About the Contributors

Murray E. Jennex is an associate professor at San Diego State University, editor in chief of the *International Journal of Knowledge Management*, co-editor in chief of the *International Journal of Information Systems for Crisis Response and Management*, and president of the Foundation for Knowledge Management (LLC). Dr. Jennex specializes in knowledge management, system analysis and design, IS security, e-commerce, and organizational effectiveness. Dr. Jennex serves as the Knowledge Management Systems Track co-chair at the Hawaii International Conference on System Sciences. He is the author of over 100 journal articles, book chapters, and conference proceedings on knowledge management, end user computing, international information systems, organizational memory systems, ecommerce, cyber security, and software outsourcing. Jennex conducts research for the National Center for Border Security Issues on risk management and technology integration. Jennex is a former US Navy Nuclear Power Propulsion officer and holds a BA in chemistry and physics from William Jewell College, an MBA and an MS in software engineering from National University, an MS in telecommunications management and a PhD in information systems from the Claremont Graduate University. Jennex is also a registered professional mechanical engineer in the state of California and a Certified Information Systems Security Professional (CISSP) and a Certified Secure Software Lifecycle Professional (CSSLP).

* * *

Lena Aggestam is a researcher and a teacher at the University of Skövde. She received a degree of Doctor of Philosophy in computer and systems sciences from Stockholm University, Sweden (2008). Her research interest is development and use of organizational information systems with a specific focus on how these systems can support and enable Knowledge Management (KM) and organizational learning. More specifically her research interests include success factors in KM work and the relationship between Learning Organizations and KM.

Kamla Ali Al-Busaidi is an assistant professor of information systems at Sultan Qaboos University in Oman. She received her PhD in management information systems from Claremont Graduate University in California in 2005, MSc in information systems management from Duquesne University in Pennsylvania in 1999, and BSc in information systems from Sultan Qaboos University in Oman in 1997. Her research interests include knowledge management systems, decision support systems, learning management systems, e-government and the deployment of information and communication technologies in Arab countries. She has published several conference proceedings and journal papers, and served as a reviewer for several conference proceedings.

Samer Alhawari has a PhD in management Information Systems from the Arab Academy for Banking and Financial Sciences, Amman-Jordan. He is an assistant professor in the Department of Management Information System at the Applied Science Private University, Jordan. His research interest includes knowledge management, customer relationship management, customer knowledge management, risk management, strategic management, information systems, data mining, and text categorization. Dr. Alhawari has published 20 articles in refereed journal as well as national and international conference proceedings.

Haroun Alryalat is a general manager of Center for Banking and Financial Consultancy and assistant professor in the Department of Management Information System at the Arab Academy for Banking and Financial Sciences. He received a PhD in information systems from Brunel University, U.K. He received a BSc in politics and economics from the University of Jordan. He obtained his high diploma in commercial banking and his MSc in financial market from the Arab Academy for Banking and Financial Sciences. Haroun's research interests are in information systems, methods of automating the process of trading in financial markets, customer relationship management, and meta-analysis in information systems. He has written more than 29 papers for academic journals and international conferences on these topics. He taught 24 different modules in finance and information systems in various universities.

Alexandre Ardichvili is professor at the University of Minnesota. He holds a PhD in human resource development and MBA from the University of Minnesota and a PhD in management from the University of Moscow. Alexandre has published an edited book and more than 50 peer-reviewed articles and book chapters in the areas of human resource development, entrepreneurship, and knowledge management. He has done applied research and consulting on knowledge management and communities of practice with Caterpillar, ADM, and a number of health care organizations and professional services firms.

Per Backlund is a researcher and a teacher at the University of Skövde. He is also managing the InGaMe Lab research group (www.his.se/ingame). Per Backlund has a background in the fields of teaching, cognitive science and information systems development. He holds a BSc in cognitive science and an MSc in computer science from University of Skövde and a PhD in information systems from Stockholm University in 2004. His research interests are in serious games, in particular how games and game technology can be used for training and dissemination of information. This includes analyzing the needs of clients to see how game technology and game design can contribute to achieve their goals.

Donal P. Ballou is a Professor Emeritus in the Management Science and Information Systems unit of the School of Business at SUNY-Albany. His PhD was in applied mathematics and his research has involved mathematical modeling in several disciplines, especially in the area of data and information quality. His pioneering work in this area in the 1980s with his colleague Harold Pazer was recognized at the 1996 Conference on Information Quality held at MIT. He has published in various journals including Communications of the ACM, MIS Quarterly, and Management Science. He has been co-guest editor of special sections on information quality appearing in *Communications of the ACM* and *Journal of Management Information Systems*.

Salvatore Belardo is Professor Emeritus in the Management Science and Information Systems unit of the School of Business at SUNY-Albany. His PhD was in Management of Information Systems. Professor Belardo has been a visiting professor at the Copenhagen School of Business, the University of Passau in Germany, the University of Del Salvador in Argentina, and the Graduate School of Business Administration in Zurich Switzerland. He has written and edited several books and has published widely in a number of top journals including *Management Science, Decision Sciences, IEEE Transactions on Systems Man and Cybernetics*, and the *Journal of Management Information Systems*. He has been recognized as one of the most prolific authors of decision support systems related research.

Christian Bogner graduated in educational sciences, psychology and sociology and is a research assistant at the Department of Educational Sciences and Professional Development at the Technical University of Kaiserslautern, Germany. He leads a regional group of usability professionals within the German Chapter of the Usability Professionals' Association (GC-UPA). He is also an active member of a national technical committee within the German Institute for Standardization (DIN) and thus involved in the international standardization process related to ergonomic guidelines for interactive systems. In his research he focuses on professional support for software engineers which have to comply with user requirements. His aim is to establish methods and techniques to assist developers in that way. Contact him at christian.bogner@sowi.uni-kl.de

Ed Bruning is Professor of Marketing at the I. H. Asper School of Business, University of Manitoba, Canada. He received his Ph.D. from the University of Alabama. Ed's research interests have focused on the economic analysis of marketing channel relationships, national loyalty as an influence on consumption choice, the role of commitment and trust as antecedents to firm-level market orientation, the role of knowledge management as a mediating factor between market orientation and business performance, and feedback effects upon individual brands once an alliance brand is created. Ed has won numerous research and teaching awards and grants in both Canada and the United States.

Ganesh Chandrasekar is a Knowledge Management Professional working as a Business Analyst with Cognizant Technology Solutions. He graduated with a Masters of Science in Knowledge Management from Nanyang Technological University, Singapore. A keen student of developmental economics and knowledge societies, Ganesh, lives in Chennai, India.

Chalard Chantarsobat is an assistant professor at Mahasarakham University and head of research unit of Strength Community and Knowledge Managament (RUSCKM). Chalard specialized is Nonformal Education, research community and development, knowledge management in community, network organization, and group process effectiveness. Dr.Chalard serves as the knowledge management systems track conference co-chair at the 1st International Conference Education Reform 2007, Sofitel Raja Orchild Hotel, Thailand, and the 2 nd International Conference Education Reform 2009, themes "Cultural Diversity and Sustainable Education in a Changing World",Charoensri Grand Royal Hotel, Thailand. He is the author of over 30 journal articles, book chapters, and conference proceeding on knowledge management, community organization, network community and enterprise. He hold B.Ed in Geography from Srinakharinwirot Mahasarakhm University, and an MEd in Adult Education from Srinakharinwirot Prasanmit University, an a EdD in Educational Administration and Development from Mahasarakham University.

Chee W. Chow is Professor of Accounting Emeritus at San Diego State University. His research spans many areas of accounting, including auditing, financial accounting, accounting education, taxation, and management accounting and controls. Winner of numerous awards for his writing, Professor Chow has published well over one hundred articles in leading academic and practitioner journals. Professor Chow has served as President of the American Accounting Association's (AAA) Management Accounting Section as well as Editor of its *Journal of Management Accounting Research*. He also has received the Outstanding International Accounting Educator Award from the AAA's International Accounting Section, and the Lifetime Contribution to Management Accounting Award from the AAA's Management Accounting Section.

Kimiz Dalkir is currently an associate professor in the McGill School of Information Studies, where she developed and now coordinates the Knowledge Management stream. Her book, *Knowledge Management in Theory and Practice*, has been widely adopted by both the academic and practitioner communities. In 2006, she received the Faculty of Education Excellence in Teaching Prize. Her most recent research grant is to investigate how knowledge management can be applied to universities. Prior to joining McGill University, Dr. Dalkir was director of Global KM Services at DMR Consulting where she was actively involved in knowledge transfer to clients around the world.

Marjorie Delbaere is Associate Professor of Marketing at the Edwards School of Business, University of Saskatchewan, Canada. She received her Ph.D. from the University of Manitoba. Marjorie's research focuses on knowledge utilization and management at both the macro- and micro-levels. At the macro-level, her research explores the relationship between the market orientation of firms and the effectiveness of their knowledge management activities. At the micro-level, she explores the interplay between the persuasive use of language and images (specifically rhetorical figures such as metaphors and analogies), consumer knowledge utilization, and the marketing of controversial products to consumers, such as genetically engineered food and prescription drugs.

Paul Dion received his Ph.D. in Management Studies from the University of Toronto in 1986. He has taught at the University of Minnesota, Bryant University in Rhode Island and presently at Susquehanna University in Selinsgrove PA. His research interests include sales and marketing performance, service quality, and marketing logistics and he has published approximately forty articles in refereed publications such as: The Journal of Business Research, the Journal of Academy of Marketing Science, the International Journal of Purchasing and Materials Management and Industrial Marketing Management. He has taught a number of courses at the doctoral level, mainly in market research and advanced statistics and has developed a Ph.D. program in management for the University of the West Indies in St. Augustine Trinidad and Tobago. He is also a consultant and instructor in a number of doctoral programs in Thailand.

Kathleen E. Greenaway is an Assistant Professor at the Ted Rogers School of Information Technology Management at Ryerson University in Toronto, Canada. She earned her PhD in Management at Queen's University, Kingston, Canada. Among her research interests are knowledge management, information privacy, ICTs as tools for democratic enablement, and business ethics. Dr. Greenaway's work has been published in the Journal of the AIS, Communications of the AIS and the International Journal of Management Reviews. Her research has been presented at various conferences including the Academy of

Management, the Americas Conference on Information Systems, the Information Resource Management Association, and the Administrative Sciences Association of Canada. Prior to joining academia, she had twenty years experience as a manager and consultant in the private, public and non-profit sectors.

Pankaj Kamthan has been teaching in academia and industry for several years. He has also been a technical editor, participated in standards development, and served on program committees of international conferences and on the editorial board of international journals. His teaching and research interests include Knowledge Representation, Web Engineering, and Software Quality.

Omar Khalil is currently a Professor of Information Systems at the Quantitative Methods & Information Systems (QMIS) Department, College of Business Administration, Kuwait University. Has a PhD in Information Systems from the University of North Texas. His publications have appeared in journals such as the Journal of Global Information Management, Journal of Organizational and End-User Computing, Information Resources management Journal, International Journal of Production and Economics, International Journal of Man-Machine Studies, Journal of Business Ethics, Journal of Informing Science, Arab Journal of Administrative Sciences, International Journal of Enterprise Information Systems, Journal of Information and Knowledge Management, and International Journal of Knowledge Management. His research interest includes information systems effectiveness, global information systems, information quality, and knowledge management.

Hannu Kivijärvi is a professor in Information Systems Science at Aalto University School of Economics. He received his PhD in management science. His research interests include knowledge management, decision support systems in financial, production and marketing planning, IT Governance, and investments in information systems. His publications have appeared in a number of journals, including *European Journal of Information Systems, European Journal of Operational Research, Journal of Decision Systems, Decision Support Systems, Managerial and Decision Economics, International Journal of Production Economics*, and *Interfaces*.

Matthew Kuofie holds a PhD in Systems Engineering from Oakland University USA, an MBA in Business Administration from Northern Illinois University, USA, an MS in Computer Science from Old Dominion University, USA, and a BS in Statistics and Mathematics from the University of Ghana. Professor Kuofie teaches business management and information technology courses at the Central Michigan University, University of Michigan and Lawrence Technology University. His research interests include knowledge management, business management strategies and information technology. He has published numerous journal and conference papers. He serves as editor-in-chief and associate editor-in-chief of a number of journals including the *International Journal of Global Business* and the *Journal of Electronic Commerce in Organizations*. He has served on a number of doctoral dissertation committees. He has served as distinguished keynote speaker at a number of conferences. He worked for Electronic Data Systems/General Motors in Michigan.

Xin Li teaches in the Arts Department of Jinling College at Nanjing University. She received her bachelor and master degrees in the School of Business of Nanjing University, and worked as a tax and audit professional in Deloitte China before returning to academe. Xin Li has published papers in two

academic journals and attended, as a key member, a program of the National Natural Science Foundation of China. Her current research interests include work boundary, work-life balance, justice and motivation.

Yang Lin is currently a PhD candidate at McGill's School of Information Studies, and expects to finish his program in 2010. His thesis topic addresses strategic decision-making, knowledge management, and information science. In specific, his doctoral study is to investigate the perceptions of Chinese business managers in the process of deciding whether and how to use KM strategies for their organizations from environmental, informational, and decision-specific perspectives. Over the past five years he was the project manager of two KM projects which aimed at helping both commercial and non-commercial organizations to better retain and transfer their critical knowledge and know-how. He was also the Canadian representative for a Chinese venture capital investment company between 2007 and 2008.

Annette M Mills is a Senior Lecturer at the University of Canterbury (New Zealand). Annette holds a PhD in Information Systems from the University of Waikato (New Zealand). Annette has published a number of refereed articles in edited books and in journals including Information and Management, and Computers and Education. She currently serves on the editorial boards for the Journal of Cases on Information Technology as an Associate Editor, the Journal of Global Information Management, and the International Journal of e-Collaboration. Her research interests include social computing, technology adoption and diffusion, service expectations, and user sophistication.

Amine Nehari –Talet is an associate professor, MIS KFUPM, teaching undergraduate and post-graduate courses, 21 years teaching experience He has authored many articles in information systems, e-learning, knowledge management and customer relationship management. He is member International Association for Computer Information Systems (IACIS) editorial for many journals, and IBIMA Conference Advisory Committee. He is reviewer for Pearson education and Oxford University. He has been awarded a certificate on Online teaching from University Illinois October 2005 and Oracle certificate from oracle university.2009.

Magali Ollagnier-Beldame holds a Ph.D. in cognitive science from the University Louis Lumière in Lyon. Since 1999, she is a researcher at LIRIS laboratory in Lyon, a computer science research lab. She joined the SILEX team in 2001. She developed multidisciplinary works on tracing systems and learning processes. Her researches are based on qualitative experiments and activity analysis. They lead to fundamental knowledge on ICT-mediated human activities and the role of activity inscriptions (such as traces) in these activities. They also conduct to functional specifications for the development of tracing systems.

Harold L Pazer, works for the Information Systems unit of the School of Business at SUNY-Albany. He played a major role in the design of both the graduate and undergraduate specializations in MIS. His major teaching interest was the design and implementation of Decision Support Systems. His research has involved the analysis of quality in both production and information systems. In addition to co-authoring three text books, he has published in various journals including *Management Science, Decision Sciences, International Journal of Production Research* and *Information Systems Research*. In conjunction with Professor Ballou he was recognized at the MITs Conference on Information Quality for his pioneering contributions to the field.

Anne Persson is a professor in informatics at the University of Skövde, Sweden. She received a degree of Doctor of Philosophy in Computer and Systems Sciences from Stockholm University, Sweden (2001). Her main research interest is development and use of organizational information systems. More specifically her research interests include enterprise modeling methods and tools, requirements engineering as well as knowledge management and organizational patterns. Anne Persson is an author or co-author of some 50 research reports and publications and has participated in several EU financed research projects. She has co-developed the EKP - Enterprise Knowledge Patterns and the EKD – Enterprise Knowledge Development approaches.

Kalle Piirainen is a Research Assistant in the Laboratory of Innovation Management in the department of Industrial Management at Lappeenranta University of Technology. His main areas of expertise are technology foresight, theory of the firm and competitive advantage and decision support systems in industrial management. His other interests include design science and collaborative design as methodologies to enhance the performance of industrial companies and to raise the relevance of scientific research.

Joerg Rech is an Entrepreneur in the area of enterprise 2.0 and the Semantic Web and founder of the company Semantic Technologies. Previously he was a senior scientist and project manager at the Fraunhofer Institute for Experimental Software Engineering (IESE) in Kaiserslautern, Germany. His research mainly concerns semantic technologies in software organizations, context-sensitive diagnosis of quality-defects, experience and knowledge management, knowledge patterns, and software engineering, with a focus on model-driven software engineering. Joerg Rech authored over 40 international journal articles, book chapters, and refereed conference papers, mainly on software engineering and knowledge management, edited several books in the domain of software engineering and knowledge management, was the speaker of the GI working group on architectural and design patterns, and is a member of the German Computer Society (Gesellschaft für Informatik, GI). Contact him at joerg.rech@semantictechnologies.de.

Ahmed A. S. Seleim is an Assistant Professor in the Business Administration Department, College of Commerce, Alexandria University, Egypt. He holds B. com., MBA, and PhD degrees from Alexandria University, Egypt. His research has been published in journals such as Journal of Global Information Management, International Journal of Knowledge Management, Journal of Intellectual Capital, Management Decision, The Learning Organization, and Arab Journal of Administration Sciences. His research interest includes management information systems, knowledge management, intellectual capital, Corruption, and Culture.

Ravi S. Sharma is Associate Professor at the Wee Kim Wee School of Communication and Information at the Nanyang Technological University since January 2004. Ravi had spent the previous 10 years in industry as Asean Communications Industry Principal at IBM Global Services and Director of the Multimedia Competency Centre of Deutsche Telekom Asia. Ravi's teaching, consulting and research interests are in multimedia applications, services and strategies. Ravi received his PhD in engineering from the University of Waterloo, Canada.

Subramanian Sivaramakrishnan (Subbu) is Associate Professor of Marketing at the I. H. Asper School of Business, University of Manitoba, Canada. He received his Ph.D. from Penn State University. Subbu's research concerns the use of information in decision-making by organizations and by consumers. In the organizational context, he has examined aspects such as information overload among managers and knowledge management by firms. In the consumer behavior context, he has studied a variety of topics such as the effects of performing multiple tasks on the ability to use information, consumer's reaction to health risk warnings, stigma consciousness, and consumers' perception of virtual salespeople in retail websites.

Trevor Smith, DBA, is the head of the units of Marketing, International Business, Entrepreneurship and Strategy in the Department of Management Studies at the University of the West Indies, Mona. He lectures in Marketing and Research Methods at both undergraduate and graduate Levels. His research interests include consumer marketing, tourism & hospitality management and business strategy. Another area of interest is knowledge management and its impact on firms' performance. He is also a consultant in field of marketing research and strategy.

Boonchom Srisa-ard is an associate professor at Mahasarakham University, chair of doctoral degree program in educational research and evaluation, Mahasarakham University. Dr.Boonchom specialized in educational measurement and evaluation, educational research, statistical methods for research. He is the author of over 60 journal articles, book chapters, and conference proceedings on educational measurement, educational research, curriculum research and development, teaching and learning development, knowledge management, etc. He holds a BEd. in secondary education from The College of Education Prasarnmit, a M.Ed. in test and measurement, and a EdD in Curriculum Research and Development from Srinakharinwirot University.

Wen Bing Su is an associate professor of accountancy at Nanjing University, where he has taught since 1997. His primary teaching interests are in cost and management accounting. On the research front, his activities have spanned many areas of accounting, including management accounting, financial accounting and auditing. Professor Su has published more than 30 academic papers and won second prize for Excellent Works of Jiangsu Province Social Science Research.

Markku Tuominen is a professor in Industrial Management and dean of the Faculty of Technology Management at Lappeenranta University of Technology (Finland). He is also adjunct professor at Portland State University (USA), and Nihon University (Japan). He has been a board member of Science and Technology at Finnish Academy. His research interests are in innovation and technology management, and decision support in industrial management. He has published over 100 refereed journal articles.

Bharathkumar Vaitheeswaran holds a Masters Degree in Knowledge Management from Nanyang Technological University, Singapore. He currently works with the Singapore Sports Council, in support of various KM initiatives including Content Management and Community of Practice. Prior to this, he was involved with Information Technology projects for Fortune 500 clients specializing in Business Process Reengineering & Organizational Learning. Bharath holds a Bachelor Degree in Computer Science & Engineering from India and is an avid exponent of Cricket and Table Tennis.

David C. H. Vuong is a Master of Science in Management graduate of Queen's University, Kingston, Canada. He currently works in the Business Intelligence industry for a company that develops digital dashboard software. In his spare time, he volunteers his IT expertise to various non-profit organizations.

Seung Won Yoon is associate professor of Instructional Design and Technology at Western Illinois University. His PhD is in Human Resource Development from the University of Illinois. His research focuses on applying theories of learning, instruction, and information design to e-learning, blended learning, and human performance technology solutions and measuring impacts using mixed methods. He has several years of work experiences as a Web/e-learning developer, database manager, and IT project manager.