About the Authors

**William Y. C. Wang** (BS, MBA, PhD) is a program director/lecturer in the division of information technology, engineering, and the environment at the University of South Australia. He is also a certified assistant professor by the Taiwanese Ministry of Education. With the experiences of being a telecom and computer engineer, he has been supervising research groups in Australia and Taiwan in the field of B2B integration, interfirm dynamics, and information strategy. He also is a consultant on industrial projects for BRP, global logistics management, and SCM. Focusing on the interaction and business network boundaries, he has done research in the fields of information systems analysis, B2B e-commerce, and supply chain management and configuration for large firms and SMEs. His papers have appeared in the *Journal of Electronic Commerce Research*, *Supply Chain Management*, and the *International Journal of Production Planning and Control*. He has authored chapters in *Electronic Commerce in Small- to Medium-Sized Enterprises: Frameworks, Issues and Implications*, and in proceedings of international conferences.

**Michael S. H. Heng** is a professor of information systems at Universitas 21 Global, Singapore, and a visiting professor at Fudan University, University of South Australia and the National University of Singapore. His current research interests include globalisation, IS strategy, e-business, IS development, and open source software. He is an associate editor of the *Journal of Electronic Commerce Research*, and a co-chair of the Program Committee of the Pacific Asia Conference on Information Systems 2003. His work has appeared in

**Patrick Y. K. Chau** is a professor of information systems at The University of Hong Kong. He received his PhD in business administration from the Richard Ivey School of Business at the University of Western Ontario, Canada. His research interests include IS/IT adoption and implementation, decision support systems, and information presentation and model visualization. He has published papers in journals such as the *MIS Quarterly, Communications of the ACM, Journal of Management Information Systems*, and the *Journal of Organizational Computing and Electronic Commerce*.

* * *

**Graeme Altmann** (BCom, MSc, CPA, MACS) is a senior lecturer in the School of Information Systems, Faculty of Business and Law at Deakin University, Australia. For the past decade, he has worked with participants in the Deakin Master of Business Administration program, introducing them to information systems management practices and principles. Graeme works as an IT consultant and is an active researcher in the field of IS. He has recently published and presented papers on IS strategic planning, systems thinking, software quality management, supply chain management and IT entrepreneurship at conferences in Australia and overseas.

**Thorsten Blecker** is a professor at the Hamburg University of Technology (TUHH), Department of Business Logistics and General Management. He holds a master’s degree in business administration and a PhD from the University of Duisburg, Germany. He finished his habilitation thesis in September 2004 at the University of Klagenfurt, Austria. Dr. Blecker is guest-editor of a special issue of *IEEE Transactions on Engineering Management*, and co-editor and author of several books. His main research interests include: business logistics and supply chain management, production/operations management, industrial information systems, Internet-based production systems, mass customization manufacturing systems, strategic management, and virtual organizations.

**Marco Busi** (MSc, PhD) is the manager of the Centre for Business Process Outsourcing (Glasgow and Invergordon, Scotland), where he is responsible for the development and delivery of research specific to the outsourcing industry and
technology and knowledge transfer programs to support industrial performance improvement. He holds a master’s degree in industrial management from the Engineering University of Brescia (Italy), and a PhD on collaborative performance management from the Norwegian University of Science and Technology, Trondheim (Norway). He was previously a researcher at SINTEF Technology Management, the largest independent research organization in Scandinavia, where he has been actively involved in Norwegian and European research projects and in contract research for local industry. He was responsible for the work concerning performance management of SCM processes.

**Michael Camarata** is a visiting professor in the Department of Management at the University of Akron, Ohio. He holds a PhD from Virginia Commonwealth University. Dr. Camarata has published in such academic refereed journals as the *Journal of Business Research* and the *Journal of Business Communication*. He has over twenty years of NGO and public sector senior management experience as a change agent and turn-a-round specialist in organizational and human systems. He is a partner in the management consulting firm of Beckett and Associates. His research interests and areas of proficiency are human systems analysis and change, human network integration, and business policy and strategic management.

**Yu Ni Ham** (BIS, Hons) is a PhD candidate in the Department of Information Systems at University of Melbourne, Australia. Her main research areas are electronic business, supply chain management, and interorganizational collaboration. Her current research employs qualitative methods to understand how supply chain organizations build relationships and interact in the process of adopting complex interorganizational supply chain management (IOSCM) innovations. She explores why adoption of complex IOSCM innovations has been slow and problematic, and how continual changes in industry and interorganizational environments affect diffusion of IOSCM innovations. She has presented her research at seminars and international conferences in both Australia and Singapore.

**Jan Harestad**, Chief Executive Officer of OilCamp AS, received a Master of Science in electrical engineering from the Norwegian Technical University (NTNU), Trondheim. He started his career as a research engineer at SINTEF Research Institute, Trondheim, Norway. Afterwards, he held managerial positions related to operations and maintenance in hydroelectric power production companies. He has served as a manager of industrial research at Rogaland Research Institute (RF), Stavanger. He also worked as director of product development at Laerdal Medical in Stavanger, Norway and was later appointed
About the Authors

resident of Laerdal California Inc., Long Beach, CA. Moving into the software industry, he took over the position of managing director of the software company Unique AS, Sandnes, Norway. He continued his career as director of technology at ADB Systems AS before joining OilCamp. Both at ADB Systems and OilCamp, Mr. Harestad engaged in using advanced ICT technologies for smart maintenance and remote/integrated operations of remote technical installations such as power plants and offshore oil & gas installations.

**Mike Herbert** is currently working as the Onshore Drilling Centre advisor for ConocoPhillips, Norway. His main responsibilities include the planning and implementation of the Onshore Drilling Centre (ODC) concept and other remote operation processes. He is also acting as an advisor for the Onshore Operations Centre, which recently has been implemented. He is also working with the company as an advisor on global initiatives relating to remote operations and support. Mr. Herbert has recently been working with the OLF (Norwegian Oil Industry Association) representing ConocoPhillips and led an Oil & Gas Industry work group looking at future developments in integrated operations and e-field on the Norwegian Continental Shelf. He is also a lead party in the OG21 initiative on future oil and gas strategies for Norway. In 1995, he started as a directional drilling coordinator at Sperry Sun, and in 1997, started to work with remote operations. In 2000, he joined Phillips Petroleum Company Norway as a senior specialist drilling engineer, where he focused on directional drilling, measurement while drilling (MWD), survey management, and real-time operations. Mr. Herbert holds a degree in oceanography and maritime science.

**Gert Jan Hofstede** is an associate professor in information systems at Wageningen University, Social Science Group, and a regular guest lecturer at the London School of Economics and ETH Zürich. He holds an MSc in biology and a doctorate in production planning, and teaches database design. Hofstede started to use his father Geert’s work on national cultures in the mid-nineties to create simulation games, and has since become a well-known speaker and author on cross-cultural communication. He is first author of *Exploring Culture*, a book with practical exercises on cross-cultural communication, and co-author of *Cultures and Organizations (2nd ed.)*. Over the last few years, he has worked on transparency in chains and networks, approaching this topic from a perspective that integrates various theoretical perspectives.

**Beverley G. Hope** teaches and researches in the School of Information Management, Victoria University of Wellington. She holds a Bachelor of Science and MBA from the University of Kansas and a PhD from the University of Hawaii at Manoa. Her research focuses on quality, particularly in online or
multi-channel environments including extranet quality, Web site quality, customer relationship management, performance measurement, and the role of IT in service provision. Other research she has done has examined knowledge management and information systems education and research training. She reviews for and has published in several international conferences and journals.

**H. Y. Sonya Hsu** is a PhD student majoring in management information systems, at Southern Illinois University, Carbondale (USA). Her primary research interests include knowledge management, supply chain management, telecommunication management, and mobile Internet. She has been published in the *Annual Review of Communication from the International Engineering Consortium* and the *Encyclopedia of Knowledge Management*. She has also made numerous presentations at national and international conferences.

**Robert B. Johnston** (BSc, Hons.; Dip Ed, MSc, PhD) is an associate professor in the Department of Information Systems at the University of Melbourne, Australia. His main research areas are electronic commerce, supply chain management, and the theoretical foundations of information systems. He currently teaches electronic commerce and research methods. He has over 90 refereed publications, many in leading international journals including *Management Science*, the *European Journal of Information Systems*, the *International Journal of Electronic Commerce*, the *Journal of Strategic Information Systems*, and *Supply Chain Management*. Prior to becoming an academic, he spent 13 years as a consulting analyst/project manager, designing and implementing about 25 large computer systems in a number of leading Australian manufacturing companies.

**Wolfgang Kersten** is president of the Hamburg School of Logistics and head of the Department of Business Logistics and General Management at the Hamburg University of Technology (TUHH). He graduated in industrial engineering, followed by a doctoral degree at the University of Passau. After several years at DaimlerChrysler in Sindelfingen, he became a senior researcher at the Department of Logistics, Technical University, Munich. His numerous publications focus on variety and complexity management, supply chain management, collaborative engineering, and development management. His main research interests include: logistics and supply chain management, variety and complexity management, and management methods.

**Birgit Koeppen** is a doctoral candidate and research associate at the Department of Business Logistics and General Management at Hamburg University of Technology (TUHH). She graduated as electrical engineer from the Hamburg
University of Technology. She has participated in several industrial and research projects, covering areas of process management, supply chain management, and business games. Her main research interests are variety and complexity management.

**Angela Lin** is a lecturer in information systems at the University of Sheffield, UK. Her current teaching and research interests include information systems management; computer supported cooperative work, and e-business, technology, and work.

**Jayantha P. Liyanage** is an associate professor of asset operations, maintenance technology, and asset management at the University of Stavanger (UiS), Norway. He is also the center leader and a project advisor at the Center for Maintenance and Asset Management (SDV), and a member of the R&D group of the Center for Risk Management and Public Safety (SEROS), UiS. He earned a BSc in production engineering (first class honors), an MSc in human factors (with distinction), and a PhD in offshore engineering (asset operations and maintenance). His PhD thesis addressed operations and maintenance performance in oil and gas production assets. Dr. Liyanage is actively involved in joint industry projects, both at advisory and managerial capacities, and also currently serves as the principal and external advisor on a number of PhD projects. He has published more than 50 publications in various international journals and conferences over the last few years. For his performance, he has received a number of prestigious awards including the University of Peradeniya Award for the Best Performance in Engineering (1995), the Colombo Dockyard Award for the Best Performance in Production Engineering (1995), The Overall Best in Masters (1999), the Lyse Energy Research Award for Excellent Research and Academic Contributions (2001), the Society of Petroleum Engineers Best PhD Award (2003), and the Emerald Literati Club Award for Excellence (2004). He serves as an editorial reviewer and a member of international editorial boards of a number of international journals, and is actively involved in national and international conferences as a program committee member and program chair.

**David Mackay** (BAgEc, Hons.; MEc, GradDipComp, PhD, MACS, PCP) is an associate professor in the School of Information Systems, Faculty of Business and Law at Deakin University, Australia. In 1995, he completed doctoral studies on the impact of electronic commerce on organizations in the Australian automotive industry. He has undertaken consultancies for both government and private corporations on many aspects relating to the use and expected impact of a range of communication and information technologies, particular relating to how electronic commerce technologies impact organizations.
Lucas Merlo (BCom, Hons.) recently completed research into the application of soft systems methodology in supply chain management during his studies at Deakin University. Merlo has been working in IT support with Rip Curl, an international surfing-products company located in Torquay, Australia.

David Patterson is a business adviser at Business Link South Yorkshire, a UK government-backed organization responsible for improving the competitive performance of SMEs. He specializes in working with ICT developers, e-learning businesses, and computer video games developers. Patterson has been a guest speaker on a number of occasions to give lectures on supply chain management to MSc information systems and MSc information management students in the University of Sheffield, UK.

Asghar Sabbaghi, Associate Dean and Professor of Decision Sciences, has taught for many years at Indiana University South Bend, School of Business and Economics, in the areas of MIS, decision sciences, and production/operations management. His research is in the areas of MIS, supply chain management, decision support systems, economics of information, scarce resource planning, and economics of water resource management. He has reviewed MIS and operation management textbooks and manuscripts for several journals including MIS Quarterly; served as editorial Board/Reviewer for Journal of Economics and Finance, Journal of Microcomputer System Management, and Journal of Information Systems Education; and served as a paper referee for professional organizations in decision sciences and MIS areas.

Andreas Schroeder is an associate lecturer and PhD scholarship candidate in the School of Information Management, Victoria University of Wellington. He holds a graduate diploma of commerce and BCA (Hons.) from Victoria University of Wellington. In his doctoral research, he examines the governance processes and structures supporting organizational knowledge management initiatives, the impact of leadership, stakeholder involvement, and staff consultation. In addition, he has a strong research interest in the use of ICT in rural communities and its impact on traditional businesses.

Stephen C. Shih is an assistant professor of the School of Information Systems and Applied Technologies at Southern Illinois University, Carbondale, USA. He holds a PhD from The Pennsylvania State University, USA. He has published numerous articles in academic referred journals, as well as national and international conference proceedings. In addition to his established record in academia, he has over six years of industry experience with United Technologies.
Research Center, Lucent Technologies/Bell Labs, and SHARP Electronics Co. in leading several supply chain management, knowledge management, and e-business research projects. His research interests and areas of proficiency are supply chain management, knowledge management, lean manufacturing, intelligent information systems design, and e-business security.

**Ross Smith** (BSc, Hons.; PhD; GDip, CompStud; MACM; MIEECS; MACS; MISSS; MUKSysSoc) is an associate professor in the School of Information Systems, Deakin University, Australia. Since completing his doctoral studies in computational physics in 1977, he has been a faculty member at the Australian National University, Swinburne University of Technology, and, since 1999, at Deakin University. He has taught widely across the curriculum in areas such as systems analysis and design, software engineering, systems implementation, and software project management. Ross has researched and published widely in systems methodologies, supply chain management, and requirements engineering.

**Hagen Späth** is a doctoral candidate and research associate at the Department of Business Logistics and General Management at the Hamburg University of Technology. He holds a degree in industrial engineering and general management from the Hamburg University of Technology, the University of Hamburg, and the Hamburg University of Applied Sciences. He has participated in several industrial and research projects, covering areas of supply chain management, logistics and business games. His main research interests are logistics and supply chain management, especially supply chain risk management.

**Christine Storer** has been a lecturer in agribusiness marketing at Muresk Institute, Curtin University of Technology since 1991. Previously, she worked internationally as an information system analyst and chartered accountant. Her research interests include: information communication systems and management; interorganization, chain and network research; on-farm quality assurance adoption; traceability systems; use of price risk management tools; farmer participation in grower groups; consumer and buyer behavior and attitudes and, more generally, food and fibre marketing, small business, and market analysis. Her research has been published in the *Journal of Chain and Network Science*, *Journal of Supply Chain Management*, and the *Australasian Agribusiness Review*.

**Jeffrey C. F. Tai** was a senior industry analyst in the Market Intelligence Center of the Institute for Information Industry, Taiwan (ROC). He received his MS
degree in business administration from the National Central University. His research interests include issues in supply chain management, organization theory, and transaction cost economics. His research has appeared in *Information & Management, International Journal of Information Management, Journal of Information Management*, and others.

**Ganesh Vaidyanathan**, Assistant Professor at Indiana University South Bend, School of Business and Economics, has conducted research in the areas of e-commerce, SCM, project management, knowledge management, innovation, and IT value. He has authored over 20 publications in journals, including *Communications of the ACM*. He has held executive positions at eReliable Commerce, Honeywell, General Dynamics, Lockheed Martin, and Click Commerce. He launched products that include security, payment processing, procurement, logistics, ERP, SCM, and data warehousing. He has consulted with Fortune 100 companies, including United Airlines, Mitsubishi, Motorola, and Honeywell, in technology, business and process reengineering. Dr. Vaidyanathan holds a PhD from Tulane University and an MBA from the University of Chicago.

**Eric T. G. Wang** is a professor in the Department of Information Management at National Central University, Taiwan (ROC). He received his PhD in business administration, specializing in computer & information systems, from the William E. Simon School of Business Administration, University of Rochester. His research interests include electronic commerce, outsourcing, organizational economics, and the impact of information technology. His research has appeared (and is due to appear) in *Information Systems Research, Management Science, Information Systems Journal, Information & Management, Decision Support Systems, European Journal of Operational Research, Omega*, and others.

**Kai Wang** was a senior industry analyst and research manager at the e-Business Research Group of the Market Information Center, Institute for Information Industry, Taiwan (ROC). He is responsible for research work on electronic commerce, software industry development, open source software, and information security issues. He received his PhD in business administration, specializing in management information systems, from National Central University. His research interests include online marketing, consumer behavior, and organization theory. His research has appeared in academic journals such as *International Journal of Information*.  

Copyright © 2007, Idea Group Inc. Copying or distributing in print or electronic forms without written permission of Idea Group Inc. is prohibited.
H. Joseph Wen is chairperson and associate professor of Management Information Systems, Department of Accounting and Management Information Systems, Harrison College of Business, Southeast Missouri State University. He holds a PhD from Virginia Commonwealth University. He has published over 100 papers in academic refereed journals, book chapters, encyclopedias, and national conference proceedings. He has received over six million dollars in research grants from various State and Federal funding sources. His areas of expertise are Internet research, electronic commerce (EC), transportation information systems, and software development. He has also worked as a senior developer and project manager for various software development contracts since 1988.