

About the Contributors

Caroline Howard (PhD) is an author, editor, consultant, and educator. She is an independent academic. Prior to becoming online faculty, she was on the faculty of Emory University's Goizueta Business School and the University of Colorado at Colorado Springs. Caroline holds an MBA from The Wharton School, University of Pennsylvania and a PhD in Management Information Systems from the University of California - Irvine where she received honors for her teaching and research. She has published a number of articles on technology and learning. Her books include the first and 2nd editions of the *Encyclopedia of Distance Learning* (2005 and 2009), *Winning the Net Game: Becoming Profitable Now that the Web Rules have Changed* (Entrepreneur Press, 2002), *The Design and Management of Effective Distance Learning Programs* (2002), and *Distance Learning and University Effectiveness: Changing Educational Paradigms for Online Learning* (2005).

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Norita Ahmad is an Assistant Professor of MIS at American University of Sharjah, UAE. She received her PhD in Decision Science Engineering Systems from Rensselaer Polytechnic Institute (RPI), and an MS and a BS in Telecommunications and Network Management and Computer Sciences, respectively, from Syracuse University. Her research interest includes decision analysis, database management systems, and knowledge management. She has presented research internationally and published in a variety of scholarly journals such as *International Journal of Information Technology & Decision Making*, *Journal of Intelligent Manufacturing*, *Journal of Business Ethics*, *International Journal of Enterprise Information Systems*, and *International Journal of Services Operations and Informatics*.

Sharaf M. Alkibsi, DBA, is an Assistant Professor of Business Administration at the Lebanese International University at Sana'a, Yemen. His research interests center on service quality, technological development, and banking. He was the General Manager of Yemen Financial Services Company specialized in technology-based retail banking services. He has also served as an Assistant General Manager of the International Bank of Yemen. He earned his doctorate degree from the University of Phoenix with a BS and MBA from Murray State University.

Debra Beazley is an accomplished business manager, healthcare administrator, and higher education administrator who combines rehabilitative expertise with experience leading program growth, business and department start-up, marketing, M&A, and business development activities for dynamic, growth oriented, healthcare organizations. She has more than 20 years rehabilitation management, consulting, and treatment experience in acute care, sub-acute, long-term care, outpatient, and private practice reha-

bilitation. Dr. Beazley has a PhD in Applied Management and Decision Sciences from Walden University, MBA from Kennesaw State University, and a BSc in Physical Therapy from the Medical College of Georgia. She lives in Georgia and is currently researching leadership and organizational development patterns in Extreme Makeover construction corporations.

Cynthia Calongne is a professor of computer science at Colorado Technical University's Institute for Advanced Studies. Her research blends informatics, virtual world simulation, futuring, usability, and game design. Her research team won the Grand Prize in the Federal Virtual World Challenge for the Mars Expedition Strategy Challenge, a space simulation. Dr. Calongne completed her Doctor of Computer Science degree from Colorado Technical University in 1997.

Avimanyu Datta, starting Fall 2011, is an Assistant Professor at the College of Business, Illinois State University. He completed his PhD in Business Administration from Washington State University. His interest revolves around strategic management and commercialization of technology & innovation, and entrepreneurship. He has presented his work in Academy of Management (AOM), Americas Conference of Information Systems (AMCIS), Atlanta Competitive Advantage Conference (ACAC), and Southern Management Association (SMA). He has published in *Journal of Management & Strategy*, *Information Systems Research (ISR)*, *Communications of Associations of Information Systems (CAIS)*, *International Journal of Virtual Communities and Social Networks (IJVCSN)*, *International Journal of Strategic Information Technology and Applications (IJSITA)*, *Journal of Cases on Information Technology (JCIT)*, *ICFAI journal of Management Research (India)*, *ICFAI journal of Knowledge Management (India)*. He is also involved in a long term project in tracking the innovation chain of Top 500 Global companies based on their R&D investments, patents, and commercialization of innovations.

Sharon F. Dill is the CIO at PADI (Professional Association of Diving Instructors). Her technical interests include Information Technology and her research focuses on the impact of culture and technology. Dr. Dill received her Doctor of Computer Science in Enterprise Information Systems from Colorado Technical University in Colorado Springs, Colorado in December 2009.

Indira R. Guzman is an Associate Professor of Management Information Systems and Business Administration at Trident University International in Cypress, California. She holds numerous degrees including a doctorate in Information Science and Technology, and a Master's degree in Information Management both from Syracuse University, U.S., Master's and Bachelor's degrees in Computer Science Engineering from the Polytechnic Institute of Donetsk, Ukraine, and advanced graduate studies in Banking and Finance from the Bolivian Catholic University, Bolivia. Her research in information studies focuses on the impact of information technologies in organizations and in the society, specifically, the study of the occupational culture of information professionals, their organizational role, gender and ethnic diversity in the field, and recruitment and retention issues. Her work has been published in journals such as *Information Technology and People*, *The DATA BASE for Advances in Information Systems*, *Human Resource Management*, *Women's Studies*, *Review of Management Innovation and Creativity*, *Journal of Digital Information*, and *the Latin American and Caribbean Journal of the Association of Information Systems*.

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Kathleen M. Hargiss, over the past ten years, has been fully involved with online course design and facilitation for several major universities. During that time, she was also affiliated with Strategic Resource Consulting (SRC). SRC is a Tampa, Florida-based enterprise that provides consulting services to start up, emerging and established firms in a variety of sectors with a concentration in biotechnology, medical device, information technology, and e-business. Prior to her affiliation with SRC, she was a professor at both the University of South Florida and the University of Tampa. Dr. Hargiss earned the following: PhD - University of South Florida, MBA - University of Miami – International Business, M.A. - Northwestern University (where she instructed for several years) Post Graduate studies - Stockholm, Sweden, B.A. - University of Illinois-Chicago, University of Chicago – Internship and Post-Doctoral studies in Technology - University of South Florida.

Kevin K. W. Ho is an Assistant Professor in the School of Business and Public Administration, University of Guam, Mangilao, Guam, USA. He received his PhD in information systems from the Hong Kong University of Science and Technology (2008). His research interests include electronic business, information systems strategy, and electronic government. His research has been published in *Journal of Global Information Management*, *Journal of e-Government*, *International Journal of Strategic Information Technology and Applications*, among others.

M. Gordon Hunter is a Professor of Information Systems in the Faculty of Management at The University of Lethbridge, Alberta, Canada. He has also been appointed Visiting Professor, London South Bank University. He has held visiting positions at universities in Australia, England, Germany, Monaco, New Zealand, Turkey, and USA. In 2009 Gordon was a Fellow at the University of Applied Sciences, Munich, Germany. During 2005 Gordon was an Erskine Fellow at the University of Canterbury, Christchurch, New Zealand. Gordon's research approach takes a qualitative perspective employing Personal Construct Theory and Narrative Inquiry to conduct in depth interviews. He applies qualitative techniques in interdisciplinary research such as Multi-Generation Small Business, Healthcare, and cross-cultural investigations. His current research interests in the information systems (IS) area include the effective management of IS with emphasis on the personnel component; the role of Chief Information Officers; and the use of IS by small business.

Phil Laplante is Professor of Software Engineering at Penn State's Great Valley Graduate Professional Center. He conducts research and teaches in the areas of software and systems engineering, project management, and software testing and security. In addition to his academic career, Dr. Laplante spent several years as a software engineer and project manager working on avionics, computer aided design and software test systems. He has authored or edited 25 books and has published more than 170 scholarly papers. Recently, he was named by the National Council of Engineering Examiners to Chair the committee that will develop the examination, which will be used nation-wide to license Professional Engineers in the practice of Software Engineering. Laplante received his B.S., M.Eng., and Ph.D. in Systems Planning & Management, Electrical Engineering, and Computer Science, respectively, from Stevens Institute of Technology and an MBA from the University of Colorado. He is a Fellow of the IEEE and SPIE and a member of numerous other professional societies, program committees, and boards. He is a licensed professional engineer in Pennsylvania and a Certified Software Development Professional.

Cheon-Pyo (Frank) Lee is an Assistant Professor of Information Systems at Fairmont State University. He received his Ph.D. in Management Information Systems degree from Mississippi State University and MS/CIS degree from Georgia State University. His research interests include organizational information technology adoption, mobile commerce, and business value of information technology. He has authored several articles, books, and chapters including European Journal of Information Systems (EJIS), Communications of the Association for Information Systems (CAIS), Journal of Information Technology Theory and Application (JITTA), Information Technology and People (IT & People), and Journal of Internet Banking and Commerce (JIBC). He has also presented at conferences such as the Americas Conference on Information Systems (AMCIS), Decision Sciences Institute (DSI) Conference, and International Resource Management Association (IRMA) Conference.

Mary Lind has a Ph.D. in Business Administration from the University of North Carolina at Chapel Hill. Her current research interests are in the areas of innovation, computer mediated communication channels, virtual teams, and the impact of technology on firm performance and service quality. She has published in Organization Science, Management Science, Information Systems Research, Information and Management, IEEE Transactions in Engineering Management, Work Study, International Journal of Quality & Reliability Management, and the European Journal of Information Systems. She is a member of AIS, DSI, Academy of Management, and the ACM and has over 23 years of experience in college teaching in both face to face and in online environments. Prior to attaining the terminal degree she was employed in industry for 10 years in systems development. She is a member of the editorial review board for the International Journal of Applied Decision Sciences.

Monty McNair is an Online Adjunct Professor of Business for Harding University and York College Nebraska. He also works as a Research Engineer Senior Staff for Lockheed Martin Aeronautics Company in Fort Worth Texas. Monty has earned his doctorate in Business Administration from Trident University (Formally TUI University), a MBA in Engineering Management, and a BS in Architectural Engineering. He holds multiple professional licenses in Engineering (Structural and Electrical) and Architecture. His research work on creativity enhancement has been published in the International Handbook of Academic Research and Teaching, The Review of Management Innovation & Creativity, and the Encyclopedia of Online Distance Learning.

Robert Seale has worked as an information systems expert and professional trainer for the past 7 years. He earned his B.S. degree in Business Administration and Information Technology in 2008 graduating Summa Cum Laude and his M.S. degree in Management and Information Systems Security in 2009 from Colorado Technical University. He is currently a doctoral student with Colorado Technical University's Institute for Advanced Studies working towards his Doctorate in Computer Science and Digital Systems Security. He has extensive experience with information systems security stemming from his background in the military as an Information Assurance Security Officer working to secure enterprise level and tactical computer networks for the United States Army. His current work includes managing and developing user and administrator training curriculum for Army Battle Command System tactical information systems network and client applications and hardware.

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Teay Shawyun is an Associate Professor in Strategic Management with a previous Assistant Professorship in Management of Technology. He is Consultant to King Saud University to develop the university's IQA. Over the years, he developed a CHE (Commission on Higher Education) Award winning IQA system for Assumption University in Thailand in 2009, awarded the best academic staff by the APHEIT in 2008 and several grants and awards for research and conferences. With 10 years business experience and than 25 years academic experience teaching MIS, IT and Strategic Management, he has also been a resource person to doctors, academics, business professionals, government officials and NGO personnel in strategic management, performance management, quality assurance, leadership, and teambuilding programs. His research interest covers Management of Technology, Strategic Management and Performance Management approaching them through an interdisciplinary, integrative and holistic approach. He is an internal assessor for the CHE, external assessor for ONESQA (Office of national Education Standards and Assessment). Since 2008, he was appointed to the Board of Assessors, TQA (Thailand Quality Award), the National Quality Award in Thailand.

Zhongxian Wang is a professor at Montclair State University, New Jersey, USA. Professor Wang teaches Operations Analysis, Production/Operations Management, Decision Support & Expert Systems, Business Statistics, Operations Research, and Management Sciences. He is a member of Institute for Operations Research and the Management Sciences (INFORMS), Information Resources Management Association (IRMA), The Decision Sciences Institute (DSI), The Production and Operations Management Society (POMS).

Ruben Xing is an Associate Professor in the Department of Management & Information Systems at Montclair State University. He received PhD in 1992 from Columbia University, New York. Having worked for more than 15 years in the IT industry, he has held senior IT management positions at several large financial conglomerates, such as Merrill Lynch, Citigroup, First-Boston/Credit Suisse in metropolitan New York. His current research interests include broadband and wireless communications, the Internet security, disaster recover/business continuity planning, and supply chain management.