About the Contributors

Amar Gupta is Tom Brown Endowed Chair of Management and Technology; professor of entrepreneurship, management information systems, management of organizations, and computer science at the University of Arizona since 2004. Earlier, he was with the MIT Sloan School of Management (1979-2004); for half of this 25-year period, he served as the founding codirector of the productivity from information technology (PROFIT) initiative. He has published over 100 papers, and serves as associate editor of *ACM Transactions on Internet Technology* and the *Information Resources Management Journal*. At the University of Arizona, professor Gupta is the chief architect of new multidegree graduate programs that involve concurrent study of management, entrepreneurship, and one specific technical or scientific domain. He has nurtured the development of several key technologies that are in widespread use today, and is currently focusing on the area of the 24-Hour Knowledge Factory.

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Thomas Abraham is a professor and Chair of the Department of Management at Kean University. He received his PGDM (MBA) from the Indian Institute of Management, Bangalore, and his PhD from the University of Massachusetts. He is a member of the New Jersey Chapter of the Society for Information Management (SIM) and the Association for Information Systems (AIS). His research interests include global supply chains and MIS education. He has been a consultant at various companies including Sony and BMG, and his research has appeared in *Decision Support Systems, Journal of Information Systems Education, Journal of Electronic Commerce in Organizations* and others.

John ”Skip” Benamati is an associate professor of MIS in the Richard T. Farmer School of Business Administration at Miami University, Oxford, OH, USA. His major research interests are changing IT, IT management, and IT strategy. His work has appeared in the *Journal of MIS, Communications of the ACM, Information and Management, Journal of Information Technology and Management, Information Strategy: The Executive’s Journal*, and elsewhere.

Christine V. Bullen joined Stevens Institute of Technology in August 2002, where she is coordinator for strategic issues in IT and director of the IT outsourcing concentration. Her current research focuses on IT workforce trends and the impacts of sourcing practices. Bullen was a distinguished lecturer at Fordham University, and for 17 years she was the assistant director of the MIT Center for Information Systems Research, where her research focused on strategic planning for the IT function, the organizational impact of IT, and the launching of the concepts of critical success factors and IT strategic alignment.
She received her MS in Management from the MIT Sloan School, and will shortly be awarded the PhD degree from Stevens Institute of Technology.

Yuanyuan Chen jointed JS3 Global, LLC as a research fellow in June 2007. She expects to receive her PhD degree in Information Systems soon from Goizueta Business School in Emory University. She has also earned an LLM (Master of Law) from Emory Law School. Before joining JS3 Global, Yuanyuan served as a research scholar in an album sales forecasting project for the music industry, as a system analyst for HSBC Bank USA, and as a legal counsel in one of the top-20 Chinese business enterprises (Chinese Electronics Import & Export Corp). Her research is at the intersection of technology and law. In her doctoral study, she examined how law, culture, contracting behavior, and communication technology shape the business model of information technology, business process, and knowledge-based process outsourcing. Parts of her work have been published and presented at conferences of Academy of Management and INFORMS; additional papers will appear in print soon.

Igor Crk is currently pursuing a doctoral degree in Computer Science at the University of Arizona. He holds a master’s degree in Computer Science from the University of Arizona. Current research interests include context-driven energy management in operating systems and the 24-Hour Knowledge Factory model for distributed agile software development.

Nathan Denny is currently pursuing a doctoral degree in computer engineering at the University of Arizona. He holds a master's degree in computer science from Southern Illinois University, and has previous publications in design automation for reliable computing, knowledge management, and computer and Internet security. His current interests include the 24-Hour Knowledge Factory and distributed agile software development.

Kevin Gallagher is an assistant professor in the Department of Business Informatics in the College of Informatics at Northern Kentucky University. He holds a PhD in Management Information Systems from the Weatherhead School of Management at Case Western Reserve University in Cleveland, Ohio. Before his career in academia, he worked as an IT manager and consultant. His teaching, research, and consulting interests include strategic change, business agility, IT governance, knowledge management, and IT workforce development.

Auroop R. Ganguly is a scientist within the computational sciences and engineering division at the Oak Ridge National Laboratory (ORNL) in Oak Ridge, TN, USA. Since August of 2004, he has been at his current position with ORNL, where his research involves the development of mathematical algorithms, specifically focusing on knowledge discovery from disparate data for high-priority application domains including the hydrologic sciences, climate change, transportation security, sensor networks, logistics, and disaster preparedness. He has more than 5 years of prior experience in the software industry where he has contributed to, and managed the development of, analytical products for data mining and decision support with applications.

David A. Gantz is Samuel M. Fegtly professor of Law and Director of the International Trade and Business Law Program at the University of Arizona, James E. Rogers College of Law in Tucson, Arizona, and serves as Associate Director of the National Law Center for Inter-American Free Trade.
About the Contributors

He is a graduate of Harvard College and Stanford Law School. Professor Gantz served with the U.S. Agency for International Development law reform project in Costa Rica and as a law clerk with the U.S. Court of Appeals for the 9th Circuit. At the Office of the Legal Adviser, U.S. Department of State, from 1970-1977, he was the chief lawyer responsible for Inter-American affairs. From 1977-1993, he practiced international trade and corporate law in Washington, D.C. He joined the law faculty at Arizona in 1993. He has served as a binational panelist under the dispute resolution provisions of the CFTA and NAFTA, and has written extensively on NAFTA, NAFTA, and WTO dispute resolution, regional trade agreements, foreign bribery and other international trade, investment, and environmental law issues.

Raj K. Goyal is Mallinckrodt professor of Medicine, Harvard Medical School, and staff physician at the VA Boston Healthcare System (VABHS). He earned his MBBS from Amritsar Medical College, Panjab University, and his MD from Maulana Azad Medical College, University of Delhi, in India. Following postdoctoral training at Yale University, he joined Baylor College of Medicine in 1971, and the University of Texas Southwestern Medical School in 1973. In 1978, he became chair of the Division of Gastroenterology at the University of Texas in San Antonio. In 1981, he joined Harvard Medical School and became chair of the Division of Gastroenterology at Beth Israel Hospital in Boston. He was later recruited to the VABHS, and served as Associate Chief of Staff for Research and Development at the VABHS from 1995 to 2005. Dr. Goyal is an eminent gastroenterologist, and an investigator whose research has provided some of the important advances in our understanding of esophageal and gastric physiology and diseases including Barrett’s esophagus, enteric neurotransmission, and the physiology and pathophysiology of esophageal and gastric motility. He provided the first evidence for the existence of muscarinic receptor subtypes. His work forms the basis of many current concepts regarding the regulation of esophageal sphincters, esophageal peristalsis, esophageal noicceptors, gastroparesis, and Barrett’s esophagus. Dr. Goyal has served on numerous editorial boards and was editor-in-chief of *Gastroenterology* from 1986 to 1991. He was the Founder President of the American Motility Society and is the recipient of its Distinguished Achievement Award.

Rajen K. Gupta is a professor of Organizational Behavior. He holds a first degree in Electrical Engineering from IIT Kanpur and is a Fellow of IIM Ahmedabad. He has worked in the State Bank of India and Jyoti Ltd before moving to IIM Lucknow and then to Management Development Institute as a faculty member. He is a member of the international editorial board of the *International Journal of Cross-Cultural Management* (Sage) and of the *Journal of Research Practice*. He is the founding member of the National HRD Network and professional member of ISABS. His main passion is to create and apply ideas that are suited to Indian culture and context. He would like to see Indian organizations achieve world-class effectiveness, and see MNCs to adapt well to the Indian context.

Whitney Hollis is a senior at the University of Arizona in Tucson, majoring in International Studies, where she focuses on economic business development. She also has two minors in French and Business. She has received various scholarships and honors from the University of Arizona. She has had the chance to travel the globe to learn about different countries and visit businesses in parts of Asia, Europe, and West Africa. She hopes to study globalization and development in third-world countries, particularly in parts of Asia and West Africa.
Keith A. Joiner, MD, MPH, is the Vice Provost for Medical Affairs and Dean of the College of Medicine at the University of Arizona. Prior to that, he was the Waldemar von Zedtwitz Professor of Medicine, Cell Biology, and Epidemiology at the Yale University School of Medicine, and Chief of the Section of Infectious Diseases in the Department of Medicine. Dr. Joiner received his undergraduate degree from the University of Chicago and his MD degree from the University of Colorado. His residency training was at McGill University and his Infectious Diseases fellowship training was at Tufts-New England Medical Center. He was senior investigator and chief of the Unit of Microbial Pathogenesis at the National Institutes of Health in Bethesda, MD for 9 years before moving to Yale University in 1989. His laboratory at Yale investigated the mechanism by which two obligate intracellular pathogens, Plasmodium falciparum and Toxoplasma gondii, obtain required nutrients from the host cells in which they reside. He developed and directed the Investigative Medicine program at Yale. At the University of Arizona, Dr. Joiner is leading a dramatic expansion of the College of Medicine, the only allopathic medical school in the state of Arizona. In Tucson, faculty and program growth are underway at multiple new facilities and sites, including University Physicians Hospital-Kino, University Medical Center North and the newly completed Medical Research Building. In Phoenix, the University of Arizona College of Medicine Phoenix Program, in collaboration with Arizona State University, will begin in the summer of 2007. The Phoenix program of the College of Medicine also has important interactions with other research institutes and health care entities, including the Translational Genomics Research Institute, Banner Good Samaritan, Catholic Health Case West, the Maricopa Integrated Health System, Scottsdale Health Care, Sun Health Research Institute, and the Carl T. Hayden Veterans Administration Health Care System.

Kate M. Kaiser, associate professor of IT at Marquette University, researches future IT skill needs and the impact of offshore outsourcing from Ireland, Russia, and India through research grants from the Sloan and 3M Foundations. Kaiser received her MBA from Kent State University and her PhD from the University of Pittsburgh.

Jeremy A. Kreyling graduated from Arizona State University with a BS in Geographical Information Systems, in 2000. He worked with Sunnyside Unified School District from 2001 to 2007 as a program evaluator. He received a masters in Business Administration from the Eller College of Management at the University of Arizona in 2007, and currently works as a SAP consultant with Bytesys Technologies, Inc.

Christopher Leet is a recent graduate of the University of Arizona, Eller College of Management, where he graduated with honors, magna cum laude. He majored in entrepreneurship and business management. Christopher has worked in developing content format conversion of music and video for Digital Music Group, and worked with Google to upload the content and information for public use. He worked with Filter Magazine and Records to extend its online advertising. Christopher is currently employed with the Intuit Corporation as a financial associate.

Shivram Mani, currently a software engineer at Yahoo! Inc., did his masters majoring in Computer Science in University of Arizona. His interests include data management and knowledge based search. He has developed software prototypes and tools to facilitate an innovative collaboration model for a 24-Hour Knowledge Factory setup.


**About the Contributors**

**Ram B. Misra** is an associate professor in the Department of Management and Information Systems at Montclair State University, Montclair, NJ, USA. Prior to joining Montclair State University, Dr. Misra was an executive director at Telcordia Technologies (formerly Bell Communications Research). He has over 20 years of telecom industry experience that spans Bell Labs, Bell Communications Research, and Telcordia Technologies. He received his PhD in Operations Research from Texas A&M University, College Station, Texas. Before joining Bell Labs, he taught as an assistant professor at Texas A&M University and the University of Houston. Also, he earned an Executive MBA (Beta Gamma Sigma) from Columbia School of Business, Columbia University, New York. Dr. Misra has published in *IEEE Transactions*, *the International Journal of Management Research*, *the International Journal of Production Research*, *the Naval Logistics Review* and the *Decision Sciences Journal of Innovative Education*, *the Journal of Innovative Education in Decision Sciences*, *the Journal of IT Cases and Applications*, *the Journal of Information Technology and Applications*, *the International Journal of Pharmaceutical and Healthcare Marketing*, *the i-Manger’s Journal of Management*, *the Information Technology Journal*, and *The Journal of Issues in Informing Science and Information Technology*.

**Amit Mitra** is a senior manager at TCS Global Consulting Practice. Prior to TCS, he was the senior vice president for process improvement and enterprise architecture at GalaxE Solutions. He also holds a black belt certification in the six-sigma, and is the author of several ground-breaking books and papers on knowledge management and process improvement to support business agility and innovation. Amit is also a visiting faculty member at the University of Arizona, which introduced a new course based on his work, and teaches executive classes at the University of California at San Diego on process modeling and Service Oriented Architecture. He led the executive round table on business agility at BPMI’s process improvement think tank 2006 in Washington DC, and has been an invited speaker at several national and international conferences on business modeling and business-IT alignment. Previously Amit was a manager of architecture and e-commerce at Bearing Point, the former chief methodologist at AIG and a former director of architecture at Verizon. He currently provides thought leadership and consulting services on process improvement, methodology, IT governance, enterprise architecture, and IT strategy to some of America’s leading firms.

**Sourav Mukherji** is assistant professor of organization behaviour at the Indian Institute of Management Bangalore, India. An engineer from IIT Kharagpur, Sourav obtained his PhD in management from the Indian Institute of Management, Bangalore. Prior to joining the faculty at IIM Bangalore, Sourav was with the Boston Consulting Group, where he worked as a strategy consultant in projects involving corporate restructuring, mergers and acquisitions, and market-entry strategy for multinational organizations. After completing his engineering, he had worked with information technology firms like IBM and Oracle in various product management functions. Sourav is currently engaged in studying the managerial and organizational innovations that have contributed to the competitiveness of leading Indian organizations in software services, automotive components, and pharmaceutical industries. He has presented papers in international conferences, spoken at corporate forums, and published in peer-reviewed journals on topics related to outsourcing of knowledge intensive services, novel organization forms, and knowledge management. From April 2006, Sourav has assumed responsibility as the chairperson of placement activities at IIM Bangalore, India.
Ravi Sheshu Nadella earned his BE in Computer Science and Engineering from Osmania University, India in 2005. He is currently pursuing his masters in Computer Science at the University of Arizona. He joined the Nexus of Entrepreneurship and Technology and the 24-Hour Knowledge Factory project in 2006. His ongoing research interests include collaborative technologies, peer-to-peer systems, and software development methods.

A.B. Patki obtained his M Tech from Indian Institute of Technology (IIT), Kharagpur in 1975. Presently, he is working as Scientist—G with the Department of Information Technology (DIT), Government of India. He has been a referee for IEEE Transactions on Reliability for over 20 years. His research areas include soft computing, software engineering, and cyber forensics and security. He has been trained in VLSI Design at Lund University, Sweden and Mentor Graphics, USA. He holds a copyright for FUZOS©- Fuzzy Logic Based Operating Software. His hobbies include Hindustani music, homeopathy, and Vedic studies.

Tapasya Patki is a graduate student at the Department of Computer Science at University of Arizona. She is also a part of the Nexus for Entrepreneurship and Technology (NEXT) group at the Eller College of Management, University of Arizona. She has an internship experience of over 6 months at the Department of Information Technology, Government of India, where she specialized in applications of fuzzy logic and rough set techniques. Her areas of interest include software engineering, artificial intelligence, and outsourcing. Presently, she is exploring potentials of soft computing to knowledge management practices and software code obfuscation. She is also a violin soloist and an amateur poet.

Mahesh S. Raisinghani is an associate professor at Texas Woman’s University’s College of Management. He is also the president and CEO of Raisinghani and Associates International, Inc., a diversified global firm with interests in software consulting and technology options trading. Dr. Raisinghani earned his PhD from the University of Texas at Arlington and is a certified e-commerce consultant (CEC). Dr. Raisinghani was the recipient of the 1999 UD Presidential Award, the 2001 King Hagar Award for excellence in teaching, research, and service; and the 2002 research award. As a global thought leader on E-Business and Global Information Systems, he has served as the local chair of the World Conference on Global Information Technology Management in 2001, and the track chair for E-Commerce Technologies Management at the Information Resources Management Association since 1999. Dr. Raisinghani has published in numerous leading scholarly and practitioner journals, presented at leading world-level scholarly conferences, and has served as an editor of two books: E-Commerce: Opportunities and Challenges and Cases on Worldwide E-Commerce: Theory in Action. He serves as the associate editor for JGITM and IRMJ, and is a member of the editorial review board of leading information systems/e-commerce academic journals. He has also served as the editor of three special issues of the Journal of Electronic Commerce Research on Intelligent Agents in E-Commerce and eBusiness Security. Dr. Raisinghani was also selected by the National Science Foundation after a nationwide search to serve as a panelist on the Information Technology/E-Commerce Research Panel and Small Business Innovation Research panel. He has also been involved in consulting activities, and frequently participates in news media interviews on IS issues. Dr. Raisinghani serves on the board of directors of Sequoia, Inc. and is included in the millennium edition of Who’s Who in the World, Who’s Who Among America’s Teachers, and Who’s Who in Information Technology.
About the Contributors

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Jamie Samdal is a master’s student in Electrical and Computer Engineering, Computer Science, and Business Administration at the University of Arizona. She has undergraduate degrees in Computer Engineering and Computer Science and has interned with both IBM and Google. Her research interests include global software development processes, software engineering practices, and collaborative software tools.

Shawna Sando is a senior at the University of Arizona. She is majoring in International Studies with an emphasis on science and technology, and plans to pursue a masters of science degree in physician’s assistant studies. Shawna conducted a field study in southern India in 2006. She presented her research on the use of western technology in Indian childbirth practices at the 2007 Inquiry Conference at Brigham Young University. In her senior thesis work, Shawna intends to incorporate both her field study research, as well as this chapter’s information on medical tourism and telesurgery, to analyze the appropriate use of technology in both Indian and Latin American healthcare settings.

Alyssa Schwender is employed by Lions Gate Entertainment in Santa Monica, California, as the assistant to the executive vice president of corporate development in the Strategic Planning department. She is a graduate of the Eller College of Management at the University of Arizona, and also received her International Business Certificate through the college. While attending this university, Alyssa was actively involved with Delta Sigma Pi, a professional business fraternity, and was awarded the Phi Kappa Phi Outstanding Senior award for May 2007.

Satwik Seshasai is the development manager for QuickPlace, IBM’s enterprise team collaboration platform, and is currently pursuing a doctoral degree in engineering systems at the Massachusetts Institute of Technology. He holds two master’s degrees from MIT, in computer science, and technology and policy, and has published research in leading journals on technology and managerial aspects of distributed teams and knowledge sharing. Assisting professors Amar Gupta and Lester Thurow, he helped found the nation’s first MBA course on offshore outsourcing at MIT. As an advisory software engineer at IBM, he has worked with many Fortune 500 companies to develop and deploy software for team collaboration across many countries and individuals.

Peter Shackleton’s current research has concentrated on local e-government service delivery maturity models, transition, and attrition in higher education, social capital, and business intelligence models. He currently coordinates the schools largest subject, Information Systems for Business in Australia and overseas. He also coordinates the undergraduate Electronic Commerce degree, and he is the leader of a teaching and learning project evaluating undergraduate business core subjects at Victoria University.
Dr. Shackleton plays veterans field hockey and is a committee member of the Moke Owners Association of Victoria.

**Suresh Sharma**, CEO of JS3 Global (http://www.js3global.com) is coauthor of a recently published best-selling book *Global Outsourcing: Executing an Onshore, Nearshore and Offshore Strategy*. A former GE executive, he is an internationally acknowledged business leader known for his pragmatic vision, operational excellence, and entrepreneurial successes. Over past 25 years, he played key roles in setting up Global Outsourcing Centers in R&D, Engineering Services, IT, Retail, BPO, Manufacturing, and Healthcare in India, Mexico, China, Canada, EU, and Asia. Furthermore, he is especially recognized for his thought-leadership, outstanding hands-on experience in business turnaround, insights into doing global business integration, and many cross-border mergers and acquisitions, thus translating inorganic into organic business growth.

**Judith C. Simon** is a professor of management information systems and director of the Center for Innovative Technology Management at the University of Memphis. Her bachelors and doctoral degrees were received from Oklahoma State University, and her MBA was earned at West Texas State University. She was previously employed in the production management offices of a large manufacturing organization, and continues to work with a wide range of organizations on IT-related issues. Her research interests include information security management, IT quality, and healthcare information systems. She has written nine textbooks and published numerous articles in academic journals. She also serves as program chair for the Memphis Chapter of the Society for Information Management.

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New York, University Center at Binghamton in 1994, and an MBA in MIS from the School of Management at Binghamton. He is a professor of information systems in the business school at Ithaca College and is active in the IS community, having served as the president of the Association for Information Technology Professionals, Education Special Interest Group (EDSIG), and on many other committees. He is the managing editor of the International Journal of General Systems. Currently, he is organizing the 2008 conference of the North American Fuzzy Information Processing Society and serves on its board of directors as treasurer. He is a consultant for numerous organizations including Los Alamos National Laboratory. Dr. Tastle’s current areas of interest involve measures of consensus, dissent, agreement and disagreement, requirements analysis elicitation, fuzzy clustering, and outsourcing. He is developing an undergraduate program in economic development. He chairs the Ithaca College Academic Policy Committee, serves on numerous other academic committees, has been a department chair, and is a member of many professional organizations. When not being an academic, Dr. Tastle is the treasurer of the local county industrial development agency, and greatly enjoys being the chair of his local political committee.

Ársaell Valfells received his MSc in Analysis, Design and Management of Information Systems from the London School of Economics and Political Science in 2002, and MSc in Political Theory in 2001. He is an assistant professor at the Department of Business and Economics at University of Iceland and as well is director of Institute of Business Research. At the institute, he as well organizes a research center on IS. At the University of Iceland he is organizing an undergraduate program in collaboration with Department of Computer Sciences on the Information Systems and Business. Before pursuing an academic career, he was working as a Head of Research at Landsbanki, Iceland’s oldest financial institution. He has interest in business and takes active part in public discussion on current economic issues.

Bruce White received his doctorate in Management Information Systems in 1990 from the University of Nebraska Lincoln. A native of Cedar Rapids Iowa, Dr. White has taught at Winona State University in Minnesota and Dakota State University in South Dakota prior to coming to Quinnipiac University in 2000. Dr. White is very active in his profession. He has served as conference chair for the ISECON conference four times. He is on the board of directors for the Educational Foundation of the Institute for Certification of Computer Professionals. He was one of the developers of the Center for Computer Educational Research’s Information Systems Assessment test. He is an accreditation team member for ABET information systems accreditation visits. He regularly publishes in academic journals and is on the review board for two information systems journals. He is the chair of the Quinnipiac University Information Systems Management academic department; chair of the Technology Users Group, on the campus promotion and tenure committee, an advisor to two campus organizations, and vice president of the Hamden Symphony Orchestra.

Lai Xu is a senior research scientist at CSIRO ICT Centre, Australia. Previously, she worked as a post-doctoral researcher at Organisation and Information Group of the Institute of Information and Computing Sciences of the Utrecht University, the Netherlands and Artificial Intelligence group of the Department of Computer Science of the Free University Amsterdam, the Netherlands respectively. She received her PhD in Computerized Information Systems from Tilburg University, the Netherlands, in 2004. Her main research areas are in process integration, multiparty process monitoring, Web services and service-oriented applications, business process integrations.
Vanita Yadav is a doctoral student in the area of Information Systems at Management Development Institute, India. She is a science graduate with an MBA and an advanced level post-graduate diploma in Computer Applications. She has worked in the Indian IT industry with the Knowledge Solutions Business Group of NIIT Ltd. where she was involved in creation of Web-based training and computer-based training programs on the latest information technology areas. She has worked as an instructional designer, computer science faculty, school principal and social worker. Her research interests are in virtual teams, management of distributed software projects, and e-services. Her teaching interests include MIS, system analysis and design, and software project management. She has been awarded scholarships at the graduate and school levels. Her other interests include fine arts (painting). She has held various art exhibitions in major Indian cities. She has also been actively involved in social work with the Indian Air Force.