

MEHDI KHOSROW-POUR

Emerging Trends and Challenges in Information Technology Management

Volume 1



Table of Contents

Accounting Information Systems

A Risk-Based Approach to Auditing Relational Databases Wendy S. Walker and Jeffrey W. Merhout	932
Integrating Information Security and Assurance into MIS Curriculums Jeffrey W. Merhout and Douglas J. Havelka	883
Knowledge Dissemination Using a Hybrid of Teaching Techniques: Lessons Learned from the Case of The American University in Cairo Khaled Dahawy and Sherif Kamel	1045
The Design and Validation of a Knowledge-Based System for the Auditor's Report Mohamed A. Wahdan, Pieter Spronck, Hamdi F. Ali, Eddy Vaassen, and H. Jaap van den Herik	362
The Effects of Contexts and Cognitive Characteristics on Accounting Information Processing: A Review of Behavioral Accounting and Cognitive Psychology Research Mohamed A. Elbannan	482

Agile Approaches to Systems Development

Agile Practices, Promises of Rigor, and Information Systems Quality Sue Kong, Kenneth E. Kendall, and Julie E. Kendall	994
---	-----

Business Data Communications and Networking

Expert Workshop: Mobile Business Outlook 2008-2010 Martin Steinert, Patrick Merten, and Stephanie Tuefel	885
Modeling and Simulation of IEEE 802.11 WLANs: A Case Study of a Network Simulator Nurul I. Sarkar and Roger McHaney	715
Performance Study of IEEE 802.11b Wireless LAN under High Traffic Conditions Nurul I. Sarkar	101
Potential Weaknesses in Risk-Assessment for Business Data Communications Philip Irving, Sonia Tindle, and John Tindle	1049

Business Process Management

A Framework for Situating Business Process Engineering Approaches: An Illustration with ARIS and EKD-CMM Selmin Nurcan and Zhichao Song	285
Facilitating Successful Business Process Management Projects: Pitfalls and Success Factors Yvonne Lederer-Antonucci and Vijay Khatnani	825
Identify the Effective Factors to Select the Appropriate Form of Collaboration between One Company and Other Companies in Information Technology Industry in Iran Payam Hanafizadeh, Mina Rohani Tabatabai, and Seyed Ali Akbar Hosseini	888
Lean Order Management Hans-Henrik Hvolby	586
OURL: A Language to Map Observed Usages to BPML Jean-Mathias Heraud, Laure France, and Joseph Heili	683
Process Performance Measurement: Identifying KPI's that Link Process Performance to Company Strategy P. Willaert, J. Willems, D. Deschoolmeester, and S. Viaene	740
QoS Driven Dynamic Task Assignment for BPM Systems Using Fuzzy Logic Cagil Tasdemir and Candemir Toklu	767
Recent Trends in Innovation and Business Models in the New Digital Economy Soumaya Ben Letaifa and Yves Rabeau	457

Relating Business Processes to the Elements of Underlying IT Application Joseph Barjis, Derek B. Weaver, and Isaac Barjis	559
Resource Optimization on Flow Shop Scheduling for Industrial Case Using Simulation Ibrahim Al Kattan and Ahmed Al Nunu	551
Service Oriented Investment Marc Rabaey, Eddy Vandijck, Koenraad Vandenborre, and Martin Timmerman	514
Supporting Interactions Between Organizations with Language-Action Models Peter Rittgen	172
The Convergence Strategy in Small and Medium Sized Companies Exemplified by E-Business and T-Business Organisations Jerzy A. Kisielnicki	78
Total Value Consideration for Outsourcing Vijay Vanarase, Marina Onken, Donna Maria Blancero, and William Anderson	644
Using Petri Nets to Represent Cross-Departmental Business Processes Joseph Barjis, Han Reichgelt, Paul Forté, and Chris Small	192

Customer Relationship Management Systems

A Conceptual Framework for Electronic Customer Relationship Management (e-CRM): A Strategic Approach Forough Karimi and Reza Sarkhosh	706
A Design Science Approach to Investigating the Piloting of Customer Relationship Management Carl Erik Wikström	212
Measuring the Returns of Information Driven Customer Relationship Management Tools Abern Brown, Timothy Shea, and D. Steven White	584

Data Warehousing and Mining

Classification and Rule Generation for Colon Tumor Gene Expression Data Shawkat Ali and Pramila Gupta	281
Evidential Characterization of Uncertainty in Location-Based Prediction Iftikhar Sikder	654
Hybrid Rough/Fuzzy Modeling of Advertising Effects on Consumer Preferences Ashwani Kumar	164
Implementing Real Time OLAP with MDDC (Multi-Dimensional Dynamic Clustering) Michael W. Martin and Rada Chirkova	666
Weakness of Association Rules: A Mechanism for Clustering Rajesh Natarajan and B. Shekar	435

Database Management Technologies

Architecting Personalized Information Retrieval and Access Services in Data Intensive Domains Nong Chen and Ajantha Dahanayake	892
Research Information Management System: BioRio Yavuz Tor, Chaitanya Jasti, Zhixiang Chen, and Charles Harlow	949

Decision Support Technologies

Access Control for Auditors in Corporate Collaboration Timon C. Du, Vincent Lai, Charles Chou, and Richard Hwang	386
Building HR Decision Support: Insights from Empirical Research Jochen Malinowski and Tobias Keim	651

Building HR Decision Support: Insights from Theory Jochen Malinowski and Tobias Keim	829	The Benefits of an E-Business Performance Measurement System Matthew Hinton and David Barnes	918
Cognitive Reconstructive Remote Sensing for Decision Support in Environmental Resource Management Ivan E. Villalon-Turrubiates and Yuriy V. Shkvarko	978	The Effect of Propensity to Trust on Customers' Initial Trust in Web- Based Online Stores Euijin Kim and Suresh Tadisina	220
Exotic Options with Stochastic Volatilities Sanju Vaidya	997	The Virtual User Shopping Experience: A Multi-Faceted Classification Ahmeyd Mahfouz	468
Intelligent Processing for SAR Imagery for Environmental Management Ivan E. Villalon-Turrubiates	981	Unattended Delivery for Online Shopping: An Exploratory Study From Consumers Perspectives Brett Ferrand, Mark Xu, and Martyn Roberts	30
The Challenge of Global Supply Chain: Cross-Cultural Issues in Using an Expert System Model(QuickView) to Evaluate International Small Manufacturers Norita Ahmad and Gene R. Simons	494	Web Ontology as E-Business Information Exchange and Decision Support Tool Yefim Kats, James Geller, and Kuo-chuan Huang	968
The Wireless Impact on the Legal System: A Case Study of a Law Firm Stan Lewis, Ernest W. King, and Eddy J. Burks	906		
Distance Learning Technologies		E-Collaboration	
Design of an Assistance Tool to Support the Tutor in the Setting-Up of Learning Situations Elise Garrot, Sébastien George, and Patrick Prévôt	424	Buying Stuff on the Web: Can Users Correctly Identify Deception in Purchasing Contracts? Ned Kock, Jacques Verville, Hafizul Islam, and Jesus Camona	399
Process Driven Knowledgebase for Managing Student Support H. Dexter and J. Petch	86	e-HR: A Custom Electronic Human Resources Management System M. Almanhali, M. Radaidah, and T. Shehabuddin	672
Quality Issues in E-Learning: Differences in Eastern and Western Approaches Alan Murphy	811	Leadership and Organizational Citizenship Behavior in E-Collaborative Teams Richard R. Reilly, Karen Sobel Lojeski, and Michael R. Ryan	704
Service-Oriented Architecture: Technology Selection and Strategic IT Management Brian R. Payne and A. James Baroody	790	Leveraging Collaborative Technologies for Sharing Tacit Knowledge: An Integrative Model Vikas Sahasrabudhe and Subhasish Dasgupta	934
The Impact of Distance Learning on Graduation Rates for Information Systems Students Michael Mick and Susan E. Connors	992	Reasoning about Functional and Non-Functional Concerns during Model Refinement: A Goal-Oriented and Knowledge-Based Approach Lawrence Chung and Sam Supakkul	668
Using Educator Portals and Vignettes with Adult Online Learners Maria H.Z. Kish and Josephine Cocian Crame	567	Stimulating Creativity and Innovation through People-Concepts Connectivity within On-Line Collaborative Workspaces Marc Pallot, Wolfgang Prinz, and Kulwant Pawar	1018
Visual Representation of Computer Mediated Communication Patterns in Distance Learning Georgios A. Dafoulas	627	The Role of E-Collaboration Participative Budgeting Kevin E. Dow, Penelope Sue Greenberg, and Ralph H. Greenberg	976
E-Business Research		Towards Collaborative Worker-Centric Innovation Networks: A Conceptual Outline and Research Challenges Falk Graser, Jens Eschenbaecher, and Klaus-Dieter Thoben	639
A Descriptive Study of Online Privacy in the GCC Countries Zeinab Karake Shalhoub	589	Unintended Consequences of Instant Messaging in the Workplace: An Empirical Study Jesus Carmona	839
Attitudes of Students Toward Electronic Cash Rosarito Sánchez-Morcilio	394		
Business to Business E-Commerce and Inter-Firm Governance Qi Fei and Jim Q. Chen	38	Electronic Commerce Technologies Management	
Coping with Business Relationships: Use of Mobile Solutions to Improve Inter-Organizational Business Processes Jari Salo	97	Cognitive Antecedents of Trust in Electronic Commerce Among Chinese Internet Users Yuan Gao and Dean Xu	836
Creating and Maintaining Privacy and Trust in an Online Trading Environment: A Case Study Seamus Hill and Denise Melia	304	Redundancy Reduction Utilizing XML, Web-Services and 2-D Bar Codes Greg Konieczek and Paul Darbyshire	578
E-Business in SMEs of Thailand: A Descriptive Survey Katherine Blashki and Suttisak Jantavongso	448	The Retaliatory Feedback Problem: Evidence from eBay and a Proposed Solution Ross A. Malaga	822
E-Marketplace: A Generic Electronic Catalogue Framework for SMEs Yin Leng Tan and Linda A. Macaulay	954	Understanding the Impact of Innovation Characteristics and Individual Factors on Adoption of Online Channels Annette M. Mills, Lila Rao Graham, and Gunjan Mansingh	942
E-Recruiting System Development In Lee	397		
Evaluation of E-Commerce in Continental Native American Nations Yun-ke Chang, Miguel A. Morales Arroyo, Suliman Hawamdeh, and Jaime Jiménez	1021	Electronic Government Research	
Facilitators and Inhibitors of E-Commerce Adoption in an Irish SME: An Action Research Case Study Orla Kirwan and Kieran Conboy	374	A Market-Based Information Resource Management Approach in Information Grid Yanli Hu, Liang Bai, Weiming Zhang, Weidong Xiao, Zhong Liu, and Yingchao Zhang	239
Hermeneutic Phenomenology: A Useful Tool for IS Educators? Steve Benson	392	A Study on the Information Quality Satisfaction of Communication Portals in the Hong Kong Government Shuk Ying Ho and Kevin K. W. Ho	91
Money Laundering Using Electronic Payment Systems Juergen Seitz and Krzysztof Woda	402	Developing Successful Strategies for ICT Initiatives in the Public Sector: The Case of Electronic Government Strategies in a U.S. City Bob Stea and G. Harindranath	876
Predicting Online Customer Shopping Behavior Fan Zhao and Sagar S. Kulkarni	846		

Performance Measurement for E-Government Scenarios: A Reference Process Model Based Approach	
Thomas Matheis, Christine Daun, and Peter Loos	920
The Case of eReadiness on eGovernment in Developing Nations Case of Egypt	
Hany Abdelghaffar and Sherif Kamel	728
The Use of Paralingual Web Pages to Improve Trust in E-Government Web Sites in Regions of Highly Bilingual Populations	
Roy Segovia and Murray E. Jennex	984

Enterprise Information Systems

A Systematic View of ERP Implementation	
Carin Chuang and Kuan-Chou Chen	904
Frameworks for Building Enterprise Information Architectures	
Mahmood H. Shah and Zaigham Mahmood	541
Methodology Issues in Enterprise Systems Implementations	
Lambertus Verhage	922
Toward a Quality Model for Enterprise Information Systems in Developing Countries: A Jamaican Case Study	
Evan W. Duggan and Charlette Donalds	850
Trends in the Delivery and Utilization of Enterprise ICT	
Jiri Vorisek and George Feuerlicht	118
User's Expectations and Reality of ERP System: Implementation Experience in Higher Education	
Adekunle Okunoye and Mark Frolick	525

Geographic Information Systems

A Conceptual Geospatial Data Warehouse Model for Forest Information Management	
Robert Magai and Wookey Lee	753
A Proposed Software Architecture for Graphical Data Manipulation in the Context of a Mobile GIS for the Tourism Industry in Mauritius	
Geerish Suddul and Nawaz Mohamudally	925
Key Aspects in Community-Based Coastal Emergency Response GIS	
X. Mara Chen, Colleen Parrott, and Karin E. Johnson	114

Global IT Management

Transformational Leadership and Information Technology Management Integration Framework: A Normative Framework to Achieve Organizational Performance Effectiveness	
William S. Boddie	545

Human Computer Interaction

Achieving Implementation Success in Ubiquitous Computing Environments: Understanding the Role of Psychological Ownership	
Edward J. Garrity, Jonghoon Moon, and G. Lawrence Sanders	34
Advanced Multi-Modal User Interfaces for Mobile Devices: Integration of Visualization, Speech Interaction and Task Modeling	
Norman Biehl, Antje Düsterhöft, Peter Forbrig, Georg Fuchs, Daniel Reichart, and Heidrun Schumann	862
Feature Requirements in Educational Web Sites: A Q-Sort Analysis	
Sunil Hazari	694
Measuring Credibility Assessment Targets in Web-Based Information	
Jim D. Collins	11
Visualization in Multimodal User Interfaces of Mobile Applications	
Georg Fuchs and Heidrun Schumann	345

Human Side of IT

Research in Progress: A Field Study of Career Anchors and Women in the IT Force	
Jerla L. Quesenberry	974
Being and Appearing: Human Interfaces in the Digital Age	
Lars-Erik Janlert	232
Problematic Assimilation of ICTs in Radiology Practices: An Exploratory Investigation of the Four Dimensions of the Social Actor Framework	
Jeanette Lew	381
Small Business Experience and Governance of Employee Owned Personal Digital Devices	
W. Brett McKenzie	1004

Users as Subjects in and of Co-Design

Peter Rittgen	459
---------------------	-----

Information Ethics Issues

A Cross-Country Comparison of Software Piracy Determinants Among University Students: Demographics, Ethical Attitudes and Socio-Economic Factors	
Arsalan Butt	927
Avatars, Student Friend, Lecturer Foe? The Use of Avatars to Support Teaching and Learning	
Elaine Ferneley and A. Kamil Mahmood	415
Can Identity Theft Defense be Practically Effective? A TAM-Derived Survey of Software-Based Deterrence to Phishing and Pharming	
Charles McClain	452
Crossing Privacy, Information, and Ethics	
Sabah S. Al-Fedaghi	26
Cyberloafing: Vice or Virtue?	
Constant D. Beugré and Daeryong Kim	834
Information Technology and the Ethics of Globalization	
Robert A. Schultz	842
The Internet and Digital Imaging: A Recipe for Visual Deception	
Lucie Joshko and Jerome Moscicki	591

Information Quality Management

A Comparison of Quality Issues for Data, Information, and Knowledge	
Elizabeth Pierce, Beverly Kahn, and Helinä Melkas	60
A Value-Driven Model for Data Manufacturing: An Application for Optimal Error-Correction Policy	
Adir Even and G. Shankaranarayanan	749
Achieving Data Quality in Engineering Asset Management	
Jing Gao, Shien Lin, and Andy Koronios	607
Amount and Utility of Information Values: Two Cases of the Two Most Misunderstood Quality Attributes	
Zbigniew Gackowski	63
Designing a Balanced Data Quality Scorecard	
John R. Talburt and Traci Campbell	506
Information Mapping: A Case of Operating Theatre List Management Process	
Latif Al-Hakim	799
Intrinsic and Internal vs External View of DQ/IQ (A Case of Relativity)	
Zbigniew Gackowski	388
Theoretical Framework for Mapping Information of Social-Technical Processes: A Case of Operating Theatre Waiting List Management Process	
Gerhardine Foo and Latif Al-Hakim	719

Information Security Management

Service-Oriented Approach to Developing Security Policies for Trustworthy Systems	
Kassem Saleh, Abdulaziz Alkhaili, and Ibrahim Alkattan	901
An Investigation of Information Security Policies, Procedures, and Perceptions within University Campuses	
Ramesh Subramanian, Robert Tordella, and Minnie Yen	732
Building Career in Information Security Management	
Kuan-Chou Chen and Carin Chuang	696
Consideration of Privacy Protection for Ubiquitous Applications through an Interdisciplinary Approach	
Kunihiko Kido and Satoshi Yasiro	143
Development of a Weighted Network Security Measure Based on a Software Reliability Model	
Bong Gun Cho, Il-Yeol Song, Sung Y. Chin, and Charlie Y. Shim	475
Increasing Governmental Regulations and Their Impact on IT: SOX and HIPAA	
Amita Goyal Chin and Sushma Mishra	418
Information Security: Impacts of Leadership and Organizational Culture	
Gary Tarbet and Theodore Schlie	462
Monitoring-Based Coordinated Defense through the Lens of the Coordination Theory	
Shuyuan Mary Ho and U. Yeliz Ereryel	188

Revealing Prospect Theory Bias in Information Security Decision Making	
Neil J. Schroeder and Michael R. Grimala	176
Security by Integration, Correlation and Collaboration: Integrating Verification Reusable Agents into SOAP Messages	
Khalil A. Abuosba	966
Security Status and Security Model for Mid-Size Accounting Firms in New Zealand	
Lech J. Janczewski and Vincent Tai	269
Target, Shield and Weapon: A Taxonomy of IT Security Initiatives	
Laura Lally	23
The Architecture of Presence Investigation for Remote Control	
Hsieh-Hong Huang and Cheng-Yuan Ku	951

Information Technology Education

Everything We Wanted to Know About Our Course, but were Afraid to Ask: Views from the Student Perspective	
Anne Venables, Sarojini Devi Nagappan, and Asim Ghous	595
Application of a Collaborative Virtual Environment for Learning Molecular Biology	
Miguel A. Garcia-Ruiz, Ricardo Acosta Diaz, Maria Andrade-Arechiga, and Juan Contreras-Castillo	1027
Computer-Based Edutainment for Children Aged 3 to 5 Years Old	
Man-Ying Cheung, Koon-Ying Raymond Li, and Tim Zapart	293
Design Tools for Facilitating Qualitative Research Design in the Information Systems Environment	
Jakovljevic Maria	273
E-Assessment in Information Technology Education	
Georgios A. Dafoulas	516
Enabling Multidisciplinary Learning: A Descriptive Study	
Juha Kontio	509
Facilitating Group Learning in IT Higher Education	
Libby Hobson and Carmen Joham	565
Implementing Educational Technology in K-12 Public Education: The Importance of Factors to Senior School Administrators in Pennsylvania	
Lawrence A. Tomei and David Carbonara	745
Implementing Educational Technology in K-12 Public Education: The Importance of Factors to Senior School Administrators in Pennsylvania	
David D. Carbonara and Lawrence A. Tomei	1038
Pathways to Producing Digital Portfolios	
Eleanor J. Flanagan and Susan Amirian	698
Role of Organizational Context on Digital Library's Success Factor	
Noormina Dahlan, Noorliza Karia, Muhammad Hasmi Abu Hassan Asaari, T. Ramayah, and Goon Tuck Lee	712
Student Preferences for Reflective Learning Journals in a Studio Environment: A Survey	
Aleksander Sasha Talevski and Mark Szota	105
Teaching Information and Communication Technology in the Arab World: An Examination of Curriculum	
Anil Sharma, Khalifa Ali Alsuwaidi, and Stephen Boylan	316
Teaching Java: Applications of Programmed Instruction and Collaborative Peer Tutoring	
Henry H. Emurian	438
The Current State of the MIS Course: A Study of Business Program IS Curriculum Implementation	
Fred K. Augustine, Jr. and Theodore J. Surynt	972
The Dispositions of Professional Educators Contemplating The Use of The Readingspen® as a Motivational Factor to Increase Reading Fluency	
Heather Naleppa	957
Towards a General Framework for the Study of ICT Skill Supply and Demand	
Krassie Petrova and B. Dawn Medlin	255
Using Reflective Learning in an Introductory Programming Course	
Joo Eng Lee-Partridge	94

Information Technology in Europe

Factors that Influence the SMEs' Adoption of Application Service Providers	
George Meletiou, Alemayehu Molla, and Adekunle Okunoye	635
The Next Wave in IT Infrastructure Risk Management: A Causal Modeling Approach with Bayesian Belief Networks	
Daniel J. Hinz and Heiko Gewald	148

Intellectual Property Issues

Role-Based Approach to Intellectual Asset Management in Service Organizations	
S. Ramesh Babu, V.P. Kochikar, and M.P. Ravindra	465

Intelligent Information Technologies

A Framework for Context-Aware Question Answering System of the Math Forum Digital Library	
Shanshan Ma and Il-Yeol Song	200
Cooperative and Dialog-Based Multi-Agents in Global Software Delivery Management	
Ravi Gorthi, Andie Kurniawan, and Nandan Parameswaran	377
The Safety Effect of the Red Light Running Cameras: Applying Data Mining Techniques Using	
Fatality Analysis Reporting System (FARS) Data	
Scott Solomon, Jay Liebowitz, William Agresti, and Hang Nguyen	1051

Interactive and Educational Technology

Adaptive IT Education through IT Industry Participation	
MSD Fernando, ANW Dahanayake, and HG Sol	797
Introducing Computer-Supported Team-Based Learning: Preliminary Outcomes and Learning Impacts	
Elizabeth Avery Gomez, Deziu Wu, Katia Passerini, and Michael Bieber	603
Modeling of CHO Metabolism and Krebs Cycle Using Petri-Nets (PN)	
Isaac Barjis, Sidi Berri, Nwayigwe Okpa, Jennifer Tan, and Idline Agustin	854
Survey on IT Industry and University Collaboration for Adaptive Course Development	
MSD Fernando, ANW Dahanayake, and HG Sol	486

IRM in Government

The Determinants of Information Resource Management: Substantiating a Construct	
Paul M. Chalekian	832

IT and Supply Chain Management

Analysis of Information Security in Supply Chain Management Systems	
Ibrahim Al Kattan, Ahmed Al Nunu, and Kassem Saleh	680
'Herd' Behavior and the BullWhip Effect: Information Access, or Risks and Rewards?	
Patrick I. Jeffers, Rhoda Joseph, and Francis A. Mendez	688
IT Support for Managing Aircraft Spares in a Closed-Loop Supply Chain Track	
Michael MacDonnell and Benjamin T. Clegg	631
RFID: Risks to the Supply Chain	
Sanjay Goel and Jakov Crnkovic	1033
Strategic and Operational Benefits of B2B Data Exchange Technologies in Supply Chain Management	
Maria Madlberger	913
Strategic IS Usage to Support Supply Chain Activities: A BP-ISP Integration Perspective	
Che-Chan Liao and Pu-Yuan Kuo	538

IT Business Value

E-Business Innovation and Firm Performance	
Namchul Shin	1013
Measuring the Business Value of IT: A Resource-Based View of Leading Indicators	

Penelope Sue Greenberg, Ralph H. Greenberg, Kevin E. Dow, and Jeffrey Wong	702
The Impact of CEO/CIO Convergence on IT Strategic Alignment Alice Johnson and Albert L. Lederer	50
The Impact of Information Technology on Productive Efficiency: An International Comparison Winston T. Lin and Page P. Tsai	1011
IT Evaluation Methods and Management	
A Formal Approach to Information Lifecycle Management Lars Arne Turczyk, Oliver Heckmann, Rainer Berbner, and Ralf Steinmetz	531
A Methodology for Educational Software Evaluation (ESE) Norekys Espinoza, Bexi Perdomo, and Marco Flores	939
Adoption of Pharmaceutical Sales Force Automation Systems: An Exploratory Study Sung J. Shim	999
An Analytical Model of Information Lifecycle Management Lars Arne Turczyk, Oliver Heckmann, Rainer Berbner, and Ralf Steinmetz	527
Developing Best Practice in Intranet Evaluation: A Comparison of Evaluation Models for Usability and Acceptance James Hill, Murray Scott, Thomas Acton, and Peter O'Boyle	430
Examining the Value of Management Control in IT Organizations Sertaç Son, Tim Weitzel, and Wolfgang König	235
Leveraging the Balanced Scorecard to Measure and Manage Information Technology Governance Wim Van Grembergen and Steven De Haes	353
Selecting RFID Technology in the Manufacturing Industry Sector: A Decision Criteria Proposal Puja Sahni and Gerry Grant	367
The Evaluation of IT Investments through Real Options Maria Alice Frontini and Fernando José Barbin Laurindo	479
IT Global Sourcing	
Contracts for Successful Outsourcing: Analyzing the Impact of Pricing Structures, Penalty & Reward Systems, and Liability Clauses on "Good" Sourcing Relationships Cornelia Gellings	709
Decision Making Process of Information Systems Outsourcing Edward T. Chen, Jeffrey Hsu, and Kuoching Feng	130
Managing Outsourced Support for ERP Systems N. Dayasindhu	877
Outsourcing, Insourcing IT-Related Business: The Impact on the Organization James A. Sena	19
IT in Small Business	
A TPM Toolset for Small and Medium-Sized Businesses Axel C. Schwickert and Bernhard Ostheimer	251
Communities of Practice and Performance: Perceptions of IT Personnel in Small Organizations in the USA Loreen Marie Butcher-Powell and Brian Cameron	313
Impact of Technology on the Legal System: A Study of a Law Firm's Disaster Recovery Planning Stan Lewis, Ernest W. King, and Eddy J. Burks	127
The Use of Hard and Soft Technologies for Knowledge Management in Small Businesses Sathasivam Mathiyalakan	916
Variations in Adoption Factors and Use of E-Commerce Among Small Businesses: Are all SMEs the Same? Elizabeth Regan and Scott Wymer	944
IT Management in Asia Pacific Countries	
Facilitators of IT-Business Alignment Between End-Users and IT Staff: A Framework Deb Sledgianowski	470
The Challenge of E-Business in China: Exploring Competitive Advantage within the Electrical Appliance Industry Yan Tao, Matthew Hinton, and Stephen Little	691
IT Management in Developing Countries	
A Global Culture for E-Learning Alan Murphy	898
A Prototype Decision Support System for ERP Evaluation in Small and Medium Enterprises Leopoldo E. Colmenares G.	1015
Information Systems in Developing Countries: Reasons for Failure – Jordan, Case Study Maha T. Al-Mahid and Evon M. Abu-Taieh	868
IT Management in Healthcare	
A Complex Data Warehouse for Personalized, Anticipative Medicine Jerôme Darmont and Emerson Olivier	685
A Content-Based Approach to Image Retrieval in Medical Applications Thomas Lehmann, Thomas Deselaers, Henning Schubert, Mark Oliver Güld, Christian Thies, and Klaus Spitzer	911
Data Management Challenges for U.S. Healthcare Providers Steven B. Dolins and Robert E. Kero	724
Health Community Portals: A Wish List Daniel Carbone and Stephen Burgess	341
Improving Hospital Performance: A Framework for Designing Medical IT Systems Robert J. Mockler and Dorothy G. Dologite	441
Networkcentric Healthcare: Strategies, Structures and Technologies for Managing Knowledge Dag von Lubitz and Nilmini Wickramasinghe	5
Query Reformulation with Information-Based Query Expansion for Handling Medical Scenario Queries Yong Jun Choi	325
IT Teaching Cases	
An Online Counseling Platform for a Mexican University Ricardo Acosta-Díaz, Arthur Edwards, Raúl Aquino Santos, Miguel A. Garcia-Ruiz, Jorge Rafael Gutiérrez-Pulido, and Juan Contreras-Castillo	337
Postgraduate Student Attendance: Face-to-Face vs. Online Stephen Burgess and Paul Darbyshire	349
Knowledge Management	
A Knowledge Contribution Model to a Knowledge Management System George W. Stewart and Evan W. Duggan	216
Beyond Skill Management: Innovative Ways of Competency Catalogue Application Kai Reinhart and Ernst Biesalski	427
Common Ground? Explaining the Willingness to Share Knowledge in Organizational Teams Pernill G.A. van der Rijt	406
Information and Knowledge Sharing by Undergraduate Students in Singapore Shaheen Majid and Ting Jer Yuen	1057
IS to Support Innovation: Weapons of Mass Discussion? Brian Donnellan, Kieran Conboy, and Seamus Hill	623
Just-In-Context Clinical Knowledge Dissemination with Clinical Information Assistant Yong Jun Choi and Juman Byun	329
Knowledge Leadership vs. Knowledge Management: The Malaysian Bankers' View Muhammed Ali Haiazi and Zawiyah Mohammad Yusof	357
Meta-Matrix Modeling for Knowledge Management: An Introduction Ronald Dattero and Jing Jim Quan	196
Multi-Functional Stakeholder Information System for Strategic Knowledge Management: Theoretical Concept and Case Studies Kerstin Fink, Christian Ploder, and Friedrich Roithmayr	152
Organisational Strategy, Structure and Culture: Influences on Organisational Knowledge Sharing Sharman Lichtenstein and Michael Edward Brain	571

Organizational Administrative Information Management: Issues Concerning Distribution, Retention, and Availability of Work-Related Information David W. Miller, Paul J. Lazarony, and Donna A. Driscoll ..970	Speed Analysis of Camera Motion in Video Sequence Thitiporn Lertrudachakul, Terumasa Aoki, and Hiroshi Yasuda 1001
Quantitative versus Qualitative Approaches to Tacit Knowledge Testing Peter Busch, Lee Flax, and Debbie Richards490	Object Oriented Technologies
Social Capital and Knowledge Sharing in Virtual Communities Teresa L. Ju, Hui-ching Chen, and Patricia H. Ju409	Specifying Refactorings as Metamodel-Based Transformations Claudia Pereira and Lilianna Favre264
The Role of Social Networks in Tacit Knowledge Diffusion Peter Busch and Debbie Richards504	Open Source Software
Transforming Universities from Teaching Organizations to Learning Organizations by Implementing eKM: A Pakistani Public Sector University Scenario Eram Abbasi, Nadeem A. Syed, Arshad Siddiqui871	A Framework for Teaching Information Security Laboratory Projects with Open Source Software Mariana Hentea290
Validating the Indicators for the Knowledge-Based Economy: A Case Study of Economic Development Board of Singapore Abdus Sattar Chaudhry and Fong Pin Fen804	A Proposed Framework for Assessing the Factors Influencing the Adoption of Free and Open Source Application Software in Organizations Gerald G. Grant, Lila Rao Graham, and Gunjan Mansingh333
Wanted: A Framework for IT-Supported KM Lena Aggestam46	Philosophical Viewpoints in Information Management
Managing Electronic Communication	A Framework for Design Science Research Activities John Venable184
Building a Tool for Expertise Discovery Sara Tedmori, Thomas Jackson, Dino Bouchlaghem, Holger Adelmann, and Rama Nagaraju1053	Making Choices: Research Paradigms and Information Management: Practical Applications of Philosophy in Information Management Research M. E. Burke15
Developing an Email Interception and Interpretation Information System to Reduce Employee Interruptions Thomas W. Jackson and Stephen Smith611	Philosophical Foundations of Information Modeling John M. Artz443
Spim, Spam and Advertisement: Proposing a Model for Charging Privacy Intrusion and Harassment Dionysios Politis, Georgios John Fakas, and Konstantinos P. Theodoridis677	Web Ontologies and Philosophical Aspects of Knowledge Management Yefin Kats844
Mobile Computing and Commerce	Project Management and IT
A Practical X10 Protocol Implementation over a Cellular Network Using SMS Joffre Pesantez and Hernán Córdova857	Combat the Menace of Scope Creep of Development Projects through the Use of EUREqa Methodology: A Collaborative and Iterative Requirement Engineering Process Ravi Sankar, Rambabu Yeleti, and Addul Hakeem960
A Scheme of Technology Acceptance for Mobile Computing Patricia H. Lapczynski and Linda Jo Calloway208	From Functional Structure to Project Structure: A Brazilian Clinical Research Company Case Marcos Antonio de Oliveira and Marly Monteiro de Cavalho512
Acceptance of the Mobile Internet as Distribution Channel for Paid Content Christian Kaspar, Lutz Seidenfaden, Björn Ortelbach, and Svenja Hagenhoff68	Integrated Approach to Risk Management for Custom Software Development and Maintenance Initiatives N Dayasindhu, Sriram Padmanabhan, and Jamuna Ravi793
Adaptive Web Browsing Using Web Mining Technologies for Internet-Enabled Mobile Handheld Devices Wen-Chen Hu, Jyh-haw Hu, Hung-ju Chu, and Sheng-Chien Lee277	Modeling of Project Dynamics in IT Sector: A System Dynamics Approach for Resource Optimization from a Risk Perspective N. Dharmaraj, Lewlyn L.R. Rodrigues, and Shrinivasa Rao B. R.895
Determinants of 3G Mobile Video Adoption by the South African Mobile Consumer Faizel Richards and Jean-Paul Van Belle772	One Size Does Not Fit All: Modeling the Relationship between System Development Methodology and the Web-Based System Environment Theresa A. Steinbach and Linda V. Knight937
Mobile Auctions: Will They Come? Will They Pay? Paul W. Forster and Ya Tang779	Project Portfolio Management Daniel Brandon109
Mobile Gaming: A Reference Model and Critical Success Factors Krassie Petrova and Haixia Qu228	The Impact of Project Management Practices and Project Sponsorship on Project Performance David Bryde and David Petie122
Multicultural Issues in IT Management	Virtual Project Risk April Reed and Linda Knight1009
Cross-Cultural Issues in Global Information Systems Development Haiyan Huang930	Semantic Web
Cultural Issues in Information Systems Research: A Review of Current Literature and Directions for Future Research Subhasish Dasgupta and Li Xiao700	Applications Utilising the PHOAF Prototype for Integrated ENUM and FOAF Queries Kurt Reichinger, Gerd Reichinger, and Robert Baumgartner .133
Gender Discrimination in IT Salary: A Preliminary Investigation Jing "Jim" Quan, Ronald Dattero, and Stuart D. Galup82	Human-Centric Challenges in Ontology Engineering for the Semantic Web: A Perspective from Patterns Ontology Pankaj Kamthan and Hsueh-leng Pai879
Multimedia Information Management	Knowledge Extraction to Improve Information Retrieval in Scientific Documents Rocio Abascal and Béatrice Rumpier371
Methodologies for Developing Multimedia Systems: A Survey Mark Szota and Kirsten Ellis1	Research on Constructing Ontology for the Semantic Web Song Jun-feng, Zhang Wei-Ming, Tang Da-quan, and Tang Jin-yang55
Modeling of DNA Transcription and Gene Regulation Using Petri Nets Isaac Barjis, Wallied Samarrai, Idline Augustine, and Joseph Barjis548	

Social Responsibility in the Information Age

- A User Requirement Study on the Needs of Visual Artists with Upper Limb Disabilities
Katherine Blashki, Dharani Priyahansika Perera, and Gang Li 160
- Making Good on Municipal Promises: Can Municipal Wireless Broadband Networks Reduce Information Inequality?
Andrea Tapia, Julio Angel Ortiz, and Edgar Maldonado Rangel 599
- The Challenge of Telecommuting Implementation in Malaysian Government Offices
Rafidah Abd Razak, Huda Ibrahim, Zahurin Mat Aji, Wan Rozaini Sheik Osman, Nafishah Othman, and Juliana Wahid 813
- The Influence of Educational, Social, and Economical Factors on the International Digital Divide, as Measured by IT Usage and Expenditure
James Pick and Rasool Azari 1006

Software Engineering Technologies

- A Method of Translating Business Use Cases into System Use Cases
George Abraham and Il-Yeol Song 657
- Representing, Organizing and Reusing Knowledge About Functional and Non-Functional Concerns During Software Development
Sam Supakkul and Lawrence Chung 534
- Systems Design for Requirements Expressed as a Map
Naveen Prakash and Colette Rolland 501

Software Process Improvement

- A Model for Measuring Team Size as a Surrogate for Software Development Effort
James A. Rodger 787
- Building a Methodology for the Design of Reference Architectures that Integrates Legacy Systems
Juan Muñoz López, Jaime Muñoz Arteaga, and Carlos Argelio 648
- CMMi for Small Business: Initial Tailoring of a Mexican organization
Francisco Alvarez R, Jaime Muñoz, and Alfredo Weitzenfeld 776
- Cultural and Political Issues in Implementing Software Process Improvement
Dana Edberg and Lisa A. Anderson 168
- Design Interactive Applications Using Object-Oriented Petri Nets in Software Components
Jaime Muñoz Arteaga, Francisco Alvarez Rodríguez, Gustavo Rodríguez Gómez, and Héctor Perez González 224
- Improving the Software Development Process by Improving the Process of Relationship Discovery
Joseph T. Catanio and Michael Bieber 421

Strategic IT Management

- E-Learning Acceptance Model (ELAM)
Hassan M. Selim 73
- IT Strategies in Digital Economy: Selected Problems, Polish Experiences
Tadeusz Krupa and Lech Gasiorkiewicz 242
- Organizational Slack in the Global Information Technology Industry
Perry Sadorsky 42

Telecommunications and Networking Technologies

- Estimating Signal Strengths in Indoor Wireless Systems in Order to Deliver a Cost-Effective Solution Optimizing the Performance of the Network
Gabriel Astudillo, Lenny Garófalo, and Hernán Córdova 1024
- Improving TCP/IP Performance Over Geosynchronous Satellite Links: A Comparative Analysis
Joseph M. Lawson and Michael R. Grimaila 180
- Interactive Television: A Study into the Diffusion of a New Technology in Britain and Ireland
James Hill, Thomas Action, and Neil Farren 615

Text Database and Document Management

- A Digital Preservation Ingest Parsing Service for Complex Data Objects
Don F. Flynn 947
- Experiments in Information Extraction
Soraya Abad-Mota and Eduardo Ruiz I. 204
- Managing Concurrent XML Structures: The Multi-Structured Document Building Process
Noureddine Chatti, Sylvie Calabretto, and Jean-Marie Pinon 986

Unified Modeling Language and Unified Process

- Action Research and the Unified Process: Can They match?
Christian Malus 575
- CSpec: Constraint Specification for Data Modeling
Gillian S. Miller 519
- HERMES: A XML-Based Environment for Flexible Requirements Management
Alberto Colombo, Ernesto Damiani, Mauro Madravio, Renato Macconi, and Karl Reed 412
- MDA-Based Design Pattern Components
Liliana Martinez and Liliana Favre 259
- Reasoning About Functional and Non-Functional Concerns During Model Refinement: A Goal-Oriented and Knowledge-Based Approach
Lawrence Chung and Sam Supakkul 816

Universities and Online Education

- A Taxonomy of Learning Technologies: Simplifying Online Learning for Learners, Professors, and Designers
Richard Caladine 247
- Course Embedded Assessment of IT Competency: A Case Study
Anil Aggarwal and Susan A. Lynn 322
- How to Integrate Public University Web Sites and Embed Learning Management Systems
Axel C. Schwickert and Bernhard Ostheimer 758
- Online Education as a Technology Innovation in Higher Education
Steven F. Tello 963
- The Open Sources Education: A Real Time Education
Tadeusz Krupa and Teresa Ostrowska 661
- The Seen Playfulness as Aspect of the Distance Education
Mauricio Rosa and Marcus Vinicius Maltempi 554

Very Large Business Applications

- Distribution of ERP System Components and Security Considerations
Nico Brehm and Jorge Marx Gómez 494
- SAP®/R3™ as Part of a Federated ERP System Environment
Nico Brehm, Jorge Marx Gómez, and Claus Rautenstrauch ... 865

Virtual Organizations and Society

- Telework Implementation toward Virtual Organization in Malaysia
Muhammad Hasmi Abu Hassan Asaari and Noorliza Karia 784

Virtual Universities

- A Virtual University Providing an Online Master Program in a Public-Private Partnership: Challenges and Solutions
Karl Kurbel 156
- Designing and Explaining the Trust Model of Students Applying to Virtual Universities
Mohammad Ali Sarlak and Hassan Abedi Jafari 297

Web Engineering Technologies

- E-Learning Systems in the Bergen Region, Norway: An Overview
Terje Kristensen, Yngve Lamo, and Khalid Mughal 562
- Hybrid Agent Web Service Engineering: A Case Study in Financial Application Domain
Sujan Pradhan and Hongen Lu 762
- Semantic Web-Enabled Web Engineering: The Case of Patterns
Pankaj Kamthan and Hsueh-leng Pai 881

Web Services

An Architectural Framework for Web Services Based SOA Realization in a Bank Jakakumar Venkataraman and Sriram Anand.....	137
ETMS-WEB: A Low-Cost Innovative Solution to Manage the Sale Staff Anna Bruno, Andrea Pandurino, and Nicola Fiore	1042
Ontology-Based Security Specification Tools for SOA Myong Kang, Anya Kim, Jim Lo, Bruce Montrose, and Amit Khashnobish.....	619
Software Risk Mitigation through Web Services Daniel J. Hinz	820
Trends of Web Services Adoption: A Synthesis Vincent C. Yen	1030
Web Services Based Tools for Personal Financial Planning Oliver Braun and Günter Schmidt	989

Web-Based Learning and Teaching Technologies

A Rationale for Conceiving Adaptation in Educational Adaptive Hypermedia Systems José M. Parente de Oliveira and Clovis Torres Fernandes.....	309
A User Needs Assessment of a Cultural Heritage Portal: The Singapore Infopedia Chu Keong Lee and Bonny Tan	908
Course Management Systems: A Tool for International Student Collaboration Diane Boehm and Lilianna Aniola-Jedrzejek	1036
Integrated Access to Learning Objects Repositories and Digital Libraries Geórgia R. R. Gomes, Sean W.M. Siqueira, Maria Helena L. B. Braz, and Rubens N. Melo	736
Multimedia Influence on Learning Esperanza Huerta	472
PMK: An Intelligent Environment for Project Management Education Paula Torreao, Patricia Tedesco, and Hermano Perrelli.....	581
Roles in Learning Management Systems Development Ari Wahstedt	522

Abstracts

A Cross-Sectional Study on Internet Searching Skills by Health Facilities of a Latin-American University Belkys Chacín, Norellys Espinoza, and Angel Rincón.....	1062
A Database-Oriented Approach to the Introductory MIS Course Effrem G. Mallach	1061
A Model for Educating the Transitional Technical Professional Gary Schmidt	1062
Cybercrime, Cyberwarfare, and Cyberterrorism in the New Millennium Shin-Ping Tucker	1063
Determinants of Information Systems Project Failures in Sub-Saharan Africa: A Review of the Critical Factors Mary Otieno	1062

E-Business Implementation Process in China

Jing Zhao, Wilfred V. Huang, and Zhen Zhu	1061
Enhancing the Accessibility of Information Assets Available on an E-Commerce Platform through Data Mining Analytics Stephan Kudyba and Kenneth Lawrence	1062
Evaluation of Multicarrier Modulation Technique Using Linear Devices Hernán Córdova	1064
IT Global Sourcing: What is its State of Maturity? Mehdi Ghods	1063
Outsourcing: An Innovative Delivery Model Vijayanand Vadervu	1064
Role of Information Exchange in Damping Supply Chain Oscillations Ken Dozier and David Chang	1061
The Impact of Organizational Culture and Knowledge Management on Organizational Performance Zhang Li, Tian Yezhuang, and Qi Zhongying	1064
The Value of Search Engine Optimization: A Case Study of a New E-Commerce Web Site Ross A. Malaga	1061

Panels, Workshops and Tutorials

Agile and/or Plan Driven Software Development Jacob Norbjerg and Wolfgang Zuser	1066
Assessing the Value of e-Learning Systems Yair Levy	1065
International Tracking and Reporting Systems for Combating the HIV/AIDS Pandemic Sue J. Griffey	1066
Listening to Learn: Educating Information Age Leaders Kathleen M. Schulin and Mary S. McCally	1068
The Potential and Perils of Information Technology Portfolio Management John T. Christian	1065
Transforming Technologies: Organizational and Leadership Dimensions Gerry Gingrich	1067
Web-Based Systems for Distance Education and e-Learning: Towards e-Learning Online Communities Georgios A. Dafoulas	1067

Doctoral Symposium Submission

A Framework of Enterprise Resource Planning (ERP) Systems Implementation in Kenya: An Empirical Study Jim Otieno and Geetha Abeyasinghe	1069
Attracting Female High School Students to the IT Industry Donna M. Grant	1072
B2B E-Commerce Adoption in the Financial Services Sector: A Strategic Perspective Moses Niwe	1075
The Information Cycle in the European Commission's Policy-Making Process Evangelia Koundouraki	1073