

About the Contributors

Danilo Piaggese was Knowledge Economy Coordinator in the Vice Presidency of the *Inter American Development Bank* (IADB), in Washington D.C, from 2007 to 2009 and Chief of the Information and Communication Technology for Development Division (ICT4DEV) at the IADB, from 1999 to 2007. The ICT4DEV Division was in charge of structuring and implementing the Bank's policy to introduce ICT in the Bank's project portfolio, providing technical assistance to IADB's borrowing member countries, and better informing government decisions regarding ICT and its applications. Prior to the IADB assignment, from 1981 to 1991, Mr. Piaggese worked for the United Nations Food and Agriculture Organization (FAO) at different duty stations in Africa and Latin America in the field of technology transfer for development. From 1992 to 1998 he was part of the technical staff of Telespazio, Telecom-Italia Group in Rome, where he was in charge of the Strategic Alliances and International Activities Division. Mr. Piaggese also consulted for the European Union in Brussels, evaluating project proposals for funding in the field of telecommunications and environment. While at IADB, he was the alternate of the Bank's President in the Steering Committee of the United Nations Global Alliance for ICT and Development (GAID); after leaving the Bank, he has remained a member of its Strategic Council. At present he is Managing Director of the Fondazione Rosselli Americas (FRA) and a member of Fondazione Rosselli's Board. FRA focuses on Knowledge Society, ICT and innovation for development. One of the major programs of FRA is the IKEP (International Knowledge Economy Program) working with multi and bi-lateral cooperation to support development projects where ICT, innovation and the principles of the Knowledge Economy can be instrumental for achieving socio-economic growth. Mr. Piaggese holds a PhD degree in Physics with a diploma in geophysics, *cum laude*, from the University of Rome (1980), and an Executive International Business Certificate from Georgetown University/John Cabot University, in Washington D.C and in Rome, (1996). His professional training is in remote sensing (1981); digital image processing and analysis (1986); technical cooperation project formulation and appraisal (1989); telecommunications (1995-1996) and ICT, innovation and Knowledge Society for development. He lives and works in Alexandria, Virginia, USA, with his wife Helena.

Kristian J. Sund is a Senior Lecturer in Strategic Management at Middlesex University Business School, in London. He teaches strategic management at both undergraduate and MBA levels and leads the online distance-learning MBA in Shipping & Logistics. From 2007 to 2009 he was Managing Director of the Executive Master in e-Governance at the Swiss Federal Institute of Technology in Lausanne, Switzerland. His research currently focuses on strategic types, organizational cognition and learning and perceived environmental uncertainty, as well as more generally organizations and strategic management. His research has been applied to the hospitality industry, the postal industry, leisure (service) industry

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and others and has appeared in a variety of journals. Both as a consultant and regular employee, Kristian has worked with a diverse range of service industries, including banking, telecom, tourism, leisure and the postal sector. Kristian holds a Ph.D. in Management and M.Sc. in Economics from the University of Lausanne and a M.A. in Society, Science and Technology from the EPFL, where he also completed his post-doc.

Walter Castelnovo is Assistant Professor of Information Systems and Organization at the University of Insubria (Italy). His research interests concern technological and organizational innovation in Public Administration and Interorganizational Information Systems. He is one of the founders of the Research Center for “Knowledge and Service Management for Business Applications” of the University of Insubria and he is member of the Scientific Committee of the “Interdepartmental Center for Organizational Innovation in Public Administration” of the University of Milan. He served as member of the committee for many international conferences on E-Government and ICT evaluation and he is the General Chair of The 5th European Conference on Information Management and Evaluation, that will be held in 2011 at the University of Insubria. He is also member of the Department of Institutional Reforms, E-Government and Institutional Federalism of the Association of the Municipalities of Lombardia (Italy).

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Abdul Razak Mohamed is working as a Professor, Town Planning (since Dec.2003) with the Department of Planning, School of Architecture and Planning, Anna University, Chennai. Previously he worked as an Assistant Professor (1990-2003) with the Dept. of Urban Planning, School of Planning and Architecture, New Delhi. Initially he worked as a Program Associate – Urban (1985-1990) with the Centre for Environment Education, Ahmedabad, India. His educational qualification consists of Executive Masters in e-Governance Ecole Polytechnique, Lausanne, Switzerland (Swiss International Development Agency Award for 2007-2008). He obtained his Ph.D in Urban and Regional Planning from RMIT University, Melbourne, Australia (AusAID Award for 1997-2000). Dr. Razak holds M.A. and M. Phil Degree in Sociology, and also a Masters degree in Town and Country Planning. A PG Diploma in Human Resource Management adds credit to his education. He published about 30 research articles in the national and international journals and about 10 international conference and 25 national conferences attended. Contributed chapters in about 10 books related to Sociology, Urban Governance, Town Planning and Environment Education.

Ajay Kumar Reddy Adala is an Engineering Graduate from Indian Institute of Technology (IIT) – Kharagpur, India and a Management Graduate from Indian Institute of Information Technology and Management (IIITM) – Gwalior, India. He also has an Executive Masters Degree in e-Governance from Swiss Federal Institute of Technology (EPFL), Switzerland. He has to his credit 15 years of work experience in manufacturing sector, IT sector and government sector. He served Government of Chhattisgarh, India as Joint CEO (Projects) implementing e-Governance projects and currently in the position of Technical Director, e-Procurement in Centre for e-Governance, Government of Karnataka, India rolling-out e-Procurement project in the State of Karnataka.

Anupama Saxena is currently working as an Associate Profesor in the Department of Political Science in Guru Ghasidas University Bilaspur, Chhattisgarh, India. Dr. Anupama Saxena works mainly on Public Policy Analysis. She is presently engaged in researching Information Communication Technologies and Water Policies in the context of Developing Countries. She is also engaged in developing gender evaluation methodologies for Policy.

İbrahim Arpacı graduated from the department of Computer Education and Instructional Technology at Anadolu University with the first rank. He carried out many e-learning projects in the Open Education Faculty at Anadolu University. He received MSc in Information Systems at Middle East Technical University (METU). Currently he works as a research assistant at METU, Informatics Institute in Ankara, Turkey and continues his PHD in Information Systems. He performs academic studies in information systems, e-learning, e-government, human computer interaction, and innovation management.

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Asim Balci holds the position of Associate Professor in the Department of Public Administration, Selçuk University, Turkey. Prof. Balci assumed advisory and managerial roles in Turkish Ministries of Health and Transportation (Turksat) between 2003 and 2010. Having received his Doctorate degree from the Department of Political Science and Public Administration, Middle East Technical University, Turkey. Professor Balci has published numerous books and contributed to various journal publications and conference proceedings in the fields of public administration, as well as TQM and e-Government. He has also recently been involved in EU projects on e-government maturity model development based on citizen evaluation, and development of ubiquitous platform for citizens' involvement in local policy-making.

Frank Bannister is a senior lecturer in Information Systems and Head of the Information Systems Department in Trinity College, Dublin. In 2001, he completed his PhD the historical development of ICT usage in the Irish civil service. His current research interests include the impact of ICT on public administration and governance and in particular the relationship between technology, power, privacy and trust in the public sphere. He has published extensively in the fields of e-government and ICT evaluation. He is a founding member of the European Conference on e-Government and a co-director of the permanent study group on e-government in the European Group for Public Administration. He is the editor of the Electronic Journal of e-Government and is a member of editorial board of a number of other publications. He is a fellow of Trinity College, Dublin, a fellow of the Irish Computer Society and a Chartered Engineer.

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Rodolfo Castillo López Architectural Engineer and MBA from the University of Texas, Austin, Texas. Presently he is the Bolivian Representative of Fitch Ratings, the most important rating agency in Bolivia (11 years). He has a 24 year experience in consulting and management of industrial, financial, commercial and IT companies as President of AESA (Asesoramiento Empresarial S.A.). He was the first Executive Director of the Agency for the Development of the Information Society of Bolivia (ADSIB) and the Bolivian Representative at the World Summit of the Information Society held in Geneva, Switzerland. He was also the Principal Executive of the Andean Development Corporation (CAF) in Bolivia. He was Marketing Manager for Eli Lilly International in USA, México, Peru and Argentina. President of the American Chamber of Commerce of Bolivia (twice), Director of the Private Sector Confederation and the following development institutions: Instituto Prisma, Nueva Empresa and Fundación Nuevo Norte.

Luca Cernuzzi obtained the Laurea degree in Computer Science from University of Milan, Italy, 1990 and the PhD in Engineering from University of Modena e Reggio Emilia, Italy, in 2007. Since 1991 he is Professor in the department of Electronics and Computer Science Engineering (DEI) of the Universidad Católica Nuestra Señora de la Asunción (UC), Paraguay. He is also a full professor in Software Engineering. From July 1996 up to July 2009, Luca Cernuzzi was the Director of the DEI and served as a Dean of the School of Sciences and Technology at UC. He has been a visiting professor in several European and Latin American universities. Luca Cernuzzi has participated in several international projects and his current research interests include: software engineering, multi-agent systems,

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María J. Chea, Recent graduate of American University with a degree in Economics and International Relations. Graduated cum laude with a concentration in International Economics and a focus on Asian studies. Worked with a number of organizations including the Inter-American Development Bank, Inter-American Court of Human Rights, and Management Systems International doing research and writing on development. Published a report for the Vice-presidency of Guatemala on microfinance and small business development in the Central American region. Fluent in both English and Spanish with conversational skills in French and Hebrew, and knowledge of basic Mandarin. Guatemalan citizen, currently resides in Washington D.C. and Guatemala City, Guatemala.

Mark Deakin is a Professor in the School of Engineering and Built Environment, Edinburgh Napier University. Much of Mark's recent research has been inter-disciplinary, cutting across academic, scientific and technical boundaries within the built environment. This has allowed him to work thematically on issues surrounding the role of ICTs in information society and their relationship to the knowledge economy of scientific and technical development. Much of the research undertaken to develop an understanding of the relationship between ICTs, information society and the knowledge economy has been project-based, focussing on the application of recent scientific and technical developments. These include project-based applications relating to the networked communities, social informatics and economic instruments of two such scientific and technical developments: those known as IntelCities and SmartCities. Mark is currently Director of the SCRAN (SmartCities (inter) Regional Academic Network) and works with counterparts in the Universities of Amsterdam and Turin to exploit the knowledge-transfer potential of the scientific and technical applications developed by this organisation.

Magali González obtained the Engineering degree in Computer Science from the Catholic University of Asuncion, Paraguay, in 2000. Since 2002 she is an associate Professor in the department of Electronics and Computer Science Engineering at the Universidad Católica "Nuestra Señora de la Asunción" (UC), Asunción, Paraguay. She is teaching model driven development and introduction to Computer Science. Currently, she is in the last year of her PhD study at the Polytechnic University of Valencia, Spain. Her research interests include: software engineering, model driven development, e-governance, web engineering, web semantics, adaptive systems, etc. In these areas, she has published about 20 papers in electronic journals, book chapters, international conferences and workshops.

Yuri E. Hohlov is Chairman of the Board of Directors, Head of the Institute of Information Society Directorate of Regional Programs (Russia). From 1982 to 1996 Dr. Hohlov has rich experience in information systems implementation modeling the exploration processes of large gas reserves in Western Siberia, implementing e-library for Russian State Library, creating Scientific Network of Computer Telecommunications for Science and Higher Education" (Ministry of Science, Ministry of Education, Russian Academy of Sciences, and Russian Foundation for Fundamental Research.) In 1997 he served as Advisory Board member of the *infoDev* Program of the World Bank "Developing the National Dialogue on Russian Telecommunications Policy". Along with a number of leading specialists in the fields of telecommunications, informatics, information policy, library science, high-tech computing and educa-

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tion, Dr. Hohlov created the Institute of the Information Society in 1998. In 2000 Dr. Hohlov headed the development of the methodological framework of integrating Moscow's information systems. In 2000 Dr. Hohlov became a Corresponding Member of the Russian Engineering Academy, and in 2004 he was elected an Academician in the "Information Systems, Computing and Electronics, and Telecommunications" section.

Gianpaolo Iazzolino received the degree in Management Engineering from the University of Calabria, Italy. Since graduating he has continued his research at the Department of Business Administration and he has taught in the Engineering Faculty, giving both lectures and seminars and has taken part on examination boards. In 2000 he took the Ph.D. in Computer Science and Systems from the University of Calabria. From 2004 he is Assistant Professor at the Department of Business Administration and he is member of the Faculty of Engineering, University of Calabria, Italy. His research interests are in the areas of business performance, evaluation of innovation, intangibles, knowledge management. He teaches business administration and management in the management engineering curriculum. He has participated in several research projects and he has carried out management consulting activities in partnership with some business innovation centers.

Tomasz Janowski is a Senior Research Fellow at United Nations University International Institute for Software Technology in Macao where he founded and heads the Center for Electronic Governance. His expertise is in foundations and frameworks for e-Governance, tools and applications of formal techniques, and rigorous development of enterprise systems, particularly systems for the public sector. He coordinates a series of International Conferences on Theory and Practice of Electronic Governance, and serves as Editorial Board member and Programme Committee chair at various journals and conferences. As part of his contribution to international development, he assists governments including Afghanistan, Argentina, Cameroon, China, Colombia, Costa Rica, Ecuador, Egypt, Jordan, Korea, Kyrgyzstan, Macao SAR, Maldives, Mongolia, Nepal, Nigeria and Palestine on design and implementation of e-Governance programmes. His projects have been funded by Macao Foundation, World Bank, Microsoft, UNDP and EU. He has a PhD in Computer Science from the University of Warwick, UK.

J.-Christof Kuechemann studied mathematics and sociology at the University of Bielefeld in Germany, holding a degree in mathematics with a thesis on the definitions of social power according to the game theory. He then carried out his doctoral studies in sociology on "Crisis, Conflict, Public Policy and Development in Peru" also at the University of Bielefeld. With experience as a lecturer for development planning and policy at the Universidad Nacional Mayor de San Marcos in Peru, he began a long career with the German Technical Cooperation as Regional Coordinator for Latin America South and also as Head of the Division for Latin America North and the Caribbean in Eschborn (Germany). Also, he has headed the Office for Project Management, as well as Director of the GTZ Agency, both in Brasilia. His experience took him also to work for the IDB as Deputy Manager for Social Development and Governance at the IDB- Head Office in Washington DC (USA) and later in 2004 as IDB-Representative in Peru. In late 2007 he became Senior Policy Advisor for Global Partnerships at the GTZ Head office in Eschborn (Germany). Currently, he is the Director of the German Technical Cooperation Office in El Salvador and has authored several publications on development-policy issues.

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Russell Lidman is Professor and Director of the Institute of Public Service at Seattle University. Prior to joining the faculty of Seattle University, Lidman was policy adviser on the human services in the Office of the Governor of the state of Washington and he held the position of Assistant Commissioner of that state's Employment Security Department. He earlier served as Academic Vice President and Provost of The Evergreen State College. He holds the PhD in economics from the University of Wisconsin and the MPA from Princeton University. He was a Fulbright Professor in Peru and in Ecuador. He served as a Fulbright Specialist in Honduras and in Nicaragua. He writes on public policy. His most recent articles have dealt with religion and the state and with public art.

Tunc D. Medeni is a full-time researcher in Turksat and also affiliated to various academic institutions as a part-time staff. He was awarded a PhD degree from the Japan Advanced Institute of Science and Technology (JAIST), Japan; his MS degree from Lancaster University in the UK; and his BS degree from Bilkent University, Turkey. He has contributed to various conference presentations, book chapters, and journal articles in his interest areas such as knowledge management, cross-cultural learning, and e-government. He has been awarded funding and scholarships from Nakayama Hayao Foundation, JAIST, Japanese State in Japan, Lancaster University in UK, and Turkish State and Bilkent University in Turkey, and European Union for his education and research activities as distinguished individual, group and institutional works.

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organisation. But also technical assistance and knowledge transfer to SME's in developing countries, democratisation, international trade and foreign direct investments issues. Morten is the author and co-author of various publications, plus presenter/guest lecturer on various related topics. Previous employers includes, European Institute of Public Administration (www.eipa.eu), Centre for the Development of Enterprise (www.cde.int), European Commission, DG DEVL (www.europa.eu/pol/dev/index_en.htm) and University of KwaZulu-Natal (www.ukzn.ac.za). NB: From 1 May 2010 Morten has been with the National IT and Telecom Agency (www.itst.dk) in Denmark working in the policy and strategy team for the national citizen portal www.borger.dk.

Gianluca Misuraca is currently a Research Associate at the Ecole Polytechnique Fédérale de Lausanne (EPFL) and a Scientific Officer at the Institute for Prospective Technological Studies (IPTS) of the European Commission's Joint Research Centre, based in Seville, Spain. Gianluca has been active in the area of e-Governance in the last 15 years working in both the private and the public sector as policy analyst and strategic advisor. Among other assignments, he has been the Managing Director and Scientific Coordinator of the Global Executive Master in e-Governance organised by EPFL, and the designer and Project Manager of the e-Africa initiative for good governance, being an Associate Expert at the United Nations Department of Economic and Social Affairs. Gianluca has written several publications in the domain of e-Governance and Knowledge Society and his research interests range from ICT for development to ICT for governance with focus on foresight intelligence and policy modelling.

Monis Aziz holds a Masters degree in eGovernance from EPFL, Switzerland and ITSM Certification. Monis has extensive experience in functional areas of Service Delivery Management, Project Management, Customer Support, Business Development and eGovernance. Monis possesses international experience in post conflict environments and varied professional consultancy work with The World Bank Afghanistan in the field of Information Technology Consultancy and Project Implementation. Monis has also worked as Venue Technology Manager at the 15th Doha Asian Games in 2006. He is presently working with IBM India and is based in Bangalore, India.

Ahmet Nohutçu graduated from Ankara University Department of Public Administration in 1993. He completed his master's degree in Fairleigh Dickinson University in New Jersey and took Ph.D. from Middle East Technical University in the area of Political Science and Public Administration. He worked as an academician at Muğla University between 1994-2004. He has been working at Kocaeli University Department of Political Science and Public Administration since 2004. His academic research area is strategic planning, public policymaking process in Turkey, governance, the EU administrative structure and administrative law.

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Evgeny Styryn is a senior lecturer at the School of Public Administration of Lomonosov Moscow State University in Russia, where he specializes in research on e-government. He also continues post-doctoral work in e-government at the same University. Dr. Styryn is actively involved in teaching process in the area of information and communication technologies usage in public administration. His main research topics are: e-government strategic planning and implementation, e-government program and project management, cross agency information sharing. Dr. Styryn also takes part in Russian federal and regional e-government development projects as a consultant. In 2009-2010 as a Fulbright Visiting

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Pablo Valenti, Modernization of State and Innovation Specialist with 15-years of experience in multilateral, Government, academic and private sectors. Engineer with a Ph.D. in Management of Technology. Developed a broad experience in the design and management of modernization of public administration projects, innovation policies and national strategies in e-Government in Latin America and the Caribbean. Presently concentrates in the identification, preparation and supervision of operations of the InterAmerican Development Bank, in connection with programs for the modernization of tax and financial administration, interoperability platform, results-based management, e-government solutions, e-procurement systems, Congress modernization, health administration (e-health) and national digital strategy. Served as advisor to the Office of the Presidency of the Republic of Uruguay.

Chris Vein, called San Francisco's "tech zeitgeist" by Computerworld Magazine, is the Chief Information Officer (CIO) for the City and County of San Francisco (City). In this role, he is responsible for setting the City's technology vision and direction, ensuring the development and implementation of Citywide standards, policies, and procedures, and running the technology "utility" department providing enterprise services to the City with its 28,000 employees, 52 departments, and \$6.5 billion annual budget. In his tenure as CIO, Chris has led the City in becoming a national force in the application of new media platforms, use of open source applications, creation of new models for expanding digital inclusion, emphasizing "green" technology, and transforming government. In 2010, Chris was named to Government Technology Magazine's Top 25: Dreamers, Doers, and Drivers. Last year, Chris was named to the top 50 public sector CIOs by InformationWeek Magazine and was honored as the Community Broadband Visionary of the Year by the National Association of Telecommunications Officers and Advisors (NATOA). Chris is a sought-after commentator and speaker, quoted in a wide range of news sources from the Economist to Inc. Magazine. In past work lives, Chris has worked in the public sector at Science Applications International Corporation (SAIC), for the American Psychological Association, and in a nonpolitical role, at the White House supporting three Presidents of the United States. In his spare time, Chris is a voracious reader, pretty darn good cook, and sometimes mentor.

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