About the Contributors

**Don Kerr**, PhD, is an Associate Professor of Informatics at the University of the Sunshine Coast. His research interests include the development and evaluation of decision support systems and the evaluation of the implementation of enterprise resource planning systems with particular emphasis on the effect ICT work-a-rounds have on the business analytics capabilities of firms. He has published over 100 peer reviewed papers in both agricultural and management journals and conferences over the past 20 years, including in journals such as *Decision Support Systems*, *Expert systems with Applications*, *Knowledge-Based Systems* and *Agricultural Systems*. He has supervised eight PhD students to completion (five as principal and three as associate) and is presently supervising five PhD students. He is currently the president of the Australian and New Zealand chapter of the Association of Information Systems.

**Kevin Burgess** has both private and public sector experience, which he acquired prior to joining academe in 2009. In industry, he has held a range of senior management and executive roles in asset intensive industries, particularly Telcos and Railways. In his years in industry, he acted in the role of Group General Manager, Shared Services, for Queensland Rail where he was responsible for 985 staff spread across 8 divisions and an operating budget of A$600 million. In his current role of Senior Research Fellow, Centre for Defence Acquisition, Cranfield University, his interests are in applied research and, in particular, how to improve the socio-technical systems associated required to support the through-life capability of large, expensive assets.

**Luke Houghton** is a Senior Lecturer in the department of International Business and Asian Studies in the Griffith Business School, Griffith University. His main interests lie in the role cognition, sensemaking, and learning play in complex problem solving. Recently, he has followed his interests into higher education with publications in the *Australasian Journal of Educational Technology* and *The Journal of Information Technology Education*. He also has publications in the *Journal of the Operational Research Society* and *Systems Research and Behavioral Science*.

* * *
About the Contributors

**Bijan Azad** is associate professor at the Olayan School of Business, American University of Beirut, and academic director of Samih Darwazeh Center for Innovation Management and Entrepreneurship. His research interests are in how actors enact innovative technologies and procedures in organizations within the public sector, hospitals and private sector. He earned his Ph.D. and Masters degrees from Massachusetts Institute of Technology, Cambridge, Massachusetts, U.S.A. Bijan Azad has over 20 years of experience in the systems integration industry before re-joining academe. His research has been published in *Journal of Strategic Information Systems, European Journal of Information Systems, Government Information Quarterly, Information Systems Journal, Journal of Global Information Management, and International Journal of Accounting Information Systems, Academy of Management Best Paper Proceedings, America’s Conference on Information Systems Proceedings*, as well as several practitioner publications. He was the Organizational Communication and Information Systems Division’s recipient of the Best Conference Paper Award at the Academy of Management 2008 annual meeting in Anaheim, California, USA, a first time honor for an academic from a Middle Eastern university.

**Lars Bækgaard**, M.Sc., Ph.D., is an Associate Professor at AU Herning, School of Business and Social Science, Aarhus University, Denmark. In addition, he works as an independent consultant. He received a Ph.D. in computer science in 1993 from Aalborg University. Previously, he has worked at Aalborg University, Denmark, at the IT-University, Denmark, and at University of Maryland, USA. His current research interests are enterprise architecture, analysis and design of information systems, conceptual modeling, interaction modeling, activity modeling, and event modeling.

**Sarah Craig** is a Business Analyst and Project Manager with many years of experience in planning, designing, and implementing various sizes of Enterprise Resource Planning systems. Her current interests include Enterprise System implementations, comparing traditional project management methodologies, such as waterfall, with newer methodologies. Her particular interest is, however, how through more detailed business requirements analysis, the implementation of Feral Information Systems may be avoided and how cost cutting during the project can lead to failed implementations. In the future, Sarah would like to research whether Cloud installations are making ERP implementations easier and more successful, as well as whether they lead to more or less Feral Information System introductions.

**Enrico Franchi** received from the University of Parma a B.Sc. in Mathematics and Computer Science, a M.Sc. in Computer Science, and a Ph.D. in Information Technologies under the supervision of Prof. Agostino Poggi. His main interests are related to multi-agent and distributed systems, social networks, artificial intelligence, and software engineering. He is currently investigating the mutual relationships between social networks and multi-agent systems, with a special regard to simulations.
**About the Contributors**

**Nick Grainger** is a Senior Lecturer at Swinburne University of Technology in Melbourne, Australia. Prior to joining Swinburne in 2006, Nick had an extensive corporate career that spanned supply chain improvement, general management, and managing large international IT projects. Stemming from his corporate experience Nick has a special interest in feral systems and feral practices having he sheepishly admits been responsible for creating many such systems in the past.

**Nelson King** is associate professor at the Olayan School of Business, American University of Beirut. Before joining academia, he spent over twenty years as a systems engineer. He obtained his PhD in industrial and systems engineering from the University of Southern California where he also did post-doctoral research in imaging informatics. His research interests are the system problems of Healthcare Information Technology (HIT), especially when inter-organizational collaboration is necessary such as with electronic prescribing. Nelson’s healthcare work has been published in journals such as *European Journal of Information Systems*, *Communications of the Association of Information Systems*, *E-Service Journal*, and *International Journal of Organizational Design and Engineering*. Some of his earlier work on design teams has been published in *MIS Quarterly* and *IEEE Transactions on Engineering Management*.

**Christian Koch**, PhD, is an expert in Process Management and Innovation at Chalmers University of Technology in Sweden and is a Visiting Professor, Aarhus University in the School of Business and Social Sciences in Sweden. His expertise spans engineering, enterprise resource planning, managing processes and innovation, and engineering education. He has many publications in offshoring, construction management, including recent papers in *International Journal of Globalisation and Small Business*, *International Journal of Project Organisation and Management*, and he is the editor of *Construction Management and Economics*.

**Dale MacKrell** is an assistant professor in the discipline of Information Systems in the Faculty of Business, Government and Law at the University of Canberra. Her research interests include business intelligence systems in not-for-profit organisations. Her doctorate was awarded by Griffith University for a study of the adoption of decision support systems for cotton farm management, particularly by female cotton growers. Dale has published in several journals, including *Information Systems Journal*, *Decision Support Systems Journal*, and the *Australasian Journal of Information Systems*, as well as numerous international conferences. Prior to entering academia, Dale worked in both the public and private sectors of the computing industry.

**Annie Maddison** lectures in organisation development and IT project management at Cranfield University. She has a Masters in Corporate Management, and her PhD examined the impact of Critical Success Factors on Government IT Projects. She has extensive experience of the UK higher education and defence environments, having worked in information management at Oxford, Cranfield, and Bristol Universities in both teaching and practical management roles.
Judy McKay is a former head of Information Systems at Swinburne University in Melbourne, Australia. Judy joined Swinburne in 2004 following academic appointments at Monash University, Edith Cowan University, and Curtin University of Technology. The author of more than a hundred academic articles, Judy has a particular research interest in the implementation of IT innovation and resistance in projects.

Martin Olsen, M.Sc., Ph.D., is an Associate Professor in Computer Science at AU Herning, School of Business and Social Science, Aarhus University, Denmark. Martin has primarily published results concerning algorithmic aspects related to graphs. Among other things, Martin has explored the computational complexity for computing community structures in graphs and Martin has also examined the computational complexity for Link Building (the problem of computing optimal new incoming links for a Web page with the objective of obtaining a high PageRank value).

Agostino Poggi is full professor of Computer Engineering at the Faculty of Engineering of the University of Parma. He coordinates the Agent and Object Technology Lab, and his research focuses on agent and object-oriented technologies and their use to develop distributed and complex systems. He is author of more than 200 technical papers in refereed journals and conferences and his scientific contribution has been recognized through the System Research Foundation Outstanding Scholarly Contribution Award and the System Innovation Award. Moreover, he is in the editorial board of the following scientific journals: Software Practice & Experience, International Journal of Hybrid Intelligent Systems, International Journal of Agent-Oriented Software Engineering, International Journal of Multiagent and Grid Systems, and International Journal of Software Architecture.

Anthony Spierings has over 30 years of experience in the energy industry. Starting out as an apprentice electrician, Anthony has hands on practical experience in substations, network design, contract management, project management, program management, parliamentary reporting and estimates hearings, network operations, emergency management, and critical infrastructure resilience. Along the way, Anthony has built the odd Feral Information System to solve pressing business problems. Anthony’s formal qualifications includes Associate Diploma in Electrical Engineering (Power), Bachelor of Business (Economics, Banking, and Finance), and Master of Project Management. Anthony is currently a PhD student at the University of the Sunshine Coast researching “What Drives the End User to Build a Feral Information System.”

Torben Tambo is M.Sc., GDBA, and associate professor at AU Herning, Aarhus University, where he is programme coordinator for M.Sc. in Technology-Based Business Development. Before this, he served 17 years in IT, management, and consultant roles within manufacturing and trading companies. Research interests include information systems, enterprise architecture, retailing, and supply chain management. Torben has previously published with International Public Policy Review, Journal of Economic Dynamics and Control, Journal of Enterprise Architecture, and contributed to several books published by IGI Global.
About the Contributors

Shubhankar Thatte is a PhD student at Swinburne University of Technology in Melbourne, Australia. He joined Swinburne in 2009 as a postgraduate student and completed his Masters degree in Information Technology. Prior to joining Swinburne, he worked as an information technology professional at a multi-national IT consulting firm in Mumbai, India. Apart from his interest in feral practices, he has a special interest in the field of business intelligence and data warehousing.

Michele Tomaiuolo received a M.Eng. in Computer Engineering and a PhD in Information Technologies from the University of Parma. Currently, he is an assistant professor at the Department of Information Engineering, University of Parma. He has given lessons on Foundations of Informatics, Object-Oriented Programming, Software Engineering, Computer Networks, Mobile Code, and Security. He participated in various research projects, including the EU funded @lis TechNet, Agentcities, Collaborator, Comma, and the national project Anemone. His current research activity is focused on peer-to-peer social networking, with attention to security and trust management, multi-agent systems, Semantic Web, rule-based systems, peer-to-peer networks.