About the Contributors

**Yousif Al-Bastaki** received a BSc. degree from University of Bahrain, MSc. from University of Leeds, UK, and a PhD degree from University of Nottingham, UK. Recently he has been appointed as an IT advisor at the Deputy Prime Minster at the Kingdom of Bahrain and previously worked as the Dean of College of IT at the University of Bahrain. Currently, he is an associate professor and the Dean of Admission and Registration at the University of Bahrain. His research interests are neural networks, genetic algorithms e-learning, distance education, and e-government strategies and implementation.

**Amani Shajera** is a head of the Quality Assurance and Organisational Excellence Unit at the University of Bahrain (UOB); she is also a lecturer at the College of Business Administration at UOB. She has participated in various national, governmental, and United Nations projects. Amani holds a Masters degree in Total Quality and Performance Management from University of Bradford, School of Management, UK. Her research interests are Public Sector Management, Knowledge Management, Human Resource Management, and Organisational Performance. She has published papers in those fields, and she is co-editor of *Building Competitive Public Sector with Knowledge Management Strategy*.

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**Abu Hassan Abu Bakar** is currently teaching Project and Construction Management Courses at both undergraduate and graduate levels at the School of Housing, Building, and Planning. He has been involved in teaching and practicing construction management and other related works since 1980. He has successfully supervised a number of PhD and Masters students and is currently undertaking supervision on a number of international and local post graduate students. As an academician, he has also been involved in numerous studies and consultancies in the related fields. He has published a book and a number of chapters in books and numerous articles in international refereed journals and proceedings. His past studies covered areas of his interest in construction industry development, technology transfer in construction, project and construction management, risk management, and strategic management in construction. Currently, he is researching in areas related to knowledge management in construction,
value-based procurement system, and sustainable construction. He has served the United Nations through United Nations for Projects and Services (UNOPS) to manage a reconstruction and rehabilitation of post disaster project of 300 units of primary schools in Aceh and Nias Island, Indonesia, in 2006/07. To date he has received 3 Excellent Service Awards for his service to the university.

Temtim Assefa is a lecturer in Information Science Department of Addis Ababa University, Ethiopia. He also served as Chairperson for the Department of ICT education in College of Education in the same university. He taught different IT courses for about 8 years. Before he joined the university, he worked in different government organizations as a researcher in National Urban Planning Institute and as System Analysis Team Leader in Ethiopian Science and Technology Commission. He published different conference papers and journal articles. He is currently finishing his PhD in the IT PhD Program at Addis Ababa University. His main research interest is knowledge management, research methods in Information Technology, and ICT integration in organizations. He is also interested in development works such as system development, Web design, and GIS application.

Carlo Bagnoli is Associate Professor of Business Policy and Strategy at the Department of Management, Ca’ Foscari University of Venice (Italy). He received a Ph.D. in Business Economics at Ca’ Foscari University of Venice. He was visiting research fellow at the University of Florida (USA). He is Scientific Director of the Strategic Innovation Business Centre in Portogruaro-Venice (Italy). His research interests include knowledge management, competitive strategy, and business model innovation. Carlo’s research work has been published in various outlets including the Journal of Business Economics and Management, Industrial Management & Data Systems, and Journal of Management and Governance.

Neeta Baporikar, Professor (Strategic Management and Entrepreneurship), is currently on an academic assignment with Sultanate of Oman, Ministry of Higher Education (MOHE), as Head, Scientific Research Department Salalah College of Applied Sciences. With more than a decade of experience in industry, consultancy, and training, she made a lateral switch to research and academics in 1995. Dr. Baporikar holds D.Sc (Management Studies) USA, PhD in Management, University of Pune, India, with MBA (Distinction) and Law (Hons.) degrees. Apart from this, she is also an External Reviewer Oman Academic Accreditation Authority, Accredited Management Teacher, Qualified Trainer, Doctoral Guide, and Board Member of Academics and Advisory Committee in accredited B-Schools. Reviewer for international journals, she has to her credit several refereed research papers and authored books in the area of Entrepreneurship, Strategy, Management, and Higher Education.

G. Scott Erickson is Professor of Marketing in the School of Business at Ithaca College, Ithaca, NY. He holds a PhD from Lehigh University, Masters degrees from Thunderbird and SMU, and a BA from Haverford College. He served as Fulbright Research Chair at The Monieson Centre for the Study of Knowledge-Based Enterprises at Queen’s Business School, Kingston, ON in 2010/2011. He has published widely on intellectual property, knowledge management, and competitive intelligence. His most recent book, Intelligence in Action: Strategically Managing Knowledge Assets, with Helen N. Rothberg, was published by Palgrave Macmillan in 2012.
About the Contributors

Robert Flynn holds a PhD in Complexity and Change Dynamics, a Masters Degree in Organisational Psychology and a Bachelor of Business Studies (Honours) in Economics. In addition to these qualifications, Robert has also completed many training programmes including negotiation skills, rapport building, advanced HR skills, organisation development, interactive planning, and knowledge management. For more than two decades, Robert has held senior positions as a consultant in the Human Resources and Organisational Development industry. These roles have provided him with a wide range of expertise to provide excellent consulting services for the design, development, and delivery of customised training programs across HR and OD topics.

Simon French is the Director of the Risk Initiative & Statistical Consultancy Unit (RISCU) in the Dept. of Statistics at the University of Warwick. Previously, he held posts at the Universities of Manchester and Leeds and at Manchester Business School. His research interests lie in the areas of decision analysis, decision support systems, and knowledge management.

Joaquín Gairin is a Professor of Teaching and Educational Administration, Director of the Organisational Development Research Group (EDO), and international advisor. He is former Director of Educational Sciences Institute, former Dean of the Faculty of Education, and currently, Director of the Applied Pedagogy Department at the Universitat Autònoma de Barcelona. Recently, he finished two projects for promoting educational management and leadership in Latin America, funded by the Spanish Agency for International Development Cooperation. He is currently leading a project for widening access to higher education for underrepresented groups as well as for nontraditional learners in Latin America. His research interests include educational administration and leadership, knowledge management, organisational development, and professional development.

Monica J. Garfield is an Associate Professor in Computer Information Systems at Bentley University, Waltham, MA, USA. Her research focuses the use of IT to enhance knowledge creation and sharing as well as socio-technical issues that impact the use and implementation of telemedicine networks and services. She holds an A.B. from Vassar College, an M.B.A. and M.S. from Boston University, and a Ph.D. in MIS from the University of Georgia. Her work has appeared in such journals as Information System Research, MIS Quarterly, Communications of the ACM, and Journal of Management Information Systems.

Mahmood Ghaznavi has 12 years of professional experience in the field of Banking and Information Technology (IT). As a middle-level professional in the State Bank of Pakistan, he was involved in planning and managing IT initiatives/investments of the Bank. He is currently pursuing his PhD degree in Knowledge Management (KM) from Massey University, New Zealand. His PhD research is about informal (personal) knowledge networking among professionals. He is particularly looking at how informal networks can help to improve individual task performance and organisational learning. He also works for New Zealand Knowledge Management (NZKM) network – a group of 600 industry professionals who have interest in KM. He has presented his research papers in many international conferences and won the best paper award in the 12th European Conference on Knowledge Management.
Salman Iqbal is a Lecturer in Pakistan. Currently, he is doing PhD in HRM at Massey University, Palmerston North, New Zealand. He received a B.E. degree from Pakistan and later M.B.A. from University of Wollongong, Australia. His research interests include HRM, knowledge management, and organisational learning. During his PhD, he presented his research work in four international conferences. One of his research papers was nominated as the best PhD paper in Bangkok, Thailand. He has also contributed a book chapter in an edited book. Apart from his academic research, he has written a couple of magazine articles in Human Resources Magazine (HRINZ).

Bwalya Kelvin Joseph is a Senior Lecturer in Computer Information Systems at the Department of Library and Information Studies, University of Botswana. He holds a PhD in Computer Information Systems (Information Management) from the University of Johannesburg, a Masters in electrical and computer science from Korea Advanced Institute of Science and Technology, and Bachelors Degree in electrical engineering from Moscow Power Engineering Technical University. Kelvin has over 40 peer-reviewed publications and has presented at over 20 conferences worldwide. His research interests lie in computer information systems (e-Government, databases, business process modeling, semantic information retrieval and analysis, etc.).

Philippe Jourdeuil is the Senior Director, Enterprise IM/IT Strategic Services at the Department of Aboriginal Affairs and Northern Development Canada. He served as an Officer in the Canadian Army in the Artillery and Signals corps for 32 years, holding a variety of command and staff appointments. In his six years as a government executive, he led knowledge, information, and technology management portfolios. As the CIO of Defence R&D Canada, he championed the simplification of work processes using Web based applications to support common processes for collection and sharing of consistent data. He contributed to the practical application of knowledge and information management capability in the NATO Science and Technology Organization and in the Canadian Government. Mr. Jourdeuil is an ardent proponent of simplifying work and exchanging knowledge and information through personal interaction using modern tools and technology. Currently, Mr. Jourdeuil is leading the development of the Enterprise Architecture and IM/IT planning practices for the Department of Aboriginal Affairs and Northern Development Canada.

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Verena Marshall is an Adjunct Professor to the Curtin Graduate School of Business and Senior Associate with the Futures Group, Perth, Western Australia. Verena has over 25 years’ experience as a HR manager and organisational development consultant in national and international, private and public sector organisations. This experience includes positions in health organisations (United Kingdom and Australia), United Nations (Vienna, Austria), and the Public Sector (Australia). As an Academic with the Curtin Graduate School of Business, Verena taught and researched in the area of Strategic HR and Skilled Migration. Verena’s continuing relationship with Curtin University allows her to supervise doctoral research and writing of theses, all of which are undertaken for practical application to the workplace. As Senior Associate with the Futures Group, Verena is able to facilitate that application through consulting to both public and private sectors.

Maurizio Massaro has been an assistant professor at Udine University since 2008. Before joining academia, he was founder and CEO of multiple consultancy firms. He has also served as a research centre Vice President in the field of metal analysis. He has been a visiting Professor at Florida Gulf Coast University and enjoys several contacts and research partnerships with universities in the USA, continental Europe, and the UK. His research interests include entrepreneurship, knowledge management, intellectual capital, and sustainability in international business. He is the author of numerous journal articles, book chapters, and conference presentations on these subjects.

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Rodney McAdam is Head of the Department of Marketing, Entrepreneurship, and Strategy, University of Ulster, Jordanstown Campus. He has held a personal chair in Innovation Management since 2004. He has over 140 publications in the areas of knowledge, innovation, quality management, and business improvement. Rodney is a regular speaker at international conferences and has extensive consulting experience in leading public and private sectors throughout Ireland, UK, and Europe. Rodney is also a core member of the Ulster Business School Research Institute.

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**Jamie O’Brien** teaches at St. Norbert College in De Pere, Wisconsin, in the Business Administration Department. His areas of teaching include Management, Organizational Theory, Organizational Behavior and Strategy. He earned his Ph.D. from the University of Limerick, Ireland, in January 2013. His research interests fall predominantly within the management discipline in the knowledge management field. He has continued to focus on building his primary research area in knowledge management while looking for cross-disciplinary opportunities. His dissertation, titled “The Operationalisation of a Knowledge Assessment Framework Adopting a Case Based Approach,” focuses on developing an exploratory knowledge assessment framework and using it as an exploratory lens on the knowledge activities at the organizational level.

**K. Nadia Papamichail** is an Associate Professor in Information and Decision Systems at Manchester Business School. Her publications have appeared in books and journals including *Decision Support Systems, Omega, Journal of the Operational Research Society, Expert Systems with Applications*, and *Artificial Intelligence*. She recently co-authored a Cambridge University Press book on *Decision Behaviour, Analysis, and Support*. She is Chair of the Decision Analysis special interest group (DASIG), a network of academics and practitioners who role is to promote Decision Analysis in the UK and abroad.
**About the Contributors**

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**Sepani Senaratne** is a lecturer in construction management attached to the School of Engineering, Computing and Mathematics in the University of Western Sydney, Australia, since December, 2012. Before this, she was in the Department of Building Economics, Faculty of Architecture, University of Moratuwa, Sri Lanka. She obtained a First Class Honours in BSc in Quantity Surveying and also has a PhD from the Research Institute for the Built and Human Environment (BuHu), University of Salford, UK.

**Albert J. Simard** is the Knowledge Manager for Defense R & D Canada, Directorate of Knowledge and Information Management. He coordinated development of two award-winning, automated National Forest Fire Information Systems. He also developed knowledge management projects, programs, and strategies for the Canadian Forest Service and Natural Resources Canada, including an access to knowledge policy and a knowledge services framework for government S&T organizations. Internationally, he developed strategic plans and frameworks for two global information networks related to disaster management and forestry. He recently led development of a modeling framework for the Canadian Food Inspection Agency. He has published more than 200 scientific and management articles and given 300 presentations on forest fires and knowledge management. Currently, Dr. Simard is developing a knowledge services agenda and architecture that adapts knowledge management to support the business strategy for Defence R&D Canada.
Paul Toulson is interested in the whole area of people in enterprises as valuable resources, and also measuring the impact of HR practices and interventions in terms of their strategic contribution to the objectives of the organisation (HR metrics). He has been involved in a major research programme involving valuing HR since 2004. Over the past five years, his work has also extended to the area of Knowledge Management (KM). His focus is on the human aspects of KM. His work has international links in the United Kingdom and Colombia. His research interests also continue in the HRM selection and appraisal areas, strategic HRM, and also human capital as a part of intellectual capital.

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Tim Walker is Head of Waste Management at Belfast City Council, a post he’s held since 1997 during which he’s worked closely with neighbouring councils to assist in the development of arc21, a collaboration of councils’ waste services in Northern Ireland. He has a number of professional and academic qualifications and has contributed to a number of national and local professional institutes and local government groups. Over the past ten years, Tim has also advised Government and Ministers through a variety of waste boards. He has published over ½ dozen peer-reviewed articles and has received awards and citations for his work. Tim was the Regional Chair for the RSA for 5 years.
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