About the Contributors

**Olga Rivera Hernáez** is a Professor in Organization and Business Policy and Head of the team on Innovation and Knowledge Management at the University of Deusto (San Sebastian). Professor Rivera has worked on Clusters, Learning Organizations and Learning Networks, focusing in these last years on the interaction between Knowledge Sharing and Innovation Capability. Nowadays she has been nominated as Vice Minister of Health Innovation by the Basque Government, and she is devoted to the modernization, improvement and sustainability of the Basque Public Health System. She received her Business Bachelor Degree from the University of Deusto and her PhD from the University of Madrid. Professor Rivera has published many articles in the area of organizational learning and knowledge management.

**Eduardo Bueno-Campos** Professor of Business Economics at the Universidad Autónoma de Madrid, Head of the University Institute for Research (IADE) and Managing Director for Innovation of the Scientific Park of Madrid. Prof. Bueno is one of the most important Spanish authors within the field of Business Organization, especially in the field regarding Strategic Management and its approach based on knowledge, and has many research publications and projects with public and private organizations.

**Julio César Acosta Prado** is a researcher of the Intellectus Group from IADE and PhD Student in Accounting and Business Organization at the Universidad Autónoma de Madrid. He has been a Visitor Professor for the Department of Business Economics at the Universidad Rey Juan Carlos. He also developed an intense activity as a Business Consultant in the area of Human Resources. His research interests focus on Knowledge Management, Intellectual Capital, Innovation and Technology.

**Jennifer Adelstein** has a PhD in Management and Organization Studies. She has won a number of academic awards, published in international peer-reviewed journals, delivered papers at international conferences, and is an academic editor. Her research interests focus on areas of discourse analysis; CoPs; power; knowledge and its management; and business ethics.

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scientific committee for various established archival journals, international conferences and national / international standards bodies.

**Nekane Aramburu** is a faculty member of ESTE School of Management (University of Deusto, Spain). She specializes in Business Organization and Change Management, and her research focus is currently on Organizational Learning, Knowledge Management, and Innovation.

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**Marco Bettoni** focuses his current research on Open Knowledge Cooperation. From 1977 to 2005 he has been researcher, engineer and lecturer (industrial and academic organisations) in the domains of machine design, engineering education, It development, knowledge engineering and knowledge management. Since 1981 Marco does research in Knowledge Theory from a Radical Constructivist point of view.

**David Calvey** holds a BA (Hons) in History and Sociology, an M.Sc in Management Science and a PhD in Sociology, from the University of Manchester. He has interests in resistance/conflict at work, research philosophy, business creativity, covert ethnography, the security industry and the night-time economy.

**Ronan Carbery** is a Lecturer in Human Resource Management at the Department of Personnel and Employment Relations, Kemmy Business School, University of Limerick, Ireland. He lectures in Human Resource Development, Employee Development and Human and Organisational Behaviour at Work. He is Associate Editor of the Journal of European Industrial Training and his research interests include careers, career development, workplace learning, and participation in training and development.

**María del Puy Carretero** studied Computer Science at the University of the Basque Country UPV (2004). She was an intern during the summer of 2002 at Telenor S.L. and carried out her final year project at Vicomtech (July 2003-february 2004). Since October 2004 she has worked as a Scientific Collaborator at Vicomtech, within the area of 3D Animation, Interactive Virtual Environments and HCI. She is currently pursuing her doctoral studies and has research interests in Interaction with Virtual Characters on mobile devices and the Internet.

**Cristina M Chisalita** is consultant at Deloitte, The Netherlands. Until recently she worked as assistant professor of Organizational Psychology and HRD at Twente University. She has several publications on Communities of Practice, contextual aspects of technology use in organizations, cultural aspects in designing technology, re-thinking the concept of technology affordance from a social-cultural perspective. During her PhD study, she organized together with Dr Peter Jones a series of conference workshops on “Analyzing collaborative work”.


Mei-Tai Chu is research interests lie in Knowledge Management, Technology Management, and Information Management System. Mei-Tai has extensive consulting and industry experience and has worked with major corporations, Industrial Technology Research Institute of Taiwan, NEC Corporation of Japan, and various public sectors. Several top level journals (such as IEEE-TEM, ESWA) and referred international conference papers have been Published. She has authored four books and monographs in the area of Communities of Practice, Hi-Tech Case Study, and Online Multi-Agent e-Sales Recruitment System.

Michael Fung-Kee-Fung is a Clinical Lead with the Champlain Regional CoP. He also a Knowledge Translation Lead with Cancer Care Ontario, provincial government agency. His role is to facilitate liaison with administration of the regional hospitals to ensure that CoP recommendations are incorporated in the operational plans. He played an important role in creating CoP evaluation framework and tools.

Thomas Garavan is a leading scholar in the area of human resource development, learning and development and VET practice. His main research interests are in the areas of: strategic human resource development, strategic partnering, training and development in call centres, collective learning processes and the roles of training and development specialists in organisations. He has also published a leading text in the area of health and safety at work. He has developed a strong reputation in the area of business consultancy, organisational change and strategic development.

Elena Goubanova is a Resource Analyst with the Regional Cancer Program at The Ottawa Hospital. She holds an MA in Education from Russia and an MA in Public Administration from Canada. She is an active member of various national and international research groups on Communities of Practice in health care including membership in the CPsquare group.

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Athanasios Hadjimanolis received his first degree from the University of Athens and his MBA and PhD in Management from Brunel University (UK). He has published several papers in international journals, such as Research Policy and Technovation. He has worked for many years in industry and is currently Associate Professor of Management at the European University Cyprus and Chairperson of the Management and Marketing Department.

Kate Hayes worked for over eighteen years in a range of professional and managerial roles for IBM in Sydney and New York. She is now a Postdoctoral Research Fellow at University of Western Sydney. Her research interests relate to innovation, organisational culture and the use of process innovations in health services settings.

Jianzhong Hong is a Senior Lecturer in knowledge management at Lappeenranta University of Technology. His articles have appeared in several international journals, including those in the areas of
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Emmanuel Josserand is Professor at HEC, University of Geneva. His research interests are organisation and strategy, more specifically, on the strategic impact of network organizations. He has published more than 40 papers in refereed journals and edited books. He taught strategic management in various universities and business schools in Europe, the US, Australia and Africa. He is currently the Editor in Chief of M@n@gement.

Rajiv Khosla has a multi-disciplinary background in management, engineering and computer science. Rajiv’s research has been published and reported in top tier journals and magazines including IEEE Transactions in Engineering Management, IEEE Multimedia, Communications of the ACM, and IEEE Transactions on Power Systems. He has authored four books (research monographs) in the area of Emotionally Intelligent Systems, Human-Centred e-Business, Multimedia based Socio-technical Information systems, Intelligent Hybrid Multi-agent Systems.

Tuija Lämsä is working as an acting Professor in Management and Organization at the University of Oulu. Her research interests lies in knowledge management and knowledge creation, in organizational learning and in organizational relationships and communities of practice.

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Edurne Loyarte is the Financial and Quality Manager of VICOMTech, a technological centre of Computer Graphics located in San Sebastian. She received her Bachelor Degree in Business Management and Administration from the University of Deusto with a speciality master in strategy. She is PhD in Economics and Business Administration from the University of Deusto. She has published some articles in the field of Communities of Practice.

Irma M. Mäkäräinen-Suni is currently studying for her Ph.D. in Economics and Business Administration/ Knowledge Management at Lappeenranta University of Technology. Her research focus is on innovation and learning environments. She holds a position as a Senior Lecturer at HAAGA-HELIA University of Applied Sciences, Helsinki, Finland. She holds courses and is involved in R&D in the following areas: entrepreneurship, new business ideas, innovation, knowledge management, and Living Labs.
**Jesús Martinez** has a Degree in Psychology at the Autonomous University of Barcelona and Master in the Information Society and knowledge by the Universitat Oberta de Catalunya. Since 1984 works in Public Administration in Catalonia. He has been playing various technical tasks associated with orders and directives in recent years: deputy director and director of prisons (1990 to 2000), chief of intervention and rehabilitation programs in the Department of Justice (2001 to 2004). Currently is responsible for New Training Programs and Projects of the Centre d’Estudis Jurídics i Formació especialitzada Department of Justice of the Generalitat of Catalonia, which runs the program knowledge management of the Department of Justice. It also combines his work with the provision of specialized training in various Masters.

**Carlos Merino Moreno** is currently responsible for research projects in the University Institute for Research (IADE) and Coordinator of Innovation Services in the Scientific Park of Madrid. His specialization fields are centred on intangible-asset management, paying special attention to innovation, organizational intelligence, intellectual capital and knowledge governance, transferring research results into realities of technical assistance for different kinds of organizations and institutions.

**Robin Morash** is an Advance Practice Nurse with the Regional Cancer Program at The Ottawa Hospital. She holds a Masters degree in Health Studies. Her role is to lead the development of surgical oncology quality initiatives aimed at improving access to quality, standardized cancer surgery across a large geographic region comprised of both urban and rural communities.

**Cecilia Murcia** is Researcher of IADE at Universidad Autónoma de Madrid and Coordinator of Innovation and Knowledge Forum “Intellectus”. She is studying for a PhD in Business Administration at Universidad Autónoma de Madrid. Her research focuses on Knowledge Management, Intellectual Capital, Innovation and Technology.

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**Amalia Ortiz** studied Computer Engineering in the University of Deusto ESIDE (2000). In 2001 she studied a master in Virtual Reality in the University of Deusto ESIDE. She has been the head of the Edutainment and eInclusion department in Vicomtech until 2009. This department has been hardly involved in the Virtual World research field. She has published in several national and international con-
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Mario Pérez-Montoro holds a PhD in Philosophy and Educational Science from the Universitat de Barcelona (Spain). He has been a researcher in the Department of Logic, History and Philosophy of Science at the Universitat de Barcelona. He studied at the Istituto di Discipline della Comunicazione at the Università di Bologna (Italy) and has been a Visiting Scholar at the Center for the Study of Language and Information (CSLI) at Stanford University (California, USA). He has also taught and done research at various universities: the Department of Logic and the Philosophy of Science at the Universidad Complutense de Madrid, the Department of Communication Science at the Universitat Autònoma de Barcelona, and the Department of Information and Communication Sciences at the Universitat Oberta de Catalunya. He is currently a Professor in the Department of Information Science at the Universitat de Barcelona and IN3 researcher (Internet Interdisciplinary Institute). His work focuses on conceptual, semantic, epistemological and pragmatic aspects of Information Science and Knowledge Management.

Reinaldo Plaz Landaeta is currently responsible for the area of technological development of the University Institute for Research (IADE). His speciality is focused on technological applications for knowledge creation, development and management and has developed numerous projects of technical assistance for the configuration of collaboration platforms and virtual-environments within the support initiatives for knowledge-governance strategies.

Joanne Roberts is a senior lecturer in management and a member of the Centre for Knowledge, Innovation, Technology and Enterprise at Newcastle University, UK. Her current research is focused on two areas: the role of business services in the transfer of knowledge; and, critiques of knowledge in contemporary economy and organization. She has written or co-edited four books, the most recent of which is Community, Economic Creativity and Organization, co-edited with Ash Amin and published by Oxford University Press in 2008. Joanne is a member of the European Dynamics of Institutions and Markets in Europe (DIME) Network of Excellence, and co-founder and co-editor of Critical Perspectives on International Business, published by Emerald since 2005.

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Sandra Sanz has a degree in Spanish Philology from the Universitat de Barcelona (1995) and also in Information Science from the Universidad de Granada (1998). Master in Information and Knowledge Society (2003). She is a Lecturer in the Communication and Information Department at the Universitat Oberta de Catalunya. She has written on communities of practice in national and international journals and has also imparted various workshops and seminars. At the moment, she is teaching knowledge management and communities of practice in three postgraduate courses, while developing her PhD Thesis also on these subjects.

Gabriele Schiller has been working as a consultant to the Swiss Distance University of Applied Sciences working closely with Marco Bettoni and Willi Bernhard in the domain of Communities of Practice since 2006, and for more than 10 years her focus is on social aspects of Communities of Practice and collaboration in the international field of human centred KM.

Paul F Skilton is an assistant professor in the Morrison School of Management and Agribusiness at Arizona State University. A former information systems manager, his research focuses on institutional and social factors that influence creative production, especially as it relates to the creation of sustainable competitive advantage.

Marcel Veenswijk is full professor in Management of Cultural Change at VU University Amsterdam. He publishes on cultural change, CoP development, intervention strategies and organizational innovation, especially in the context of public sector organizations. Veenswijk recently published in Public Administration, Information Technology and People and International Journal of Project Management. He is editor in chief of Intervention Research (IOSPress).

Karen Whelan is a graduate of the Bachelor of Business Studies programme and the MSc in Financial Services in the University of Limerick. Karen’s MSc Dissertation which researches Corporate Governance and Derivative Use in Ireland was presented at the IAM Conference 2009. Karen has spent the last 12 months working as Research Assistant to Professor Thomas Garavan in the University of Limerick and is currently living and working in Sydney, Australia.

Celia Zárraga-Oberty is a Senior Lecturer of Business Management in the University of Carlos III of Madrid, Spain. She obtained a PhD in Economics and Business Sciences at the University of Las Palmas de Gran Canaria, and has a degree in Industrial Engineering. She has taken part in national and international scientific congresses, where she has presented various works related to information and knowledge management. She has published in different international journals such as Organization Studies, International Journal of Human Resources Management or Journal of Knowledge.