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.

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Willi Bernhard Dipl. El. Ing. HTL/FH. Since 1984, He has been engineer, lecturer and researcher in industrial and academic organisations in the domains of Telecommunication, e-Learning, Modelling & Simulation, Creativity & Innovationmanagement, Communities of Practice, Technology Enhanced Learning, Game & Simulation Based Learning. I am also founder and CEO of the Basle Institute of Technology and the Swiss Simulation Engineering GmbH.

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.

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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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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.

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**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.

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**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.

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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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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.

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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.