

About the Contributors

Karim Mohammed Rezaul was awarded a PhD degree in Computing and Communications Technology from North East Wales Institute (NEWI) of Higher Education (presently Glyndŵr University), University of Wales, UK in October 2007. He received his BSc. degree in the field of Naval Architecture and Marine Engineering from Bangladesh University of Engineering and Technology (BUET), Dhaka in 1998 and MSc. degree in Marine Technology from Norwegian University of Science and Technology (NTNU), Trondheim, Norway in 2001. Dr Karim is a member of the Institute of Electrical and Electronics Engineers (IEEE), Association for Computing Machinery (ACM), Centre for Applied Internet Research (CAIR, UK), and a fellow of Institution of Engineers Bangladesh (IEB, Bangladesh). He is the founder and director of Applied Research Centre for Business and Information Technology (ARCBIT), UK. In February 2002, Dr. Karim was appointed as visiting lecturer in the department of Computing, Communications Technology and Mathematics at London Metropolitan University, and continued until June 2005. He is an Academic advisor / Programme director of various International colleges in UK. He is currently working as the Director of studies and senior lecturer at St. Peter's College of London. He is an author of a numerous Scientific and Business articles in Scholarly & Refereed publications which include book, book chapters, journals and International conference papers. He is an editor of several international journals and member of the technical program committee (TPC) of multiple International conferences. His research interests include E-Business, Network Traffic Engineering, Long-range dependence phenomena (which appear in network traffic, stock markets, oil price, cardiology, economics, finance, hydrology, climate, weather etc.), Time series analysis, Quantitative development, Business Information systems & design, Information Security, Designing Algorithm & data structures, Statistical Computing, Internet technology, Cloud & Grid Computing, Quality of Service (QoS) Control and Traffic modelling & simulation.

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Giner Alor-Hernandez is a full-time researcher of the Division of Research and Postgraduate Studies of the Instituto Tecnológico de Orizaba. He received an MSc and a PhD in Computer Science of the Center for Research and Advanced Studies of the National Polytechnic Institute (CINVESTAV), Mexico. He is involved in several Mexican research projects and he has been a committee program member of several international conferences in computer science. His research interests include Web services, e-commerce, Semantic Web, Web 2.0, service-oriented and event-driven architectures and enterprise application integration. He is an IEEE and ACM Member.

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Jorge Fernando Ambros-Antemate obtained an MSc in Computer Science of the Division of Research and Postgraduate Studies of the Instituto Tecnológico de Orizaba. His research interests are Software Engineering, Android, m-commerce, Web Services, Service-Oriented Architecture.

Michelle Berzins is an Adjunct Researcher in the Faculty of Education University of Canberra Australia, and recipient of two Chancellor's Commendations, an Australian Postgraduate Award and a nomination for the Herbert Burton University Medal. Michelle's doctoral research was in the area of competition law where a multi-jurisdictional comparative analysis was conducted regarding the incidence and perception of cartel conduct. Michelle has previously completed research on the historical changes affecting the Australian Federal Police where she graduated with First Class Honours. Current research interests include white collar crime, online fraud, e-commerce and critical thinking. During the past four years, Michelle's publication output has totalled two book chapters, 16 refereed journal articles, 9 refereed conference papers and six non-refereed workshop or conference presentations.

Christophe Bisson is an assistant professor of Management Information System at Kadir Has University, Turkey. He received his Ph.D from the University of Aix-Marseille, France. He is interested in decisional processes online/offline and decision systems. He is the President of the Internationally Accepted Marketing Standards and editor in chief of the International Journal of Marketing Principles and Practices. (E-Mail: cbisson@khas.edu.tr).

Ritesh Chugh lectures in the Faculty of Arts, Business, Informatics and Education at CQUniversity Melbourne, Australia. He teaches to both postgraduate and undergraduate students in the fields of Information Systems (IS) Management and Development, IS Project Management, and Electronic Commerce. Ritesh has been awarded many teaching awards, over the past few years, recognising his teaching excellence and commitment to improved student outcomes. Currently, he is working towards a doctoral degree that will develop a model to enhance tacit knowledge transfer and make knowledge ubiquitous. His range of interests includes project management, knowledge management, electronic commerce and developing varied teaching and learning practices on a formal note and philately and numismatics on a more casual note. Ritesh is a member of the Australian Computer Society, IEEE, and IEEE's Computer Society too.

Ben Clegg graduated from Loughborough University Business School in 1993 with a degree in management science and a diploma in industrial studies. Simultaneously he completed a diploma in strategic marketing from the Chartered Institute of Marketing and a sponsored business student apprenticeship with GEC. He conducted research at Portsmouth University for a year, before joining De Montfort University to complete a PhD in systems engineering in 1999. He spent a year (2000-2001) as a visiting scholar at Stanford University's Centre for Integrated Facilities Engineering (USA) continuing research into business simulation tool development organisational theory, and operational improvement. He Joined the University of Central England (Birmingham City) for a year to teach in the areas of strategy, operations and supply chain management; and completed a post graduate teaching certificate in 2003. He Joined Aston Business School in 2003. He is a reviewer for the International Journal of Productivity and Performance Measurement, the Journal of Manufacturing Technology Management, the Information Resource Management Association, EPSRC and ESRC, FT Prentice-Hall, Oxford University Press and MacGraw-Hill. His research, training and consulting activities focus on strategic and operational transformation. He has published over 100 articles and secured over £1.5m of research funding.

Andrea Cullen has had a number of years industrial experience as a computer programmer and systems analyst working on projects throughout the UK. She later received a 1st class degree in and a PhD at the University of Bradford. She joined the Department of Computing in 2003 and is now a Senior Lecturer in Computing. Her main area of interest is currently e-commerce within supply chain systems, the security of systems, social engineering and the implications of security for organisations.

Avula Damodaram is the Director of School of Continuing and Distance Education, JNTU, Hyderabad. He joined as faculty of CSED in JNTUH in the year 1989 after completing his Ph. D from the same university. Since then he has served the university in distinguished capacities such as Professor of CSE, Head of the Department and Vice Principal. He has successfully guided many Ph.D. scholars. His areas of interest include Computer Networks and Mobile Computing. Dr. Damodaram has published 35 technical papers in National and International Journals and presented 45 papers at different National and International conferences.

Prasanta Kumar Dey Bachelor in Mechanical Engineering (Jadavpur University), Master's in Industrial Engineering and Management (Asian Institute of Technology), PhD in Production Engineering (Jadavpur University) Joined Aston in December 2004 as a reader and senior lecturer in operations management. Prior to joining Aston, he has worked 13 years with Indian Oil Corporation limited, India as project executive and 5 years with the University of the West Indies, Barbados. He has extensively published in the international refereed journals. Current research interest includes total quality management, Supply chain management, environmental management, risk management, construction supply management, project planning, implementation and evaluation, and multiple criteria decision making in industry. He is adjunct professor of University of South Australia; visiting professor of Rouen Business School, France; Jadavpur University; India, Indian Institute of Technology, Delhi; Asian Institute of Technology, Thailand.

Ciprian Dobre obtained PhD in 2008 within the Computer Science Department, University POLITEHNICA of Bucharest, Romania and presently is a lecturer at the same university. His research areas include Modeling and simulation of large scale distributed systems, with accent on the validation of the LHC experiments at CERN. The main fields of expertise are Grid Computing, Monitoring and Control of Distributed Systems, Modeling and Simulation, Advanced Networking Architectures, Parallel and Distributed Algorithms. Dr Ciprian is a Member of the RoGRID (Romanian GRID) consortium and, is involved in a number of national projects (CNCSIS, GridMOSI, MedioGRID, PEGAF) and international projects (MonALISA, MONARC, VINCI, VNSim, EGEE, SEE-GRID, EU-NCIT). His research activities were awarded with the Innovations in Networking Award for Experimental Applications in 2008 by the Corporation for Education Network Initiatives (CENIC).

Srimannarayana Grandhi joined the Faculty of Business and Informatics as a lecturer at CQUniversity, Australia in 2001. Over the past decade he has fulfilled several academic and administrative roles in different campuses of CQUniversity. The wide experience has given him an exposure to a multi-cultural environment, which he applies in everyday teaching and learning activities. He currently teaches courses in the area of Database Development and Management, Digital Forensics, Enterprise Systems, Electronic Commerce, and Project Management. Srimannarayana is a member of the Australian Computer Society. His main interests are business process reengineering, system implementation and web services.

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Andrew Greasley is a lecturer in Information Systems, Operational Research and Statistics in the Operations and Information Management Group at Aston Business School. His research area is the application of discrete-event simulation modeling for process improvement. He has over fifteen years' experience of building simulation models for industrial clients in the private and public sectors. He has taught modeling techniques for a number of years in Europe and Africa, including in the UK, France, Hungary, Malawi and Zimbabwe. He has published papers in journals such as the *International Journal of Operations and Production Management*, *Journal of the Operational Research Society*, and *SIMULATION*. He is author of the text *Simulation Modeling for Business* published by Ashgate Ltd. and co-author of the best-selling text *Business Information Systems* published by Pearson Ltd.

Huong Ha is currently affiliated with the University of Newcastle. She has been Director of Research & Development, and was the Dean of TMC Business School, TMC Academy. She is also the Chief Editor of TMC Academic Journal, a peer-reviewed journal with an ISSN and registered with the National Library Board of Singapore. It is listed on Ulrichsweb.com, the Directory of Open Access Journals and the Australian ERA 2010 list. Her research interests include corporate governance, sustainability, and e-consumer protection. Her research activities have resulted in research and international travel grants, awards, refereed journal articles, book chapters and encyclopaedia articles and several conference papers. She has been a reviewer of many academic journals and conferences. She is a member of the Chinese American Scholars Association Board (Canada/USA), the Scientific Committee of the 1st International Conference for Graduate Research in Tourism, Hospitality and Leisure (Albania), CYBERLAWS 2011 and 2012, and others.

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Daniel Neagu is Senior Lecturer in Computing within the School of Computing, Informatics and Media, University of Bradford. His expertise covers computational intelligence techniques for data quality, data mining and information integration, and knowledge discovery. His research is funded by EPSRC, BBSRC, EC FPs and industry collaborative projects. He co-authored 5 books and over 90 refereed international journal and conference papers. Daniel is member of IEEE, ACM and BCS, and committee member of the BCS Specialist Group on Artificial Intelligence.

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Rita E. Ochuko is currently a research student at the University of Bradford in United Kingdom. Rita has over 10 year's educational experience in the field of Industrial Mathematics, with a bachelor degree from Delta State University, Nigeria. Rita has a special interest in computer security and risk management. Her awards include an MSc in Computer Science from the University of Ibadan, Nigeria in 2005, and an MSc in Internet, Computer and System security from the University of Bradford in 2006. Currently she is focusing her research interest in the assessment and management of E-banking risks.

Mark Palmer is a Reader in Marketing at Birmingham Business School, Birmingham University. His research explores the contested process of retail corporate strategizing and market development. This work is published in the *Journal of Economic Geography*, *European Journal of Marketing*, *Journal of Marketing Management*, *Environment and Planning A*, and the *Journal of Strategic Marketing*. (E-mail: m.j.palmer@bham.ac.uk).

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Decebal Popescu received the Bachelor of Engineering in 1998 at University Politehnica of Bucharest, Computer Science Department, followed by M.Sc at the same department. In 2003, he became PhD in Computer Science at UPB. Currently he is associate professor at University Politehnica of Bucharest in the same department he graduated. At UPB, he was first assistant professor since 1998 and then lecturer between 2004-2008. His main research interests are: e-government software, intelligent systems, computer architecture. He is teaching the course called „Management of e-government projects” at the Master's degree program in Computer Science Department, UPB. Also, in the last years, he coordinated many international research projects with Institutul Fokus, Berlin, Germany. He is the author of more than 50 scientific papers published at important conferences and journals.

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Hakikur Rahman is an academic over 25 years has served leading education institutes and established various ICTD projects funded by ADB, UNDP and World Bank in Bangladesh. He is currently serving as a Post Doctoral Researcher at the University of Minho, Portugal. He has written and edited over 20 books on computer education, ICTs, knowledge management and research, and contributed over 100 articles, book chapters, journal papers and conference proceedings. Graduating from the Bangladesh University of Engineering and Technology in 1981, he has done his Master’s of Engineering from the American University of Beirut in 1986 and completed his PhD in Computer Engineering from the Ansted University, BVI, UK in 2001.

Isabel Ramos has a doctorate degree in Information Technologies and Systems, specialization in Information Systems Engineering and Management (2001) and a master degree in Informatics for management. She is an Assistant Professor in the Information Systems Department of the Minho University, Portugal and Chair of the Information Systems Master Programs of the University. Dr. Ramos is Associate Editor of the International Journal of Technology and Human Interaction and member of the editorial board of Enterprise Information Systems. She is Secretary of the Technical Committee 8 (Information Systems) of IFIP – International Federation for Information Systems and awarded with the IFIP Outstanding Service Award in 2009. She is author and co-author of two books and more than 4 dozens of scientific and technical papers.

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Denis Ushakov is a doctor of economy, professor of Russian Academy of Economy and Governance, of Rostov State Transport University; Academic of Russian National Tourism Academy, of Russian Academy of natural sciences; winner of Russian National contest “Young scientists for the Transport industry-2008”; pre-viewer of International Journal of Organizational Innovations (USA), “Science Alert” Journal (USA) and “Innovations and Management” magazine (Russia). He has Published about 50 research papers in pre-viewed scientific journals of Russia, Ukraine, Kazakhstan, USA, China; participated in 32 International conferences (Moscow, St. Petersburg, Almaty, Bangkok, Cairo, Alexandria, Kiev, Dubai, Geneva, Tehran, Kuala-Lumpur, Khon-Kaen); prepared 12 manuals for students of the service and economy professions. The areas of scientific researches include economy of tourism: theory of tourism market’s function, modern trends of development, corporative management; multinational corporation in service’s production: organization, strategic management, global competitive resources; Government regulation of the service’s market; innovative modernization in economical Government’s regulation, production’s organization; service and hospitality.

Yi Wan is a doctoral researcher in Operations and Information Management at Aston Business School. He has a Bachelor in Computer Networks for Business from Birmingham City University and Master’s in Information Systems Management from Warwick Business School. His research, investigating enterprise information systems (particularly ERP systems) with operation management for business, which focuses on IS strategy, organizational structure and enterprise integration perspective. He specializes in the areas of information systems management, inter-firm collaboration governance, and strategic change. He has published four articles at ‘15th Cambridge International Manufacturing Symposium’ in UK, ‘CENTERIS’2010 – Conference on Enterprise Information Systems’ in Portugal (Springer-Verlag), ‘POMS 22nd Annual Conference’ in USA, and BAM 25th Conference in UK. He also has one book chapter titled “A New Dynamic Framework for Managing ERP Development and Enterprise Strategy” to be published in a forthcoming book.

Yucan Wang is a doctoral student at Aston Business School. She has first class Bachelor Degree in Birmingham City University and Master Degree in Warwick Business School. Her research area is investigating relationship between enterprise systems and social behaviours. Recently, she focuses on application of discrete-event simulation to analyse operation performance that combining enterprise systems and social informality. She has published articles at POMS (Production operation management Society), BAM (British Academic Management), and CENTERIS conference enterprise information system.