About the Authors

Richard L. Baskerville is Associate Professor of Information Systems and Chairman of the Department of Computer Information Systems, College of Business Administration, Georgia State University. His research specializes in security of information systems, methods of information systems design and development, and the interaction of information systems and organizations. His interests in methods extends to qualitative research methods. Baskerville is the author of Designing Information Systems Security (J. Wiley) and many articles in scholarly journals, practitioner magazines, and edited books. He is an associate editor of The Information Systems Journal and MIS Quarterly, and a member of the editorial boards of The European Journal of Information Systems and The Information Resources Management Journal. Baskerville’s practical and consulting experience includes advanced information system designs for the U.S. Defense and Energy Departments. He is former chair of the IFIP Working Group 8.2, a Chartered Engineer under the British Engineering Council, a member of The British Computer Society and Certified Computer Professional by the Institute for Certification of Computer Professionals. Baskerville holds degrees from the University of Maryland (B.S. summa cum laude, Management), and the London School of Economics, University of London (M.Sc., Analysis, Design and Management of Information Systems, Ph.D., Systems Analysis).

Dubravka Cecez-Kecmanovic earned her BS in Electrical Engineering at the University of Sarajevo, her MS in System Sciences and Information Systems at the University of Belgrade and her PhD in Computer Science and Information Systems at the University of
Ljubljana. Until 1992 she had been with the Informatics Department, Faculty of Electrical Engineering, University of Sarajevo. Since arriving in Australia in 1993 she has held the positions of Professor and Head of School of Information Systems and Management Science, and Deputy Dean of the Faculty of Commerce and Administration, Griffith University, Brisbane; and Pro-Vice-Chancellor Research and Consultancy, University of Western Sydney, Hawkesbury. She is currently Professor and Founding Chair in Information Systems at the College of Law and Business, University of Western Sydney. She is also a founder and a leader of the Research Group Information Systems - Knowledge Management in Organisations (IS-KOMO), where she established three major research programs: Social Impacts of Computer-Mediated Communications, Web-based Learning and Teaching and Knowledge Management Enabling Environment funded by Government grants and industry. She has published in the field of social systems of information and government information systems, information systems development methodologies, groupware technologies and more recently in Web-enhanced cooperative learning and teaching, computer-supported organisational knowledge sharing and management, computer-mediated communications, and critical IS research.

Heinz K. Klein earned his Ph.D. at the University of Munich and in 1998 was awarded an honorary doctorate from the University of Oulu, Finland. He is currently working at the MIS Department of Temple University in Philadelphia. Well known for his contributions to the philosophical foundations of information systems research and methodologies of information systems development, he has published work on rationality concepts in ISD, the emancipatory ideal in ISD, emergent systems, alternative approaches to information systems development and principles for conducting and evaluating interpretive field studies. His articles have appeared in the best journals of the field such as the CACM, MISQ, Information Systems Research, and others. He received the 1999 MISQ Best Paper Award. In addition, he has contributed to some widely quoted research monographs in IS as author, co-author or editor and served on several editorial boards.
Allen S. Lee is Eminent Scholar and Professor of Information Systems at Virginia Commonwealth University, in the United States. Lee has been an *MIS Quarterly* editor since 1990 and is its current editor-in-chief. He publishes in the areas of research methods, case studies, and electronic communications. With Jonathan Liebenau and Janice I. DeGross, he co-edited the book, *Information Systems and Qualitative Research* (London and New York: Chapman & Hall, 1997). He and M. Lynne Markus served as senior editors of the special issue of *MIS Quarterly* on “Intensive Research in Information Systems: Using Qualitative, Interpretive, and Case Methods to Study Information Technology.” Lee has been a proponent of the integration of different research methods within the same research stream and, if page limitations permit, within the same study.

Throughout her distinguished career, Professor Enid Mumford has explored socio-technical problems in systems and work organization design. She conducted groundbreaking ethnographic research on industrial relations in both the Liverpool docks and the North West coal industry. In doing so, she pioneered the concept of participative design of systems. Professor Mumford has published widely on all aspects of systems design. A particular contribution to the field has been her work on the involvement of users in the design task. Her methodology takes both technical and human factors into account in the design process and attempts to arrive at a solution that takes into account both efficiency and job-satisfaction needs. Enid Mumford is Emeritus Professor of Manchester Business School where she was a Professor of Organizational Behavior. She was also director of the MBA program. She received the American Warnier Prize for contributions to information science, an honorary doctorate from the University of Jyvaskyla, Finland, and a Leo award from the International Conference on Information Systems (ICIS) and the Association for Information Systems (AIS).
Michael D. Myers is Professor of Information Systems in the Department of Management Science and Information Systems at the University of Auckland, New Zealand. His research interests are in the areas of information systems development, qualitative research methods in information systems, and the social and organizational aspects of information technology. His research articles have been published in journals such as Accounting, Management and Information Technologies, Communications of the ACM, Ethics and Behavior, Information Systems Journal, Information Technology & People, Journal of Information Technology, Journal of International Information Management, Journal of Management Information Systems, Journal of Strategic Information Systems, MIS Quarterly, and MISQ Discovery. He is co-author of three books. He currently serves as senior editor of MIS Quarterly, editor of the University of Auckland Business Review, associate editor of Information Systems Journal and Information Systems Research, and as editor of the ISWorld Section on Qualitative Research.

Steve Sawyer is an Associate Professor at The Pennsylvania State University’s School of Information Sciences and Technology, where he conducts social informatics research. His current work encompasses the social processes of software development, systems implementation and related organizational changes. Sawyer earned his doctorate at Boston University and has also served on the faculty of Syracuse University’s School of Information Studies. To date, he has published in journals such as Computer Personnel, Communications of the ACM, IBM Systems Journal, and Information Technology and People. With co-authors Rob Kling, Holly Crawford, Howard Rosenbaum and Suzie Weisband, his first book, Information Technologies in Human Contexts: Learning from Social and Organizational Informatics was published in 2000.
Ulrike Schultze is Assistant Professor in Information Technology and Operations Management at Southern Methodist University. Her research focuses on knowledge work, particularly informing practices, i.e., the social processes of creating and using information in organizations. Dr. Schultze has written on hard and soft information genres, information overload, knowledge management and knowledge workers’ informing practices. Her more recent projects are in the areas of electronic commerce. Her research has been published in *MIS Quarterly*, *The Journal of Organizational Computing and Electronic Commerce* and *The Journal of Strategic Information Systems*. She received her bachelor’s and master’s degree in Management Information Systems from the University of the Witwatersrand in Johannesburg, South Africa, and her Ph.D. in MIS from Case Western Reserve University, Cleveland, Ohio.

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Cathy Urquhart is Senior Lecturer and Head of Information Systems at the University of the Sunshine Coast, Queensland, Australia. Her research interests are in analyst-client communication and the social processes of adoption of IT including eCommerce. She also teaches qualitative research methods for IS and takes a strong interest in how they are applied in the field. She has published a number of qualitative research papers nationally and internationally in conferences and journals including ICIS, IFIP 8.2 refereed proceedings, and Information Technology and People. She was the recipient of the “Outstanding Paper” Award for Information Technology and People in 1999. She is an enthusiastic member of her national and international IS community, and is involved in various editing and reviewing activities, and regularly reviews qualitative research manuscripts for IS journals. She holds a PhD in Information Systems from the University of Tasmania, Australia.

Eleanor Wynn received a PhD in linguistic anthropology at the University of California, Berkeley. Her 1979 dissertation was the first ethnographic study directed at issues in computerization. Her work was sponsored by Xerox Palo Alto Research Center, where she worked for four years. Following that, Dr. Wynn worked for Bell Northern Research and as a senior scientist, and then as a consultant to major corporations in the computer and telecommunications industry, until her present position as knowledge mapping manager for Intel Corporation. Her work has covered a broad range of technologies and their relevance to workplace competencies held in groups. She has applied theories from social science and phenomenology to practical problems in the assessment of technology in the organization. Dr. Wynn is editor-in-chief of Information Technology & People, an information systems journal dedicated to leading-edge concepts and research in information technology worldwide.