in the projects of planning the implementation of Enterprise Systems such as SAP and MS Dynamics projects. His work appears in Information Systems Journal, Journal of Global Information Management, International Journal of Production Economics, International Journal of Production Research, Supply Chain Management – an International Journal, Journal of Electronic Commerce Research and proceedings of international conferences. William also serves on the editorial board/advisory board of several international journals.