

About the Contributors

Christian Graham, prior to coming to UMaine, was the Chair of the Business Administration and Computer Technology programs at Andover College located in Portland and Lewiston ME. He also taught web design and computer application courses at the University of Southern Maine's Lewiston and Auburn campus and for Central Maine Community College. Prior to his teaching career, he worked in Insurance, business to business credit analysis, Internet technology, and owned his own business. The business was a Bodega which focused the sales of Spanish and Jamaican groceries. When not teaching or studying, he enjoys collecting comic books. He is the proud owner of a # 1 first edition X-Men comic book published in 1963. Christian has a Ph.D. (Information Systems) Nova Southeastern University, Ms.Ed. (Business Education) Southern NH University, BS (Business Administration) Husson University. He is the recipient of UMaine's 2011 Faculty Technology Stipend for developing an in-class SMS text messaging system to increase student engagement in large classes. His research interests include information security, computer privacy, online learning environments, open-source web technologies, and workplace e-learning. In 2011, he was the program coordinator for International Educator Group's conference titled: Education in 2025.

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Surendran Balachandran is a senior digital campaigner with over 5 years of experience in online advocacy and campaign design. He writes about Technology & Social Change, Privacy, Public/Open Data, and Data Visualization.

Abhay Bansal is a Head and Professor at Department of Computer Science & Engineering, Amity School of Engineering & Technology and Director of DICET, Amity University Uttar Pradesh, Noida, India. He holds a PhD degree in the area of data mining. His research interest includes Web Technologies and Software Design and Development. He has published more than 50 papers in various journals and conferences of repute.

Shavindrie Cooray is an Assistant Professor in Management Information Systems at Curry College, Boston. Dr. Cooray has presented at international conferences and published in the areas of soft systems thinking and participatory design. Her present research focuses on navigating the gap in understanding between non-technical end users and technical developers using soft systems thinking methods. Dr. Cooray holds a PhD in MIS and a MSc in Internet Systems Development from the University of

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Portsmouth, and a BSc (Hons) from the Manchester Metropolitan University. Prior to joining Curry, she worked as a Lecturer at Boston University and University of Massachusetts, Boston and as an Analyst in the corporate world.

Mamta Dalal works in the IT industry and is an enthusiast of emerging technology trends. Beyond a passion for supporting social causes, she loves writing, and her works have been published in various national and international venues.

William Dario Avila Diaz, Postdoctoral in Economy, Society and the Construction of Knowledge in the Modern World of the National University of Cordoba, Argentina. Postdoctoral in Communication, Education and Culture of the University Santo Tomas of Bogota, Colombia and National University of Cordoba, Argentina. PhD in Business Administration of the Newport International University, CA, United States. Magister in Systems Engineering and Computing of the University of the Andes, Bogotá, Colombia. Specialist in Administrative Management of the Central University of Colombia. Systems Engineering and distinguished graduate of the Catholic University of Colombia.

Julia Eisenberg (PhD, Rutgers University) is an Assistant Professor in the Department of Management and Management Science at Pace University's Lubin School of Business. Her research interests include leadership, innovation, and collaborative processes among geographically distributed colleagues. Prior to joining academia, she worked for a decade in the financial industry with roles spanning product development and management. Her work has been published in the Journal of Computer-Mediated Communication and the American Behavioral Scientist.

Niclas Erhardt (PhD from Rutgers University) is an Associate Professor in Management at Maine Business School and teaches undergraduate and graduate courses in Human Resource Management and Organizational Behavior. He has a wide research interest at multiple levels, including team-based knowledge work, creativity, virtual teamwork, workplace diversity, human resource management, and organizational design and culture. His work has been published in journals including Journal of Management, Management Learning, Human Resource Management Review, and Corporate Governance: An International Review.

Howard Bennett Esbin is the creator of Prelude, which is informed by his professional and academic background. He has three decades of senior management experience in the private sector, international development, and philanthropy. This includes merchandising a chain of 300 retail outlets, training members of a Kenyan carvers cooperative, and managing a multimillion-dollar fundraising non-profit. He has been an advisor to organizations such as the Ottawa Community Foundation and the National Life Work Centre Real Games Program. He also served on the board of Oxfam Canada as the managing director of its fair trade organization. The International Labour Organization, Education Canada, and UNESCO have published his work. This includes: 'The Challenge Of Vocational Training, Guidance Counselling, and Basic Education For The 21st Century' and 'Lifespan Career Education: Getting Serious Play'. Howard received his doctoral degree in education in second languages from McGill University in 1998. His thesis "Carving Lives From Stone: Visual Literacy In An African Cottage Industry" has been described as "an excellent, sophisticated, very creative piece of work and a significant pedagogical contribution to educational research."

Jennifer L. Gibbs (Ph.D., University of Southern California) is an Associate Professor of Communication and Director of the Masters of Communication and Information Studies (MCIS) program at Rutgers University. Her research focuses on collaboration in global virtual teams and other distributed work arrangements as well as affordances of new communication technologies for strategic communication processes. Her work has been published in leading journals from a variety of disciplines including Administrative Science Quarterly, American Behavioral Scientist, Communication Research, Communication Yearbook, Computers in Human Behavior, Human Relations, The Information Society, Journal of Computer-Mediated Communication, Journal of Social & Personal Relationships, and Organization Science.

Nitasha Hasteer is a faculty at Amity School of Engineering & Technology, Amity University Uttar Pradesh, Noida, India. She holds a graduation and masters in engineering and is presently heading the Department of Information Technology at the School of Engineering. Her research interest includes Software Engineering, Software Process Modelling and Project Management. She has fifteen years of experience in industry and academics. She is a member of IEEE, ACM, IET(UK), IACSIT and Computer Society of India along with other professional bodies. She has presented and published many papers at National and International Conferences.

Nory Jones received her PhD from the University of Missouri in 2001 with a focus on knowledge management and diffusion of innovations. She is a Professor at the University of Maine Business School where she teaches classes in business information systems, e-business, knowledge management, and marketing. Her research focuses on tacit knowledge transfer as well as distance technologies and e-business.

Tarek Taha Mohamed Kandil, PhD Banking and Finance, the University of Plymouth – Plymouth- United Kingdom, is an assistant Professor of global finance and banking in multi-cultural higher educational institution in England, Egypt and recently in the United Arab Emirate–Dubai. He has multi disciplines of researches in different fields of international banking, Islamic Multi Cultural methods of finance, cross culture leadership styles and virtual teamwork of multi-national organisations of shipping and Maritime industries in United Arab Emirates UAE. In 2011 the Author of A Tale of Two Different Cultures & Financial Performance Relationships - The Art of Cross-border Mergers and Acquisitions in the Global and 2014 published a book in Emerald about the Islamic Cross-border Merger and Acquisitions and Global Financial Crisis.

Kijpokin Kasemsap received his BEng degree in Mechanical Engineering from King Mongkut's University of Technology Thonburi, his MBA degree from Ramkhamhaeng University, and his DBA degree in Human Resource Management from Suan Sunandha Rajabhat University. He is a Special Lecturer at Faculty of Management Sciences, Suan Sunandha Rajabhat University based in Bangkok, Thailand. He is a Member of International Association of Engineers (IAENG), International Association of Engineers and Scientists (IAEST), International Economics Development and Research Center (IEDRC), International Association of Computer Science and Information Technology (IACSIT), International Foundation for Research and Development (IFRD), and International Innovative Scientific and Research Organization (IISRO). He also serves on the International Advisory Committee (IAC) for International

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Association of Academicians and Researchers (INAAR). He has numerous original research articles in top international journals, conference proceedings, and book chapters on business management, human resource management, and knowledge management published internationally.

Raheel Khursheed leads News, Politics & Government verticals in India at Twitter Inc., with over 6 years of experience as a cross platform journalist & storyteller for outlets like CNN-IBN, and BBC-PRI. He passionately supports crisis responses.

Vidya Krishnan is a Delhi based Health journalist. She specializes in mapping Indian government's public health policy, and is also the International Reporting Project Fellow for 2015. She actively supports volunteering initiatives.

Harsh Kushwah currently works as a consultant in a non-profit organization, while employing his skills from Masters in Communication and Computer Engineering. He is passionate about volunteering for social causes.

Cathrine Linnes is an Associate Professor in Information Systems in the College of Business at Hawaii Pacific University where she teach in the Master of Science in Information Systems program. Her focus in in software engineering and business analytics. She received her Ph.D. from Nova South-eastern University.

Vaibhav Madhok is a quantum physicist based in Vancouver. He studies computer science, physics and evolutionary biology.

Amir Manzoor holds a bachelor's degree in engineering from NED University, Karachi, an MBA from Lahore University of Management Sciences (LUMS), and an MBA from Bangor University, United Kingdom. He has many years of diverse professional and teaching experience working at many renowned national and internal organizations and higher education institutions. His research interests include electronic commerce and technology applications in business. He is a member of Chartered Banker Institute of UK and Project Management Institute, USA.

Vijaya Moorthy is a professional in the socio-political space with expertise in policy, political engagement campaigns and development projects. Volunteering and coordinating crisis response on social media during disasters has been her parallel pursuit for over a decade. She holds a management degree and has professionally associated with corporates, non-profits and political organizations.

B. K. Murthy is an Executive Director of Centre for Development of Advanced Computing at Noida, India and was a senior director at Department of Electronics and Information Technology (DeitY), Ministry of Communications & IT, Government of India. He is responsible for the National Knowledge Network, Human Resources Development, and Productivity Enhancement & Employment Generation Divisions of the department. He holds a Ph.D. degree from IIT Delhi. His research interests include Artificial Intelligence, Natural Language Processing, Knowledge Engineering, Object Oriented Design, Development and Semantic Web. He has published and presented more than 40 papers in various journals and conferences.

Shereen Nassar is an Assistant Professor in Operations and Supply Chain Management. Dr. Nassar has had her doctorate degree in Supply Chain and Logistics Management in 2012 from School of Management (a top-ranking UK management school with a world prominent reputation for management studies) at Bath University, which is one of the leading and prestigious UK universities. Dr. Nassar was invited for an academic visit for six months at the Logistics Research Center, School of Management and Languages at Heriot-Watt University. During her visit, she collaborated in research and teaching activities with her colleagues in the area of Operations and Supply Chain Visibility. For nearly two years after completing her PhD, she worked at one of a highly regarded Egyptian academic institution in Managerial Sciences as an Assistant Professor in Operations Management. During these two years, she worked closely with the top management team through her participation as a member of the Learning and Teaching Development Committee. Ten years before she started her PhD, she got her MBA degree in 2001. She worked as an academic instructor in Operations Management. Dr. Shereen Nassar main research interest is Supply Chain visibility driven by the advancement of tracking and tracing technology specifically RFID. She has got a number of research papers that have been presented at European Operations Management Associations Conference (which is the leading Operations Management conference in Europe) and other international academic events. Her current research interest includes risk management in association with the implementation of innovative digital supply chain applications. She has extended her research interest to investigate how responsible supply chain can minimize product recalls. Dr. Shereen Nassar collaborates in her research with a number of leading UK scholars in the field of Operations and Supply Chain Management.

Bhavana Nissima is a communication consultant, writer, and long-term social activist. She has served as a volunteer in multiple disasters internationally, both on ground as well as on social media.

Hemant Purohit is an assistant professor of Information Sciences and Technology at George Mason University, with Kno.e.sis Center as alma mater. His passion of computing for Social Good has led him to research on improving crisis coordination.

Aashish Rajgaria is a chartered accountant professional and actively supports volunteering efforts for crises.

Navin Rustagi is a Big Data Scientist, working on Genomic Big Data and interested in emerging technologies.

Andrew Seely has over 20 years of experience delivering solutions in the Information Technology domain, spanning systems administration, software development, entrepreneurship, education, professional development, and leadership in commercial, government, and military settings in the United States, Asia, and Europe. Andrew is currently the Engineering Division Manager and Chief Engineer for Science Applications International Corporation (SAIC)'s Enterprise Support Contract in Tampa, Florida. Previous to working with SAIC, Andrew worked in systems, engineering, and leadership roles on large defense contracts for Computer Sciences Corporation, Northrop Grumman, and General Dynamics, as well as "dot-comming" as a self-employed contractor and for San Mateo, California start-up There.com. Andy served in the U.S. Air Force for seven years as a computer systems operator at duty stations in Mississippi, Korea, and Germany. He teaches Computer and Information Science courses for

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the distance education program at the University of Maryland University College, where he has taught programming and operating systems courses for over a decade, and he is an occasional visiting professor for the Systems Administration graduate program in the Technology, Art, and Design department at Oslo and Akershus University College of Applied Sciences in Oslo, Norway. He currently teaches Information Systems courses for the Information and Technology Management department at the University of Tampa in Tampa, Florida. Andrew is a regular columnist for the USENIX Association publication “;login:”, where he writes about managing technical teams. He was a Program Committee member for the 2012 Large Installation System Administration (LISA) conference, and he has been the annual chair of LISA’s Government and Military systems administration workshop since 2008. He was the chairman for the Global Command and Control Systems Administration and Engineering international conference in 2005 and 2010. Andrew holds a bachelor’s degree in Computer and Information Science from the University of Maryland University College in Heidelberg, Germany, and a master’s degree in Computer Science from Nova Southeastern University in Ft. Lauderdale, Florida.

Parminder Singh is the managing director of Southeast Asia, India and MENA region at Twitter Inc. with over 14 years of cross-functional experience in strategy and brand marketing. He actively supports social causes, and philanthropy.

Frank Stowell is Emeritus Professor of Systems and Information Systems at the University of Portsmouth. He has a PhD in Organizational Change and his research centers around methods of participative design. He has supervised a number of research projects from modeling complex decision-making in mental health care, knowledge management, through to methods for client-led information systems development. He has been co-chair of a number of research council funded projects notably the Systems Practice for Managing Complexity project, designed to help managers address complex issues, which has developed into a self sustaining network. His latest publication *The Managers Guide to Systems Practice* (2012, Wiley Chichester) is a text written expressly with the kind of managers in mind who have attended the workshops over the past decade. He is past President of the UK Academy of Information Systems and the UK Systems Society (<http://www.ukss.org.uk/>). He presently occupies the chair of the Council of Information Systems Professors and has recently joined the Board of the World Organization of Systems and Cybernetics. He has published papers and texts in the field and presented papers at a number of international conferences in Europe and the United States. Prior to his academic career he was employed by central government as a consultant within the Management Systems Development Group and has experience of defining and developing IT supported management information systems.

Lisa Toler is a Project Management Professional and Manager at Brookhaven National Laboratory. She currently leads the Nonproliferation Policy and Safeguards Implementation Team. Dr. Toler has been working at Brookhaven Lab for 31 years. Her research interests and Ph.D. are in organization and management. Dr. Toler also teaches Organizational Behavior at the graduate level and Organizational Change at the undergraduate level as an adjunct Associate Professor at Ashford University, Forbes School of Business. In addition, Dr. Toler has several publications including an article on virtual teams that is located at the Project Management Institute’s Virtual Library, and has a featured story in “Their Journey to the PhD: Stories of Personal Perseverance and Academic Achievement”, published by Hawthorne Press. Finally, Dr. Toler has several publications pending in addition to this book chapter including one on the effects of workplace bullying on employee performance.

Arun Vemuri heads Brand Measurement Commercialization for Google in APAC, with over two decades of experience in brand management, and analytics. He supports multiple causes owing to his passion about social responsibility and crisis response.

Yi Wan is a doctoral researcher at Aston Business School. He has a Bachelor from Birmingham City University and a Masters from Warwick Business School. His research, governing multi-organizational collaboration using 3rd generation enterprise resource planning systems, focuses on information systems strategy and enterprises integration perspectives. He specializes in the areas of enterprise resource planning development and management, inter-company management, supply chain management, strategic operations management practice, and grounded theory research; and has published several papers in the international referred journals, international conferences and books.