About the Contributors

Zaigham Mahmood is a published author of ten books, six of which are dedicated to Cloud Computing and the other four focus on the subject of Electronic Government including: Developing E-Government Projects: Frameworks and Methodologies; E-Government Implementation and Practice in Developing Countries; IT in the Public Sphere: Applications in Administration, Government, Politics, and Planning; and this current volume. Additionally, he is developing three new books to appear later in 2014. He has also published more than 100 articles and book chapters and organized numerous conference tracks and workshops. Professor Mahmood is the Editor-in-Chief of Journal of E-Government Studies and Best Practices as well as the Series Editor-in-Chief of the IGI book series on E-Government and Digital Divide. He is a Senior Technology Consultant at Debesis Education UK and Associate Lecturer (Research) at the University of Derby UK. He further holds positions as a Foreign Professor at NUST and IIUI universities in Islamabad Pakistan and Professor Extraordinaire at the North West University Potchefstroom South Africa. Professor Mahmood is also a certified cloud computing instructor and a regular speaker at international conferences devoted to Cloud Computing and E-Government. His specialized areas of research include distributed computing, project management, and e-government.

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Jean-Paul Van Belle, a Professor at the University of Cape Town, has authored or co-authored about 20 books/chapters, 20 journal articles, and more than 80 peer-reviewed published conference papers. His key research area is the social and organisational adoption of emerging information technologies in a developing world context. The key technologies researched include mobile technologies, e-commerce, m-commerce, e/m-government, and open source software and cloud computing.

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Gary Coyle is a Senior Director with 27 years’ experience in the post office, postal, and independent retail sector. He has firsthand experience as a postal operator, having owned and run his own post office for 18 years. He is responsible for founding and developing the first independent company to introduce real competition into the UK post office network. He has expertise and a track record of introducing new ideas/concepts to markets and is an excellent storyteller that encourages large brands and stakeholders to partner and collaborate and most importantly to fund new opportunities. He has built a large network of senior contacts within the global postal and retail sectors and large established brands. He is well known and respected in the postal sector and is seen as an innovator and thought leader. Gary is passionate about driving through change within post office networks, and has previously advised a number of global post office networks and large brands.
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