

## About the Contributors

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**Anand Agrawal**, working as a researcher and consultant, has worked as a faculty member at ICFAI Business School at Hyderabad, India and then as associate project director at TNS India. He has completed his PhD in the field of services marketing from ICFAI University in which he developed a measurement instrument to measure e-service quality. His research area includes marketing management, services marketing and research in general. He has more than 15 national research publications and a few

international research publications in his credit. He has also written case studies and magazine articles. Currently, he is also acting as associate editor of *Research World* and reviewer of many national and international journals like *Journal of Research Practice* and *Journal of Management Education*.

**Moaman Al-Busaidy** is a Phd researcher at the school of Information Systems, Computing and Mathematics at Brunel University in the UK. Al-Busaidy obtained a Masters in information systems engineering from Cardiff University in the UK and a Bachelors in computer science from University of Bangalore in India. Al-Busaidy has eight years of work experience in the IT industry and his final appointment was as the IT director in the Ministry of Manpower in Oman.

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**Subhajit Choudhury** is a working in Indian Institute of Technology Guwahati. He completed his PhD in information literacy from Vikram University, Ujjain, and MPhil (LIS), MLIS, BLIS. He has 17 published papers in journals and conferences. His research areas are information literacy in developing countries, information retrieval system, e-governance in third world countries and public libraries. Paper presented in IFLA World Library conference, Argentina, 2004 as Speaker by co-author.

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**Vineeta Dixit** has over 18 years of experience in India and UK. She worked in the areas of technology, education and governance. In the last 8 years she transitioned from mainstream corporate life to ICT for Development (ICT4D) and public policy initiatives. In the e-governance domain, she has been a senior consultant to the Department of Information Technology, Government of India for their \$4Bn National e-Governance Plan and she is currently the consultant to Department of Administrative Reforms & Public Grievances, Government of India for their e-governance related initiatives. In past she has been CEO of SWApplications India P. Ltd. (SWAppIT) - a strategic partner to universities, colleges, schools, vocational training centres, distance learning programmes and executive education initiatives. She has Masters in social policy & development from London School of Economics and a Masters in business administration from The Business School, Jammu University, India.

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