# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Case Study of Communication and Social Interactions in Learning in Second Life</td>
<td>1</td>
</tr>
<tr>
<td>Qiping Zhang, Nancy Marksbury, Steven Heim</td>
<td></td>
</tr>
<tr>
<td>Learning Arrangements in Virtual Worlds</td>
<td>10</td>
</tr>
<tr>
<td>Stefan Stiegitz, Christoph Lattenmann, Gabrielle Fohr</td>
<td></td>
</tr>
<tr>
<td>Learning to Work in Partially Distributed Teams: An Analysis of Emergent Communication Structures and Technology Appropriation</td>
<td>17</td>
</tr>
<tr>
<td>Rosalie J. Ocker, Heidi C. Webb, S. Roxanne Hiltz, Ian D. Brown</td>
<td></td>
</tr>
<tr>
<td>Navigation Support for Mobile Learning</td>
<td>27</td>
</tr>
<tr>
<td>Christoph Göth, Gerhard Schwabe</td>
<td></td>
</tr>
<tr>
<td>Björn Jøsæter, Amit Rudra, Ashley Atien, Yanessa Chang, Berit Helgheim</td>
<td></td>
</tr>
<tr>
<td>Technology Use in CSCL: A Content Meta-Analysis</td>
<td>47</td>
</tr>
<tr>
<td>Heitsoon Jeong, Cindy E. Hmelo-Silver</td>
<td></td>
</tr>
<tr>
<td>The Design and Evaluation of a Peer Ratings System for Online Learning Communities</td>
<td>57</td>
</tr>
<tr>
<td>Brian Thoms, Nathan Garrett, Terry Ryan</td>
<td></td>
</tr>
<tr>
<td>The Role of Anchoring Discussion in Mediating Effective Online Interaction for Collaborative Knowledge</td>
<td>67</td>
</tr>
<tr>
<td>Eteven Eryilmaz, J. Van Der Pol, Samonta Kasemvila, Justin Mary, Lorne Olffman</td>
<td></td>
</tr>
<tr>
<td>The Temporal Development of Representational Practices: Implications for Theory and Analysis of Situated Learning</td>
<td>77</td>
</tr>
<tr>
<td>Daniel Suthers, Richard Medina</td>
<td></td>
</tr>
<tr>
<td>Towards Understanding How and Why Learners Participate in Online Seminars</td>
<td>87</td>
</tr>
<tr>
<td>Stefan Hrastinski</td>
<td></td>
</tr>
<tr>
<td>Usability Evaluation of a Learning Management System</td>
<td>97</td>
</tr>
<tr>
<td>Alexander Blecken, Daniel Brüggemann, Wiebke Marx</td>
<td></td>
</tr>
<tr>
<td>VMCAnalytic: Developing a Collaborative Video Analysis Tool for Education Faculty and Practicing Educators</td>
<td>106</td>
</tr>
<tr>
<td>Grace Agnew, Chad M. Mills, Carolyn A. Maher</td>
<td></td>
</tr>
<tr>
<td>Evaluating Information Prescriptions in Unstructured Environments</td>
<td>116</td>
</tr>
<tr>
<td>Steven Bird, Edwin Boudreaux, Constance Nichols</td>
<td></td>
</tr>
<tr>
<td>A Multi-Period Study of the Evolution of Collaboration in Telemedicine</td>
<td>123</td>
</tr>
<tr>
<td>David L. Paul</td>
<td></td>
</tr>
<tr>
<td>A Review of Technologies for Open Innovation: Characteristics and Future Trends</td>
<td>133</td>
</tr>
<tr>
<td>Stefan Hrastinski, Niklas Z. Krestian, Håkan Odden, Mats Edénås</td>
<td></td>
</tr>
<tr>
<td>Avatar-Based Innovation: Consequences of the Virtual Co-Creation Experience</td>
<td>143</td>
</tr>
<tr>
<td>Thomas Kohler, Johann Fueller, Daniel Stieger, Kurt Matzler</td>
<td></td>
</tr>
<tr>
<td>Does Collaboration Among Participants Lead to Better Ideas in IT-Based Idea Competitions? An Empirical Investigation</td>
<td>154</td>
</tr>
<tr>
<td>Ivo Blohm, Ulrich Bretschneider, Jan Marco Leimeister, Helmut Kremar</td>
<td></td>
</tr>
<tr>
<td>Embedded Toolkits for User Co-Design: A Technology Acceptance Study of Product Adaptability in the Usage</td>
<td>164</td>
</tr>
<tr>
<td>Frank Piller, Christoph Bl, Frank Stein</td>
<td></td>
</tr>
<tr>
<td>Open Innovation and Control: A Case from Volvo</td>
<td>174</td>
</tr>
<tr>
<td>Jonas Kusche, Björn Remneland, Magnus Holmlqvist</td>
<td></td>
</tr>
<tr>
<td>The Role of Platforms and Platform Thinking in Open Innovation Networks</td>
<td>184</td>
</tr>
<tr>
<td>Ahmad Ghazalvaneh</td>
<td></td>
</tr>
<tr>
<td>A Collaboration Case for Learning Empowerment</td>
<td>194</td>
</tr>
<tr>
<td>Pei-Annau Hoich</td>
<td></td>
</tr>
<tr>
<td>In Search for the Right Tools to Fix the Right Problem: A Look into the Challenges of Collaborative Design</td>
<td>202</td>
</tr>
<tr>
<td>Kalle Pirainen, Gwendolyn Kofishchoten, Stephan Lukosch</td>
<td></td>
</tr>
<tr>
<td>Management of Model Relations Using Semantic Wikis</td>
<td>212</td>
</tr>
<tr>
<td>Michael Fellmann, Oliver Thomas, Thorsten Dollmann</td>
<td></td>
</tr>
<tr>
<td>Technology Support for Collaborative Inconsistency Management in Model Driven Engineering</td>
<td>222</td>
</tr>
<tr>
<td>Christian Bartelt, Björn Schindler</td>
<td></td>
</tr>
<tr>
<td>Bridging the Gap Between Enterprise Content Management and Creativity: A Research Framework</td>
<td>229</td>
</tr>
<tr>
<td>Jan Yom Brodie, Stefan Seidel, Alexander Simons</td>
<td></td>
</tr>
<tr>
<td>Changing the Perspective: Improving Generate thinkLets for Ideation</td>
<td>239</td>
</tr>
<tr>
<td>Stefan Werner Knoll, Graham Horton</td>
<td></td>
</tr>
<tr>
<td>Interaction and Collaboration Modes for Integrating Inspiring Information into Technology-Enhanced Creativity Workshops</td>
<td>249</td>
</tr>
<tr>
<td>Angela Carell, Thomas Herrmann</td>
<td></td>
</tr>
<tr>
<td>Modelling Creative Team Dynamics</td>
<td>259</td>
</tr>
<tr>
<td>Kuan Liang Tan, Paul Swatman</td>
<td></td>
</tr>
<tr>
<td>Social or Task-Related Motives? Increasing Employees' Knowledge Sharing and Creativity</td>
<td>269</td>
</tr>
<tr>
<td>Dan S. Chiaburu</td>
<td></td>
</tr>
</tbody>
</table>
The Multidimensional Role of Trust in Enabling Creativity within Virtual Communities of Practice: A Theoretical Model

Integrating Swift, Knowledge-Based, Institution-Based, and Organizational Trust .................................................. 274

David A. Askay, April J. Spivauck

Digital Cross-Organizational Collaboration: A Metatriangulation Review ................................................................. 284

Maria Mdlalberger, Narcyz Rozocki

Dual Identification of IS Offshoring Call Center Employees: Understanding Its Antecedents and Consequences ........ 294

Yan Li, Xin Wei Wang, Hock Hai Teo, Richard Watson

Manifested Intra-Group Conflict in Collaborative Technology Supported Multi-Cultural Virtual Teams: Findings from a Laboratory Experiment .......................................................... 304

Saurin Paul, Sumati Ray

The Effects of Electronic Collaboration on Interorganizational Learning and Firm Performance ..................................... 315

Sujeong Choi, Ilsang Ko

The Impact of Cultural Differences on IT Nearshoring Risks from a German Perspective ....................................... 324

Alexander Von Stetten, Daniel Beimborn, Elena Kuznetsova, Bernhard Moos

Diversity in Distributed Decision Making: An Exploratory Study ........................................................................ 334

Antil Agrawal

Media Choices and Trust in Partially Distributed Global Teams .................................................................................. 345

Linda Plotnick, Starr Roxanne Hiltz, Rosalie J. Ocker

Social Comparison or Social Loafing: A Study of Anonymous Ideation in Virtual Teams ....................................... 355

Fang Lin, Limin Zhang, Joseph Latimer

The Value of Distrust in Computer-Based Decision-Making Groups ....................................................................... 365

Paul Benjamin Lowry, Justin Giboney, Ryan Schuetzler, Jacob Richardson, Tom Gregory, John Romney, Bonnie Anderson

A Decade of Globally Distributed Collaborative Learning: Lessons Learned from Cross-National Virtual Teams ....... 375

Derrick L. Coughen, Nanette Levinson, Angela Ulta Ramnair-Rieks, Fatima K. Espinza Vasquez

Communication Effectiveness in Global Virtual Teams: A Case Study of Software Outsourcing Industry in China .... 386

Qingfei Min, Zhenhua Liu, Shaobo Ji

Conflict, Culture, and Performance in Virtual Teams: Results from a Cross-Cultural Study ................................... 394

Julia V. Gallenkamp, Jakob J. Assmann, Marcus A. Drescher, Arnold Picot, Isabell M. Welpe

Exploring the Association Between Temporal Dispersion and Virtual Team Performance ....................................... 404

Jorge A. Colazo

A Collaboration Model for ERP User-System Interaction ......................................................................................... 411

Jay Cooprider, Hekiki Tsai, Jennifer Xu, Martin Dias, Tamara Rabaian, Wendy Lucas

Consumer Usage of a Digital Memory Device Prototype .......................................................................................... 420

Christopher N. Chapman, Edwin Love, Susan Burgess, Michal Lahav

Designing Collaborative Systems for Better Knowledge Management and Team Performance .................................. 428

Xiaojun Zhang, Viswanath Venkatesh, Susan A. Brown

Efficiency, Trust, and Visual Appeal: Usability Testing Through Eye Tracking .......................................................... 438

Seul Kim, Jumahshi, Marissa Siegel, Tom Tallis, Rui Dai

Evaluating Website Quality: Applying Cue Utilization Theory to WebQual ............................................................. 448

Phil Longstreet

Limitations of Signs as Navigation Aids in Virtual Worlds ....................................................................................... 455

Todd Heino, Daniel Cliburn, Stacy Bilea, Joseph Cooper, Victor Tachkov

MarkIt: Community Play and Computation to Generate Rich Location Descriptions Through a Mobile Phone Game .............................................................................................................................. 465

Ketan Patel, Mohammed Ismail, Sara Metahahi, David J. Rosenbaum, Stephen T. Ricken, Sakeshini A. Grandhi, Richard P. Schulter, Quintin Jones

Semi-Automatically Generated High-Level Fusion for Multimodal User Interfaces ..................................................... 475

Dominik Ertl, Sevan Kavalijian, Hermann Kaindl, Jürgen Falb

Taking Universal Perspective in Design: A Plea for Two Reflective Principles and Mechanisms ................................ 485

Fahri Yetim

The Effects of Perceived Visual Aesthetics on Process Satisfaction in GSS Use ....................................................... 495

Alex Ivanov, Christoph Schneidere

The Role of Challenge in Information Systems Use .................................................................................................... 505

Pamela J. Schmidt

Antecedents and Consequences of Corporate Weblog Usage in the Intranet: A Process Perspective ....................... 515

Phil Raeth, Stefan Šmolnik

Assessing Multiple Perspectives in Three Dimensional Virtual Worlds: Eye Tracking and All Views Qualitative Analysis (AVQA) ........................................................................................................... 525

Sean P. Goggin, Matthew Schmidt, Jesus Guajardo, Jodi Moore

Coding for Unique Ideas and Ambiguity: Measuring the Effects of a Convergence Intervention on the Artifact of an Ideation Activity ..................................................................................................... 535

Victoria Badura, Aaron Read, Robert O. Briggs, Gert-Jan De Vreede

Understanding Collaboration Success in Context of Cognitive and Social Presence .............................................. 545

Amit V. Deskar, Thomas O. Meservy, Joel Helquist, John Kruse

An Exploration of Physical-Virtual Convergence Behaviors in Crisis Situations .................................................... 555

Rajib Subba, Tung Bui

Application of the 3D Multi User Virtual Environment of Second Life™ to Emergency Evacuation Simulation ......... 565

Judith Molka-Danielsen, Michal Chabada
Extracting Principles for Information Management Adaptability During Crisis Response: A Dynamic Capability

View .......................................................................................................................................................... 574

P-CARD: Policy-Based Contextual Awareness Realization for Disasters .................................................. 584
Amir Talaei-Khoei, Steven Bleistein, Pradeep Ray, Nandan Parameswaran

A Study on Preference Impartation and Decision Support in E-Negotiation ........................................... 594
Gregory E. Kersten, Eva Chen, Jesus Rios, Stefan Streicher

The Wisdom of Reluctant Crowds ........................................................................................................... 604

A Pattern Language Approach to the Design of a Facilitation Reporting Database ............................... 624
Douglas A. Druckenmiller, Jon Jenkins, Daniel Mittelman, Peter Bootsman

An Exploratory Investigation of the Organizational Impacts of Collaborative Information Technology Utilization in Australian Organizations .................................................................................... 634

A Genetic Programming Approach to Network Management Regulation ....................................... 643
Douglas A. Druckenmiller, William Acrar

Facilitator in a Box: Computer Assisted Collaboration Engineering and Process Support Systems for Rapid Development of Collaborative Applications for High-Value Tasks ........................................................................ 653
Robert O. Briggs, Gwendolyn L. Kolfchoten, Gert-Jan De Freede, Conan C. Albrecht, Stephan G. Lukosch

Finding Success in Rapid Collaborative Requirements Negotiation Using Wiki and Shaper .................. 663
Di Wu, Da Yang, Barry Boehm

G. L. Kolfchoten, Calvin Lee

Would You Be My Friend? - Creating a Mobile Friend Network with 'Hot in the City' .......................... 679
Juha Häikö, Tuomo Tuikka, Erkki Särä, Vili Törmänen

A Tool for the Analysis of Social Networks in Collaborative Software Development ....................... 689
Michael Schward, Andreas Schenk, Michael Schneider

Automatic Text Analysis of Values in the Enron Email Dataset: Clustering a Social Network Using the Value Patterns of Actors ............................................................................................................. 699
Yingjie Zhou, Kenneth H. Fleischmann, William A. Wallace

Cash Flows: Leadership PACs in the U. S. Congress from 1992 - 2008 ................................................ 709
Suzanne M. Robbins

Creating Individual Journal Rankings Based on a Community Approach ........................................... 719
Eetu Launola, Jan M. Pawlowski, Rikka Ahlgren

Development of a Framework to Measure the Financial Performance of the Virtual Community of the Berlin Stock Exchange .................................................................................................................... 729
Christoph Lattemann, Stefan Stiegitz, Jan Vom Brocke, Christian Sonnenberg, Miriam Kallischnigg

Improving Prediction Accuracy in Trust-Aware Recommender Systems ............................................. 741
Sanjog Ray, Ambuj Mahanti

Knowledge Transfer in a Multiple Virtual Communities Network ....................................................... 750
Seung Kyoun Shin, Woong Koo

Leveraging Social Networks to Embed Trust in Rideshare Programs ................................................. 760
Vineeta Chaube, Andrea L. Kavanaugh, Manuel A. Pérez-Quiñones

Swarm Intelligence for Analyzing Opinions in Online Communities .................................................. 768
Carolin Kaiser, Johannes Kröckel, Freimut Bodendorf

TellUsWho: Guided Social Network Data Collection ............................................................................. 777
Stephen T. Ricken, Richard P. Schuler, Sakehshini A. Grandhi, Quentin Jones

The Impact of Collaboration Network Structure on Issue Tracking's Process Efficiency at a Large Business Software Vendor .................................................................................................................... 787
Arne Beckhaus, Lars M. Karg, Dirk Neumann

Who are the Players? Finding and Characterizing Stakeholders in Social Networks .............................. 797
Cristina Chiua Costa, Paulo Rupino Da Cunha

A Genetic Programming Approach to Network Management Regulation ........................................ 807
Kurt Damaegd, Johannes Bauer

A Predictive Model of Reconciliation and Liability in Loyalty Reward Programs Industry ................ 817
Aaron Luntala Yeakanda, Meenathapa Daba, Yukeng Cao

Designing Sensor-Based Event Processing Infrastructures ................................................................ 828
Agnes Voirard, Holger Ziekow

RFID-Enabled Warehouse Process Optimization in the TPL Industry ................................................ 838
Samuel Fosso Wamba, Akemi T. Chapfield

Strategic Choices of Inter-Organizational Information Systems: A Customer-Supplier Network Perspective ................................................................. 848
Daming Hu, Xinlei Zhao, J. Leon Zhao

Time Dynamics of User Behavior in a Series of Overlapping Electronic Mechanisms ........................ 856
Seokjung Andrew Chang

A Framework of Survivability Requirement Specification for Critical Information Systems ............... 865
Yanjun Zuo
A Methodology for Mining Security Tactics from Security Patterns ................................................................. 875
Jungwoo Byun, Phil Laplante, Rick Kazman
A Survey of Game Theory as Applied to Network Security .................................................................................. 880
Sankurdas Roy, Charles Ellis, Sajjan Shiva, Dipankar Dasgupta, Vivek Shandilya, Qishi Wu
Analysis of Stakeholder/Value Dependency Patterns and Process Implications: A Controlled Experiment .............. 890
Di Wu, Qi Li, Mei He, Barry Boehm, Ye Yang, Supannika Koolmanoijwong
Behavioral Patterns of Fast Flux Service Networks .................................................................................. 900
Alper Caglayan, Mike Toothaker, Dan Wrope, Dustin Burke, Gerry Eaton
Designing Secure SCADA Systems Using Security Patterns ................................................................................... 909
Eduardo B. Fernandez, Maria M. Larrondo-Petric
Efficient Cryptographic Primitives for Private Data Mining .................................................................................. 917
Mark Shaneck, Yongdae Kim
Endpoint Configuration Compliance Monitoring via Virtual Machine Introspection .................................................. 926
Darrell Kienzle, Ryan Persaud, Matthew Elder
Fine-Grained Inspection for Higher-Assurance Software Security in Open Source .................................................. 936
J. P. McDermott
Formality of the Security Specification Process: Benefits Beyond Requirements ................................................. 946
Jose Romero-Mariana, Hadas Zvi, Debra J. Richardson
Hiding in Plain Sight: Exploiting Broadcast for Practical Host Anonymity ......................................................... 952
Craig A. Shee, Minaxi Gupta
Measuring Similarity for Security Vulnerabilities .......................................................................................... 962
Ju An Wang, Linfeng Zhou, Minzhe Guo, Hao Wang, Jairo Camargo
Ranking Attacks Based on Vulnerability Analysis .......................................................................................... 972
Ju An Wang, Hao Wang, Linfeng Zhou, Jairo Camargo
Sweet Dreams and Rude Awakening - Critical Infrastructure’s Focal IT-Related Incidents ........................................ 982
Heli Tervo, Timo Wiander
Two-Dimensional Traceability Link Rule Mining for Detection of Insider Attacks .................................................. 990
Yi Hu, Bruijendra Panda
Bayesian Networks for the Assessment of the Effect of Urbanization on Stream Macroinvertebrates .......................... 999
Kenneth H. Reckhow
CARMA: Assessing Usability Through a Non-Biased Online Survey Technique .................................................. 1007
John D. Hastings, Aniotele Mrausano, Alexandre Latchininsky, Scott P. Schell
Design and Evaluation of a Social Visualization Aimed at Encouraging Sustainable Behavior .......................... 1017
Catherine Grevet, Jennifer Mankoff, Scott D. Anderson
Information Technology and Decision Support Tools for Stakeholder-Driven River Basin Salinity Management ............ 1025
Nigel W. E. Quinn, Daniel B. Cozad, Gene Lee
Information Theory Perspective on Modeling Sustainability .................................................................................. 1035
Yu-lan To, Jiyoung Koo
The Green IT Practices of Nokia, Samsung, Sony, and Sony Ericsson: Content Analysis Approach ................................ 1045
Yu-lan To, Jiyoung Koo
The South Florida Ecosystem Portfolio Model: A Web-Enabled Multicriteria Land Use Planning Decision Support System .................................................................................................................. 1055
William LaBiosa, Paul Hearn, David Strong, Richard Bernknopf, Dianna Hugan, Leonard Pearlstone
Towards Improved Event Evaluation and Decision Support: A Systems-Based Tool .............................................. 1065
G. Michael McGrath
A Method for Simultaneous Production and Order Planning in a Cooperative Supply Chain Relationship with Flexibility Contracts .......................................................................................................................... 1075
Tobias Rust, Daniel Brüggemann, Wilhelm Dangelmaier, Dominik Picker-Huchzeremeyer
A Model of a System for Hierarchical Planning of Structure and Dimension of Internal Global Production Networks ..................................................................................................................................................................... 1085
Dietrich Dürksen, Wilhelm Dangelmaier
A Pheromone-Based Negotiation Mechanism for Lot-Sizing in Supply Chains .................................................... 1095
Jörg Homberger, Hermann Gehring
Designing Hub Networks with Connected and Isolated Hubs .............................................................................. 1105
James F. Campbell
Integration of Multi-Criteria Decision Analysis and Negotiation in Order Pacing .................................................. 1115
Tung Bui, Hans-Jürgen Sebastian
Optimal Stock Relocation Under Uncertainty in Post-Disaster Humanitarian Operations ..................................... 1125
Alexander Blecken, Christoph Danne, Wilhelm Dangelmaier, Beate Rotkemper, Bernd Hellingrath
Secure Planning of Order Picking Systems with the Aid of Simulation .......................................................... 1135
Alexander Ulbrich, Stefan Galla, Willibald A. Günther
An Empirical Comparison of Four Text Mining Methods .............................................................................. 1142
Sangmo Lee, Jeef Baker, Jaekki Song, James C. Wetherbe
Avian Influenza Datamining Using Environment, Epidemiology, and Etiology Surveillance and Analysis Toolkit (E3SAT) .......................................................................................................................................................... 1152
Ekhater Eragoundla, Sateesh Ramachandran, Chang-Nien Wu, Richard J. Mayer
Discovering Intraday Market Risk Exposures in Unstructured Data Sources: The Case of Corporate Disclosures .................................................. 1159
Sven S. Groth, Jan Muntermann
Kaal - A Real Time Stream Mining Algorithm ................................................................................................. 1169
Rajanish Dass, Varun Kumar
A Cross-Disciplinary Study of What Determines the Adoption of MDS ................................................................. 1179
Antecedents to Consumers' Acceptance of Mobile Advertisements - A Hierarchical Construct PLS Structural
Equation Model ..................................................................................................................................................... 1190
Enacting Assemblies of Technology: A Practice Lens Analysis ........................................................................ 1200
Magnus Andersson, Rikard Lindgren
Exploiting Mobile Technologies to Build a Knowledge Mobilization Capability: A Work System-Based Method........ 1210
Chihab Bennouessa
Using Hybrid Data Mining Techniques for Facilitating Cross-Selling of a Mobile Telecom Market to Develop
Customer Classification Model ......................................................................................................................... 1221
Hyunchul Ahn, Chiwoo Song, Jae Joon Ahn, Hyoung Yong Lee, Tae Yoon Kim, Kyong Joo Oh
A MultiExpert Approach for Bayesian Network Structural Learning ............................................................ 1231
Francesco Colace, Massimo De Santo, Mario Vento
COD: Iterative Utility Elicitation for Diversified Composite Recommendations .................................................. 1242
Abdelrahman Osman Elfaki, Saravanan Muthaiyah, Ibrahim H. M. Magboul, Somnuk Phan-Amnuaisuk, Chin Kuan Ho
Defining Variability in DSS: An Intelligent Method for Knowledge Representation and Validation ...................... 1261
Jozef Zurada
Real-Time Exception Management Decision Model (RTEMDM): Applications in Intelligent Agent-Assisted
Decision Support in Logistics and Anti-Money Laundering Domains ................................................................ 1270
Shiyuan Gao, Dongming Xu
A S-D Logic Based Approach to Input-Output Analysis for Technology Spillover ............................................... 1280
Yen-Hao Hsieh, Hsi-Tsoo Yuan
Business Value in Complex IT Service Engagements: Realization is Governed by Patterns of Interaction ............... 1290
Susan Stacky, Melissa Cezkin, Yolanda Bankin, Ben Shave, Jakita Thomas
Economic Integration, IT Intensity and the Aggregate Economic Impacts of IT Services Offshoring ....................... 1300
Yen-Chun Chou, Robert J. Kauffman
Evaluating IT Services Price Benchmarks Under Uncertainty ............................................................................. 1310
Robert J. Kaufman, Ryan Songstad
Learning Service Experience from the Service Encounter of a Retailing Chain Storefront ..................................... 1320
Fu-Ren Lin, Rung-Wei Po, Claudia Valeria Cruz Orellana
Managing the Current Customization of Process Related IT-Services ............................................................... 1330
Henrik Broecker, Falk Uebenickel, Walter Brenner
Open Innovation Success or Failure - The Impact of Contextual Factors ............................................................ 1340
Ulrika H. Westergren
Risk-Based Decision Support in Service Value Networks ................................................................................. 1350
Wibke Michalk, Benjamin Blau, Jochen Stößer, Christof Weinhardt
Under-Representation in SLAs for Global IT-Centric Services ............................................................................. 1359
Andrea Stern, Joseph Davis
A Service Request Acceptance Model for Revenue Optimization - Evaluating Policies Using a Web Based Resource
Management Game .............................................................................................................................................. 1367
Tim Pischel, Fabian Lang, Christian Bodenstein, Dirk Neumann
Developing a Semantic Web-Based Distributed Model Management System: Experiences and Lessons Learned ................................................................................................................................................. 1377
Amit V. Deskar, Omar F. El-Gayar, Ruba Aljafari
From Green Computing to Sustainable IT: Developing a Sustainable Service Orientation ..................................... 1387
Robert Harmon, Haluk Demirkan, Nora Askeks, Marisa Reinono
IT Services Management IT Service Inventory .................................................................................................... 1397
David Bernhard Michelsen Graves
The Market for Services: Economic Criteria, Immaturities, and Critical Success Factors ....................................... 1406
The PATH Project: Partnerships for Automated Transformations of Heterogeneous Datasets ............................ 1416
Kara Nance, Uma Bhatt, Brian Hay
A Strategy for Evaluating Socio-Economic Outcomes of an ICT4D Programme ................................................. 1424
Shaun Pather, Corrie Uys
Explaining the Global Digital Divide: The Impact of Public Policy Initiatives on Digital Opportunity and ICT
Development ...................................................................................................................................................... 1445
David J. Yates, Girish J. Gulati, Anas Tavileh
Research Directions on the Role and Impact of ICT in Microfinance .................................................................. 1455
Robert J. Kaufman, Frederick J. Higgins
Using Digital Media for Entertainment - The Other Side of the Digital Divide in India ........................................ 1465
Sarita Seshagiri, Jan Blom
An Adaptive Method for Selecting Items from High Volume Streams ................................................................ 1475
Arthur H. Becker, Steven J. Colombo
Exploring Data Warehouse Appliances for Mesh Analysis Applications ........................................................... 1482
Craig Ulmer, Greg Bayer, Yang Ryn Choe, Diana Roe
Scalable Analysis of Massive Graphs on a Parallel Data Flow System .................................................................................. 1492
Can a Document be Oral? ................................................................................................................................................. 1498
Deborah Turner

Cutting and Pasting Up: "Documents" and Provenance in a Complex Work Environment .................................................. 1506
Heather Lonsdale, Carlos Jensen, Eleanor Wynn, Nicolas J. Dedual

Documents As Mediating Artifacts in Contemporary IS Development .................................................................................. 1516
Laurie McLeod, Bill Doolin

An n-Gram Based Approach to Multi-Labeled Web Page Genre Classification ................................................................. 1526
Jane E. Mason, Michael Shepherd, Jack Duffy, Vlad Kosell, Carolyn Watters

Causal Network Construction to Support Understanding of News ......................................................................................... 1536
Hiroshi Ishii, Qiang Ma, Masatoshi Yoshikawa

Communicator Style and Technology Preference .................................................................................................................. 1546
Joycelyn L. Streator

Instability of Relevance-Ranked Results Using Latent Semantic Indexing for Web Search .................................................. 1553

Link Depth: Measuring How Far Searchers Explore Web ...................................................................................................... 1559
Yuha Eghasa, Masao Takaku, Hitoshi Terai, Hitomi Saito, Makiko Miwa, Noriko Kando

Spatial Variation in Search Engine Results ......................................................................................................................... 1567
David Noack

Tag Clusters as Information Retrieval Interfaces ...................................................................................................................... 1577
Kathrin Knautz, Simone Soubusta, Wolfgang G. Stock

Uncertainty is the Other Side of the Coin of Information Online Search ............................................................................. 1587
Theo Ren Laurinen-Niinivaara

Investigating User Typologies and Their Relevance Within a Living Lab-Research Approach for ICT-Innovation ................. 1597
Dimitris Schuurman, Katrien De Moor, Lieven De Maree, Tom Evens

User Contribution in Innovation Processes - Reflections from a Living Lab Perspective ......................................................... 1607
J. Svensson, C. Ilström Eriksson, E. Ebbezson

User Involvement, Social Media, and Service Evolution: The Case of Habbo .................................................................. 1617
Mikael Johnson

Artifacts as Instant Messaging Buddies .................................................................................................................................. 1627
Saul Greenberg, Stephen Youda, Nathan Stelf, Kimberly Teo

Engaging the Periphery for Visual Communication on Mobile Phones ................................................................................ 1637
Lisa Cowan, William G. Griswold, Louise Barkhaus, James D. Hollan

Not Too Long to Read: the tldr Interface for Exploring and Navigating Large-Scale Discussion Spaces ............................ 1647
Srirkant Narayan, Coye Cheshire

Tweet, Retweet, Conversation: Conversational Aspects of Retweeting on Twitter ................................................................. 1657
Danah Boyd, Scott Golder, Eldad Lotan

Who's Right and Who Writes: People, Profiles, Contacts, and Replies in Online Dating ..................................................... 1667
Andrew T. Fiore, Lindsay Shaw Taylor, Xiaomeng Zhong, G. A. Mendelsohn, Coye Cheshire

Data Aggregation and Analysis for Cancer Statistics - A Visual Analytics Approach .......................................................... 1677
Ross Maciejewski, Travis Drake, Stephen Rudolph, Abish Malik, David S. Ebert

Using Personality Factors to Predict Interface Learning Performance .................................................................................. 1682
Tera Marie Green, Dong Hyun Jeong, Brian Fisher

A Goal Oriented and Knowledge Based E-Government Project Management Platform ........................................................... 1692
Demetrios Sarantis, Yannis Charalabidis, Dimitris Askounis

Can e-Government Adopters Benefit from a Technology-First Approach? The Case of Egypt Embarking on Service-Oriented Architecture .......................................................................................................................... 1705
Ralf Klischewski, Ramna Abubakr

EA As a Tool in Change and Coherency Management - A Case of a Local Government ......................................................... 1715
Katarina Valtonen, Jomo Korhonen, Riku Rekonen, Mauri Leppänen

On Mapping Business Document Models to Core Components .............................................................................................. 1725
Michael Strommer, Christian Pichler, Philipp Liegl

Semantic Interoperability in Practice ........................................................................................................................................ 1735
Aadya Shukla, Steve Harris, Jim Davies

Simulation Games for Collaborative Development in E-Government ......................................................................................... 1745
Bram Klievink, Marijn Janssen

A Tale of Two Continents: Contents of African and Asian E-Government Websites ................................................................................. 1754
Abhe Boerisso, Mohammed Charawi, Davit Demisse

Budget Mapping: Increasing Citizen Understanding of Government via Interactive Design ...................................................... 1763
Shawn T. Walker

E-Government Challenge in Disaster Evacuation Response: The Role of RFID Technology in Building Safe and Secure Local Communities .................................................................................................................. 1772
Akemi T. Chatfield, Samuel Fosso Wamba, Hirohazu Tatano

An Information Foraging Analysis of Note Taking and Note Sharing While Browsing Campaign Information ..................... 1782
Bavi Varapras, Scott Robertson

Electronic Tax Filing: The Impact of Reputation and Security on Adoption ................................................................................ 1792
Ludwig Christian Schauppa, Lemosia Carter, Jeff Hobbs
<table>
<thead>
<tr>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Participatory Democracy and the Value of Online Community Networks: An Exploration of Online and Offline Communities Engaged in Civil Society and Political Activity</td>
<td>1802</td>
</tr>
<tr>
<td>Whither Digital Equality?: An Empirical Study of the Democratic Divide</td>
<td>1812</td>
</tr>
<tr>
<td>Information Policy Meta-Principles: Stewardship and Usefulness</td>
<td>1822</td>
</tr>
<tr>
<td>Intermediaries in E-Inclusion: A Literature Review</td>
<td>1832</td>
</tr>
<tr>
<td>Values of Stakeholders in the Net Neutrality Debate: Applying Content Analysis to Telecommunications Policy</td>
<td>1842</td>
</tr>
<tr>
<td>A Taxonomy of Government Approaches Towards Online Identity Management</td>
<td>1852</td>
</tr>
<tr>
<td>Context Oriented Structuring of Government Services - An Empirical Analysis of the Information Demand of Expatriates in Germany</td>
<td>1860</td>
</tr>
<tr>
<td>Evaluating Human Values in the Adoption of New Technology in School Environment</td>
<td>1880</td>
</tr>
<tr>
<td>Exploring Public Recordkeeping Behaviors in Wiki-Supported Public Consultation Activities in the New Zealand Public Sector</td>
<td>1890</td>
</tr>
<tr>
<td>Internet Crime Reporting: Evaluation of a Crime Reporting and Investigative Interview System by Comparison with a Non-Interactive Reporting Alternative</td>
<td>1900</td>
</tr>
<tr>
<td>Trust in E-Government Transactional Services: A Study of Citizens' Perceptions in Mexico and the U.S.</td>
<td>1909</td>
</tr>
<tr>
<td>A Group Model Building Approach for Identifying Simulation Scenarios in Critical Infrastructure</td>
<td>1929</td>
</tr>
<tr>
<td>An Empirical Study on the Effectiveness of Common Security Measures</td>
<td>1939</td>
</tr>
<tr>
<td>Defining the Discipline of Secure Software Assurance: Initial Findings from the National Software Assurance Repository</td>
<td>1946</td>
</tr>
<tr>
<td>Emergency Communications Using the Web: Matching Media Richness to the Situation</td>
<td>1954</td>
</tr>
<tr>
<td>Attitudinal and Behavioural Determinants Influencing Decision Makers When Adopting Integration Technologies in Local Government</td>
<td>1973</td>
</tr>
<tr>
<td>Extending Virtual Organizations in the Public Sector: Lessons from CSCW, STS, and Organization Science</td>
<td>2005</td>
</tr>
<tr>
<td>Implementing Interoperability Infrastructures: Issues and Challenges from the Citizens' Base Registry in Greece</td>
<td>2015</td>
</tr>
<tr>
<td>Multinational E-Government Collaboration, Information Sharing, and Interoperability: An Integrative Model</td>
<td>2025</td>
</tr>
<tr>
<td>An Activity Based Framework for Business Process Evaluation: Case Study of a County’s Evaluation of an Integrated Court System</td>
<td>2035</td>
</tr>
<tr>
<td>eGOVSIM: A Model for Calculating the Financial Gains of Governmental Services Transformation, for Administration and Citizens</td>
<td>2045</td>
</tr>
<tr>
<td>IT Governance As Organizing: Playing the Game</td>
<td>2055</td>
</tr>
<tr>
<td>Trust in Government Cross-Border Information Sharing Initiatives: Identifying the Determinants</td>
<td>2065</td>
</tr>
<tr>
<td>Analysis of Marginal Carbon Intensities in Constrained Power Networks</td>
<td>2075</td>
</tr>
<tr>
<td>DC Optimal Power Flow Proxy Limits</td>
<td>2084</td>
</tr>
</tbody>
</table>
Development of the Smart Grid: Missing Elements in the Policy Process .......................................................... 2090
Richard D. Tabors, Geoffrey Parker, Michael C. Caramanis

Electricity Markets, Reliability and the Environment: Smartening-Up the Grid ...................................................... 2097
Richard E. Schulter

Financing Long-Term Generation Capacity in a Reference Price Oriented Capacity Market ..................................... 204
Yi Sun, Felix F. Wu, Yunhe Hou

Integrating Non-Storable Renewable Energy into the Australian Electricity Industry ............................................. 2111
Hugh Othredal, Smart Thorngraff

The Hidden System Costs of Wind Generation in a Deregulated Electricity Market ............................................. 2121
Tim Mount, Alberto Lamadrid, Sarin Manoevstii, Bob Thomas, Ray Zimmerman

Virtual Power Plant As a Bridge Between Distributed Energy Resources and Smart Grid ......................................... 2131
Slobodan Lukovic, Igor Katoivic, Marcello Mura, Umberto Bondi

A Stochastic Model for Simulating the Availability of Electric Vehicles for Services to the Power Grid .................. 2139
Jonas Flahr, Klaus-Henning Ahler, Christof Weinhardt

Analysis of the System Costs of Wind Variability Through Monte Carlo Simulation ............................................. 2149
Judith B. Cardell, C. Lindsay Anderson

Assessing the Impact of Price Forecast Errors on the Economics of Distributed Storage Systems ............................ 2157
Klaus-Henning Ahler, Carsten Block

Fault-Delayed Voltage Recovery Control with Plug-In Hybrid Electric Vehicles ................................................... 2167
Curtis Roe, Yousef M. Al-Abdullah, Dhwani Desai, George K. Stefiresoulos, George J. Cokkinides, A. P. Melisopoulos

Matching Photovoltaic Orientation to Energy Loads ................................................................................................. 2176
Seth Blumsack, Jeffrey Brownson, Jeff Rayl

Modeling the Impact of Increasing PHEV Loads on the Distribution Infrastructure ............................................. 2182
Chris Farmer, Paul Hines, Jonathan Dowds, Seth Blumsack

Agent Technologies for Control Applications in the Power Grid ........................................................................... 2192
Angel A. Aquino-Lugo, Thomas Overbye

Algorithms for Detection of Static Voltage Instability in Power Systems Using Synchrophasors ................................ 2202
Xunning Yue, Yathishathan Venkatasambaniam

Choices for Smart Grid Implementation .................................................................................................................. 2209
Adriana G. Van Engelen, J. Stephanie Collins

Combining Phasor Measurements to Monitor Cutset Angles ....................................................................................... 2217
Ian Dobson, Manu Parashar, Chelsea Carter

Dynamics of an Economics Model for Generation Coupled to the OPA Power Transmission Model ..................... 2226
B. A. Carreras, D. E. Newman, Matthew Zeidenberg, I. Dobson

Merging PMU, Operational, and Non-Operational Data for Interpreting Alarms, Locating Faults and Preventing Cascades ........................................................................................................................................ 2235
Mladen Kuzunovic, Ce Zheng, Chengzong Fang

Message Passing for Integrating and Assessing Renewable Generation in a Redundant Power Grid ....................... 2244
Lenka Zdeborova, Scott Backhaus, Michael Cherkwas

NASPInet - The Internet for Synchrophasors .................................................................................................................. 2254
Paul T. Myrda, Kris Koellner

NASPInet Specification - An Important Step toward Its Implementation ................................................................. 2260

Statistical Analysis of Abnormal Electric Power Grid Behavior .................................................................................. 2269
Thomas A. Fermam, Brett G. Amidon

The Topological and Electrical Structure of Power Grids ............................................................................................ 2277
P. Hines, S. Blumsack, E. Cotilla Sanchez, C. Barrows

Design Principles for Power Grid Cyber-Infrastructure Authentication Protocols .................................................... 2287
Himanshu Khurana, Rakesh Bobba, Tim Yardley, Pooja Agarwal, Erich Heine

Effect of Generator Flow Control Strategies on the Long Term Dynamics of a Model for Power Systems .................. 2297
Ronan Fitzmaurice, Andrew Keane, Mark O'Malley

Experiences Validating the Access Policy Tool in Industrial Settings ....................................................................... 2305
David M. Nicol, William H. Sanders, Moua Seri, Sankalp Singh

On Predicting the Times to Failure of Power Equipment ........................................................................................... 2313
Miroslav Begoic, Petar Djuric

Automatic Diagnosis of Melanoma: A Software System Based on the 7-Point Check-List ........................................... 2319
G. Di Leo, A. Pasellilo, P. Sommella, G. Fabbriscot

Influence of Time Period and Birth Cohort Effects on Age-Specific Incidence Rates of Pancreatic and Kidney Cancer ........................................................................................................................................... 2329
Omar F. El-Gayar, Surenzends Sambikar, Mathew J. Wills

A Cyberinfrastructure Framework for Comparative Effectiveness Research in Healthcare ....................................... 2338
Tengyi Mezinarthivihl, Michael K. Gleason, Simon Sherman

Cloud Computing Architectures for the Underserved: Public Health Cyberinfrastructures Through a Network of HealthATMs ........................................................................................................................................ 2347
Nathan Botts, Brian Thome, Aishka Noamani, Thomas A. Horan

Information Infrastructure for Public Health and Health Research: Findings from a Large-Scale HIE Stakeholder Study ........................................................................................................................................ 2357
Alan F. Dowling, Judith Thornwell, Barbara Cox, Robert J. Esterhay

mHealth for Influenza Pandemic Surveillance in Developing Countries ...................................................................... 2367
Junhua Li, Nathan Moore, Shahriar Akter, Steven Bleisten, Pradeep Ray
<table>
<thead>
<tr>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Role of Coreference Resolution in Outbreak Reporting and Detection</td>
<td>2376</td>
</tr>
<tr>
<td>Current Trends in Patients' Adoption of Advanced E-Health Services</td>
<td>2384</td>
</tr>
<tr>
<td>Dutch Electronic Medical Record - Complexity Perspective</td>
<td>2393</td>
</tr>
<tr>
<td>Evaluation Framework for Personal Health Records: Microsoft HealthVault Vs. Google Health</td>
<td>2403</td>
</tr>
<tr>
<td>The Effects of Linguistic Features and Evaluation Perspective on Perceived Difficulty of Medical Text</td>
<td>2413</td>
</tr>
<tr>
<td>Usability Testing by Older Americans of a Prototype Google Map Web Site To Select Nursing Homes</td>
<td>2423</td>
</tr>
<tr>
<td>User Profiles and Personas in Consumer Health Technologies</td>
<td>2433</td>
</tr>
<tr>
<td>Value, Participation and Quality of Electronic Health Records in the Netherlands</td>
<td>2443</td>
</tr>
<tr>
<td>Challenges of Mobile Clinical System Design: What do Nurses Think?</td>
<td>2472</td>
</tr>
<tr>
<td>Deploying a Telehabilitation Service Innovation: An Early Stage Business Model Engineering Approach</td>
<td>2481</td>
</tr>
<tr>
<td>Developing an EMR Simulator to Assess Users' Perception of Document Quality</td>
<td>2491</td>
</tr>
<tr>
<td>e-Health Rural Consumers' Characteristics and Challenges</td>
<td>2500</td>
</tr>
<tr>
<td>The Effects of Organizational Factors on Healthcare IT Adoption Costs: Evidence from New York Nursing Homes</td>
<td>2529</td>
</tr>
<tr>
<td>The Hang-Over Effect in Information-Intensive Service Systems</td>
<td>2538</td>
</tr>
<tr>
<td>What Does Your Online Pharmacy Signal? A Comparative Analysis of Website Trust Features</td>
<td>2548</td>
</tr>
<tr>
<td>A Multi-Level Technical Infrastructure for Diabetes Chronic Care Management in China</td>
<td>2558</td>
</tr>
<tr>
<td>A Research Agenda for Emerging Roles of Healthcare GPOs and Their Evolution from Group Purchasing to Information Sharing to Strategic Consulting</td>
<td>2568</td>
</tr>
<tr>
<td>Monitoring Behavioral Transitions in Cognitive Rehabilitation with Multi-Model, Multi-Window Stream Mining</td>
<td>2577</td>
</tr>
<tr>
<td>Sharing e-Health Information Through Ontological Layering</td>
<td>2587</td>
</tr>
<tr>
<td>Software Development Guidelines Based on Fuzzy Decision-Making for Health Care Applications</td>
<td>2597</td>
</tr>
<tr>
<td>Standardized Device Services - A Design Pattern for Service Oriented Integration of Medical Devices</td>
<td>2607</td>
</tr>
<tr>
<td>The Change Strategy Towards an Integrated Health Information Infrastructure: Lessons from Sierra Leone</td>
<td>2617</td>
</tr>
<tr>
<td>Determinants of Consumers' E-Loyalty: A Cross-Channel Perspective</td>
<td>2627</td>
</tr>
<tr>
<td>Implications of e-Service Quality Dimensions for the Information Systems Function</td>
<td>2647</td>
</tr>
<tr>
<td>Controversy is Marketing: Mining Sentiments in Social Media</td>
<td>2657</td>
</tr>
<tr>
<td>Exploring the Moderating Effect of Information Inconsistency in a Trust-Based Online Shopping Model</td>
<td>2667</td>
</tr>
<tr>
<td>Hybrid Multiple Channels-Based Recommendations for Mobile Commerce</td>
<td>2686</td>
</tr>
</tbody>
</table>
Leaving the Tier: Asymmetry in Pricing Patterns in Online High Tech Shops ................................................................. 2694
Charles A. Wool, Saurav Ray, Paul Meszinger

Pricing of Online Advertising: Cost-Per-Click-Through Vs. Cost-Per-Action ........................................................................ 2704
Yu Hu, Jiwoong Shin, Zhulei Tang

Pricing Policy Choice by Internet Retailers ......................................................................................................................... 2713
Philip J. Lederer

Drive-by-Downloads ............................................................................................................................................................... 2721
Julia Narvaez, Barbara Endicott-Popovsky, Christian Seijfer, Chitraag Avdal, Deborah A. Frincke

Managing Emerging Information Security Risks During Transitions to Integrated Operations ........................................... 2731
Yong Qian, Yulin Fang, Martin Gilje, Aastaa Stig Ole Johnsen, Jose J. Gonzalez

New Insights for an Old Problem: Explaining Software Piracy through Neutralization Theory ........................................ 2742
Mikko Siponen, Anthony Vance, Robert Willison

Protection Motivation Theory: Understanding Determinants to Backing up Personal Data ................................................ 2752
Robert E. Crossler

Understanding Cybercrime .......................................................................................................................................................... 2762
Derrick J. Neufeld

An Empirical Investigation into the Factors Influencing the Use of E-Banking Services ..................................................... 2772
Seung Hye Jin, Yong-Jin Kim

Propositional Research Framework for the Conceptual and Technological Adoption of Digital Coupons in the US ..................... 2782
Jennifer Andrews, Anita Bhappu

Swarm-Based Coordination of Business Networks: An Approach for Collaborative Value Creation of Innovative Goods and Services ........................................................................................................... 2791
Henrik Isler, Ulrike Baumeier

Application-Layer Intrusion Detection in MANETs .................................................................................................................. 2800
Katharine Chung, Kang G. Shin

Effects of Wi-Fi and Bluetooth Battery Exhaustion Attacks on Mobile Devices ................................................................. 2810
Benjamin R. Mosher, John P. Dunnigan, Randolph C. Marchony, Joseph G. Tront

New Efficient RF Fingerprint-Based Security Solution for Bluetooth Secure Simple Pairing ............................................. 2819
Sanna Pasanen, Kejio Hautapa, Niina Päivinen, Pekka Tiitinen

RFID-Based Authentication Middleware for Mobile Devices .................................................................................................. 2827

Letting go of Control! To Embrace Open Source: Implications for Company and Community .............................................. 2837
Maha Shihk, Tony Cornford

Analyzing Leadership Dynamics in Distributed Group Communication .................................................................................. 2847
Kevin Crovaston, Andrea Wiggins, James Howison

Coordination and Division of Labor in Open Content Communities: The Role of Template Messages in Wikipedia ............ 2857
Alessandro Rosti, Loris Giuso, Mathijs Don Beren, Jean-Michel Dalle

IS Alignment Improved with Co-Evolutionary Principles: An Open Source Approach ....................................................... 2867
Belbaly Nassim, Frank Robert

Open Source Deployment at the City and County of San Francisco: From Cost Reduction to Rapid Innovation ............................ 2877
J. P. Allen

The Importance of Social Network Structure in the Open Source Software Developer Community ........................................... 2887
Matthew Yun Anwer, Greg Mailey

Embodied Social Presence Theory ............................................................................................................................................. 2897

Here Be (No More) Dragons: Pushing the Frontier of Research on Virtual Organizations and Teams ........................... 2907
Jakob J. Axmann, Marcus A. Dresscher, Julia Gallenkemp, Arnold Picot, Isabel M. Welpe

Individual Motivations for Using Social Virtual Worlds: An Exploratory Investigation in Second Life ............................ 2917
Zhongyuan Zhou, Xiao-Ling Jin, Dong Vogel, Xitong Guo, Xiaojian Chen

Research 2.0: A Framework for Qualitative and Quantitative Research in Web 2.0 Environments ......................................... 2927
Dinesh Rathi, Lisa M. Given

Using Web 2.0 Tools for Qualitative Analysis: An Exploration ............................................................................................. 2937
Silvana Di Gregorio

A Comparative Analysis of Professional Forums in the United States Army and Hybrid Communities of Practice in the Civilian Sector ........................................................................................................................................... 2947
Jon Brickey, Steven Walczak

Climate Conscious Relations in a Digital Urban Setting ........................................................................................................... 2957
Anne Ellerup Nielsen, Sophie Esmann Andersen

Developing Reliable Measures of Privacy Management Within Social Networking Sites .................................................... 2968
Catherine Dwyer, Stuor Rosanne Hill, Marshall Scott Poole, Julia Gjolner, Feliciania Henning, Sebastian Oswald, Sandra Schleglberger, Birgit Warth

Digital Entrepreneurship and Its Sociomaterial enactment ...................................................................................................... 2978
Elizabeth Davidson, Emmanuelle Vaast

Do Online Reviews Reflect a Product's True Perceived Quality? - An Investigation of Online Movie Reviews Across Cultures ........................................................................................................................................ 2988
Noi Stan Kok, Nan Hu, Eric R. Clemens

How to Establish an Online Innovation Community? The Role of Users and Their Innovative Content .......................... 2998
Julia Hautz, Katja Hutter, Johann Füller, Kurt Mattler, Markus Rieger

Investigating the Drivers of the Continuous Use of Social Virtual Worlds ................................................................................ 3009
Matti Mäntymäki, Jari Merikivi
Online and Offline Social Networks: Investigating Culturally-Specific Behavior and Satisfaction .......................................................... 3019
Devan Rosen, Michael A. Steffanone, Derek Luchaff

Online Social Shopping: The Functions and Symbols of Design Artifacts .................................................................................. 3029
Camille Grange, Zeak Benbasat

Privacy Calculus on Social Networking Sites: Explorative Evidence from Germany and USA .......................................................... 3039
Hanna Krasnova, Natasha F. Veltri

The Continuance of Online Social Networks: How to Keep People Using Facebook? ................................................................. 3049
Na Shi, Matthew K. O. Lee, Christy M. K. Cheung, Huaping Chen

Towards an Understanding of Social Software: The Case of Arinia ......................................................................................... 3059
Stuart J. Barnes, Martin Böhringer, Christian Karze, Jacqueline Stietzel

Desperately Seeking the Infrastructure in IS Research: Conceptualization of “Digital Convergence” As Co- Evolution of Social and Technical Infrastructures ......................................................... 3068
David Tilson, Kalie Lyytinen, Carsten Sorensen

Exploring the Relationships Among ICTs: A Scalable Computational Approach Using KL Divergence and Hierarchical Clustering .................................................................................. 3078
Chia-Jung Tsi, Ping Wang, Kenneth R. Fleischmann, Douglas W. Oard, Aasad B. Sayeed

The Impact of Local Loop Unbundling on DSL Service Diversity .................................................................................. 3088
Louis Yi-Shih Lo, Eugenia Y. Huang

Understanding Individual Level ERP Assimilation: A Multi-Case Study .................................................................................. 3098
Luning Liu, Yuqiang Feng, Qing Hu, Xiaojian Huang

Understanding the Adoption of Electronic Banking in China .................................................................................. 3108
Sherah Kurnia, Fei Peng, Yi Ruof Liu

Generational Responses to Knowledge Management and Collaboration: Are GenX and GenY as Different As We Think? ................ 3118
William K. McHenry, Steven R. Ash

Managing Knowledge in a Changing Scientific Landscape: The Impact of Cyberinfrastructure .................................................. 3128
Susan A. Brown, Sherry Thatcher, Yan Dang

Using Knowledge Management to Create Self-Reliant Communities in Thailand .................................................................................. 3138
Chalard Chantarasombat, Boonchom Srisa-Ard, Matthew H. S. Kuofoe, Murray E. Jenner

Expertise and Mistakes, to Share or Not to Share? A Cross Cultural Study of In-Group /Out-Group Relationships on Knowledge Sharing .................................................................................. 3146
Vincent M. Ribiere, Qiping Zhang

Knowledge Centers in Globally Acting Development Organizations: Towards a Design Blueprint .................................................................................. 3156
Michael Herrlein, Stefan Smolnik, Gerold Rieppp

Securing Intellectual Assets in a Global Environment .................................................................................. 3166
David T. Crandell, Nathan O'Donoghue

A Model of the Relationships Among Knowledge Management Practices and Task Knowledge .................................................................................. 3177
Shahnavaz Muhammed, William J. Doll, Xiaodong Deng

Knowledge Evolution System for Dynamic Emergency Planning and Response .................................................................................. 3187
Saravanan Muthaiyah, Murali Raman, Magiswary Dorasamy

Changing IT Providers in Public Sector Outsourcing: Managing the Loss of Experiential Knowledge .................................................................................. 3193
Maria Alarantra, Sirkka L. Jarvenpaa

Impact of Knowledge Base on Knowledge Exchange: Commonalities and Differences in the Characteristics of Source and Recipient .................................................................................. 3203
Prescott C. Ensign, Louis Hebert

IT Use and the Interruption of NPD Knowledge Work .................................................................................. 3213
Shamel Addas, Alain Pixonneaut

Knowledge Construction and Risk Induction Within a Large High-Tech Firm .................................................................................. 3223
W. David Holford

On the Role of Partners in a Multi-Disciplinary Business Network: A Knowledge Management Perspective .................................................................................. 3234
Jesse Karjalainen, Aku Vuotakoski

Tacit Knowledge Flows and Institutional Theory: Accelerating Acculturation .................................................................................. 3244
Alcestary A. Adams, G. K. Chiu Yi Lee, Mark E. Nissen

The Factors Influencing the OnLine/OffLine Activities of the CoP (Community of Practice) and the Results: Focusing on Perceived Risk of Losing Uniqueness of One’s Own Knowledge Through CoP Activity .................................................................................. 3254
Heebyeong Jang, Jang Ko

The Influence of Cultural Values on Knowledge Sharing Across Organizational Boundaries .................................................................................. 3266
Julia Mueller

Who Cares About Creative Contributions to Electronic Knowledge Sharing Databases? Effects of Top Management Openness, Affective Commitment, In-Role Behavior, Technological Adequacy and Job Security .................................................................................. 3276
Meredith V. Flowers, Weidong Xia, Garry H. Burnett, Debra L. Shapiro

Organic Software Framework for an Adaptive Integrated Knowledge Repository .................................................................................. 3289
David J. Lubliner, George R. Widmeyer, Fadi P. Deek

Playing a 3-Stringed Violin: Innovation via the Joint Evolution of People, Process, and Knowledge Management System .................................................................................. 3299
Lynne P. Cooper

The Cognitive Selection Framework of Knowledge Acquisition Strategy in Virtual Communities .................................................................................. 3309
Jungshwan Kim, Jaeki Song, Donald R. Jones

The Relevance of Elderly Technology Users in Healthcare Knowledge Creation and Innovation: A Case Study .................................................................................. 3319
Scott Paquette, Bo Xie
Increasing the Quality in IT-Supported Knowledge Repositories: Critical Success Factors for Identifying Knowledge
Lena Agerstam, Anne Persson ................................................................. 3329

Knowledge Sourcing from Repositories: The Role of System Characteristics and Autonomy
Alexandra Durevčikova, Kelly J. Fadel .......................................................... 3338

Suggestions for Measuring Organizational Innovativeness: A Review
Bernhard Moos, Daniel Beimborn, Heinz-Theo Wagner, Tim Weitzel .......................... 3348

Knowledge Management Systems for Knowledge-Intensive Processes: Design Approach and an Illustrative Example
Surendra Sarinikar, Amit Doekar ................................................................. 3358

The Effect of Interactivity Between Knowledge Intensive Business service (KIBS) Firms and Customers on Innovations in KIBS Firms
Yong Jin Kim, Kichan Nam, Nam Hee Lee, Myung Song Yim ........................................... 3368

GS3: A Knowledge Management Architecture for Collaborative Geologic Sequestration Modeling
Ian Gorton, Gary D. Black, Karen L. Schuchardt, Chandrika Srivaramakrishnan, Signe K. Wurster, Peter Hui .......................................................... 3378

Metadata Effectiveness: A Comparison Between User-Created Social Tags and Author-Provided Metadata
Robert J. Kauffman, Benjamin B. M. Shao, Juliana Y. Tsai .............................................. 3388

Textual Knowledge Representation Through the Semantic-Based Graph Structure in Clustering Applications
Jiangning Wu, Yanzhong Dang, Donghua Pan, Zhaguo Xuan, Qiaofeng Liu .................................................. 3398

Towards Audit 2.0 - A Web 2.0 Community Platform for Auditors
Nick Gehlke, Patrick Wolf ................................................................. 3406

DQTags and Decision-Making
Rosanne Price, Graeme Shank ................................................................. 3416

Strategic Positioning of Information Logistics Service Providers: Guidelines for Selecting Appropriate Organizational Models
Gerrit Lahmann ................................................................. 3426

Towards a Framework for the Generic Specification of Model-Driven Decision Support Systems: Classification Criteria of Model Relationships
Christian Schultewoller ................................................................. 3436

Towards an Ontology of Multidimensional Data Structures for Analytical Purposes
Christian Kurze, Peter Gluchowski, Martin Blöcher .......................................................... 3446

Uncovering Four Strategies to Approach Master Data Management
Anne Cleven, Felix Wormann ................................................................. 3456

Business Process Lines to Deal with the Variability
Collete Rolland, Selmin Nurcan ................................................................. 3466

Business Value Creation Through Business Processes Management and Operational Business Intelligence
Integration
Olivera Marjanovic ................................................................. 3476

Determinants to the Use of Business Process Modeling
Tom R. Eikbrokk, Jon Iden, Dag H. Olsen, Andreas L. Opdahl .............................................. 3486

Evaluating the Expressiveness of Domain Specific Modeling Languages Using the Bunge-Wand-Weber Ontology
Jörg Becker, Philipp Bergener, Dominik Breuker, Michael Räckers .............................................. 3496

Factors Influencing Business Process Standardization: A Multiple Case Study
Markus Schäfermeyer, Daniel Gregorcek, Christoph Rosenschnitz .............................................. 3506

Multi-Layered Process Modelling for Business and IT Alignment
Mikael Lind, Ulf Seigerroth ................................................................. 3516

Setting Up and Managing Business Process Standardization: Insights from a Case Study with a Multinational E-Commerce Firm
Bjoern Muenstern, Peter Moederer, Tim Weitzel .......................................................... 3526

A Theory of Informedness and Business Network Co-Production
Robert J. Kaufman, Ting Li, Eric Van Heck .......................................................... 3537

Access Governance: Flexibility with Escalation and Audit
Christian Kurze, M. Eric Johnson ................................................................. 3547

Best Practices for the Organizational Implementation of Software Testing
Tim A. Majchrzak ................................................................. 3560

Carrying Your Long Tail: Hitting the Sweet Spots, Delighting Your Customers, and Controlling Your Costs
Eric K. Clemens, Paul F. Nunes ................................................................. 3570

Datacenter Investment Support System (DAISY)
Markus Hedwig, Simon Makkowski, Christian Bodenstein, Dirk Neumann .......................................................... 3580

Does Co-Opetition Change the Game? A Bayesian Analysis of Firm Participation Strategy in an Industry
Markus Hedwig, Simon Makkowski, Christian Bodenstein, Dirk Neumann .......................................................... 3590

Standard-Setting Organization
Robert J. Kaufman, Benjamin B. M. Shao, Juliana Y. Tsai .......................................................... 3590

Equilibrium Price Dispersion with Online Search
Zichen Xu, Jianqing Chen, Andrew Whinston .......................................................... 3600

Evolution of Innovations Across Web 2.0 Service Platforms Through Mutation, Natural Selection and Reuse
Karl M. Lang, Reina Y. Arakji ................................................................. 3611

Mispricing and Exchange Market Systems: The Effect of Infrastructure Upgrades
Martin Wagener, Dennis Kundisch, Ryan Riordan, Fethi Bahai, Christof Weinhardt .......................... 3621

On the Reliability of Software Piracy Statistics
Ivan P. L. Png ................................................................. 3631
Organizational Learning and Organizational Capabilities of Firms that Engage in Onshore and Offshore Business Process Outsourcing.................................................................................................................................................................................................................................3640
Jonathan Whitaker, Sunil Mohas, M. S. Krishnan
Self-Regulating Public Servant, Profitable Internet Innovator, or Rapacious Monopoly: Assessing Google, Thinking about the Possibility of Regulation..................................................................................................................................................................................................................................................3650
Eric K. Clemons, Steve Barnett, Rajiv Gokal, Karl Hu, Nehal Madhani
The Disruptive Effect of Open Platforms on Markets for Wireless Services ........................................................................................................................................................................................................................................................................3660
Atanu Lahiri, Rajiv M. Dewan, Marshall L. Frenner
The Monetary Value of Virtual Goods: An Exploratory Study in MMORPGs........................................................................................................................................................................................................................................................................3670
Qiu-Hong Wang, Vikor Mayer-Schönberger
A Rigorous Approach to IT Architecture ..........................................................................................................................................................................................................................................................................3681
David Enström, D'Arcy Walsh
Challenges Facing Enterprise Architects: A South African Perspective ........................................................................................................................................................................................................................................................................3691
Cheng-Hua Chuang, Johan Van Loggenberg
Coordination in Enterprise Architecting: An Interview Study ........................................................................................................................................................................................................................................................................3701
Portefolio Performance Measurement Based on Service-Oriented Grid Computing: Developing a Prototype from a Design Science Perspective ........................................................................................................................................................................................................................................................................3711
Sven Weber, Roman Beck, Martin Wolf, Jens Vykosukal
Sequencing the Development Order of Architecture Products: An Application to DoDAF ........................................................................................................................................................................................................................................................................3721
Alfred E. Thal Jr., Jeffrey D. Havlicek, Stephen J. Chambal, Justin W. Ogood
Services Grid Competence As Driver of Business Agility in Turbulent Environments - A Conceptual Model in the Financial Services Industry ........................................................................................................................................................................................................................................................................3731
Martin Wolf, Jens Vykosukal, Roman Beck
An Exploratory Study of Organizing Structures for Post-Implementation ERP ........................................................................................................................................................................................................................................................................3741
Kevin P. Gallagher, Vickie Coleman Gallagher
Exploring Cultural Impact on Long-Term Utilization of Enterprise Systems ........................................................................................................................................................................................................................................................................3751
Guo Chao Peng, Miguel Baptista Nunes
Service Oriented Device Integration - An Analysis of SOA Design Patterns ........................................................................................................................................................................................................................................................................3761
Christian Mauro, Ian Marco Leimeister, Helmut Krcmar
The Influences of Transaction and Partnership Characteristics on Interorganization System Integration in Manufacturer-Supplier Dyads ........................................................................................................................................................................................................................................................................3771
Fen-Hui Lin, Hsing-Ya Chang
An Aggregating Discovery Service for the EPCglobal Network ........................................................................................................................................................................................................................................................................3781
Jürgen Müller, Jan Oberst, Stefan Wehrmeyer, Jonas Witt, Alexander Zeier, Hasso Plattner
Analytical Model of Adoption of Item Level RFID in a Two-Echelon Supply Chain with Shelf-Space and Price-Dependent Demand ........................................................................................................................................................................................................................................................................3791
Yabing Jiang, Abraham Seidmann
RFID-Enabled Inventory Control Optimization: A Proof of Concept in a Small-to-Medium Retailer ........................................................................................................................................................................................................................................................................3797
Hamilton Dane, Katina Michael, Samuel Foxso Wamba
Are Pre-Processing and Prioritization Preferable in Service Systems? ........................................................................................................................................................................................................................................................................3807
Gregory Dobson, Arvind Sainathan
Efficient Inventory Management by Leveraging RFID in Service Organizations ........................................................................................................................................................................................................................................................................3817
Özlen Engin Cakici, Harry Groenevelt, Abraham Seidmann
Managing Information Intensive Service Facilities: Executive Contracts, Market Information, and Capacity Planning ........................................................................................................................................................................................................................................................................3828
Yabing Jiang, Abraham Seidmann
Managing the Outsourcing of Two-Level Service Processes: Literature Review and Integration ........................................................................................................................................................................................................................................................................3836
Edsall Pinker, Robert Shamshy, Hsiao-Hui Lee, Sameer Hashija
Regulatory Policies for Demand-Driven Innovation by Heterogeneous Firms ........................................................................................................................................................................................................................................................................3846
Mie Lin, Shaoyin Li, Andrew B. Whinston
Selling or Subscribing Software Under Quality Uncertainty and Network Externality Effect ........................................................................................................................................................................................................................................................................3856
Jie Zhang, Abraham Seidmann
Strategic Alliance via Co-Opetition: Supply Chain Partnership with a Competitor ........................................................................................................................................................................................................................................................................3866
Jie Zhang, Greg Frazier
The Impact of e-Book Technology on Book Retailing ........................................................................................................................................................................................................................................................................3876
Yabing Jiang, Evangelos Katsamakas
Using “Last-Minute” Sales for Vertical Differentiation on the Internet ........................................................................................................................................................................................................................................................................3884
Ori Marom, Abraham Seidmann
An Examination of Computer-Mediated Communication for Engineering-Related Tasks ........................................................................................................................................................................................................................................................................3892
Joyce Yi-Hui Lee, Niki Panteli
Challenges in Contemporary Requirements Practice ........................................................................................................................................................................................................................................................................3897
Sean Hansen, Kalie Luytinen
Managing Technology-Intensive Project Teams in the Global Enterprise ........................................................................................................................................................................................................................................................................3897
Hans J. Thamhain
Reorganizing Projects Through Enterprise System: Emerging Role of Enterprise System in Radical Organizational Change ........................................................................................................................................................................................................................................................................3902
Merja Mattila, Joe Nandhakumar, Petri Hallikainen, Matti Rossi
Rahul Thakurta, Frederik Ahlemann

Understanding Requirements Volatility in Software Projects - An Empirical Investigation of Volatility Awareness, Management Approaches and Their Applicability .................................................. 3943
Rahul Thakurta, Fredrick Ahlemann

Are CIO's Any Different? Analyzing the Job Tenures of C-Suite Executives in the Public Sector ................................................................. 3953
Gregory S. Dawson, Robert J. Kaufman

Effectiveness of Strategic Decision-Making on IT Investment: Antecedents and Its Impacts on IT Investment Performance .................................................. 3963
Jong-Sung Park, Jung-Hoon Lee, Jung-Il Yang, Bong-Gyu Lee

Increasing Coordination Demands and the Impact on CIO Rank .................................................. 3976
Eric C. Larson, Carl R. Adams

Ricochet of the Magic Bullet: Revisiting the Role of Change Management Initiatives in IT Governance .................................................. 3988
Hans P. Borgen, Hauke Heter

Changing Roles of Technology Leaders: Strategic Partners or High Level Mechanics? .................................................. 3999
Marcus Vogt, Keith Hales

The Role of Internal Business/IT Alignment and IT Governance for Service Quality in IT Outsourcing Arrangements .................................................. 4009
Frank Schlosser, Heinz-Theo Wagner, Daniel Beimborn, Tim Weitzel

Managing Internal Control in Changing Organizations Through Business Process Intelligence - A Service Oriented Architecture for the XACML Based Monitoring of Supporting Systems .................................................. 4019
Matthias Kehlenbeck, Thorben Sandner, Michael H. Breiten

Situation vs. Context: Considerations on the Level of Detail in Modelling Method Adaptation .................................................. 4029
Christian Janisch

Towards a Systematic Approach for Capturing Dynamic Transformation in Enterprise Models .................................................. 4039
Stephan Aier, Bettina Gleichauf

A Comparison of the Influence of Social Factors and Technological Factors on Adoption and Usage of Knowledge Management Systems .................................................. 4049
Andrea J. Hester

George Nezlek, Gerald Dehondt

Decelerated IT Innovation: Negotiating Global IT Innovation Initiatives in Local Settings .................................................. 4069
Johan Sandberg, Jonny Holmström, Kalle Lyttinen

Implementation Intentions Explain How a Behavior Becomes Habitual: The Use of Online Newspapers .................................................. 4079
Seppo Palminen, Mikko Siponen

Modeling Software Piracy in Developed and Emerging Economies .................................................. 4090
Bruce A. Reing, Robert K. Pline

Quality and Fairness of an Information Security Policy As Antecedents of Employees' Security Engagement in the Workplace: An Empirical Investigation .................................................. 4098
Burcu Bulgurcu, Hasan Cavusoglu, Izak Benbasat

The Evolution of ERP Closure: Insights from the Social Shaping View of Technology .................................................. 4105
Pet-Hung Ju, Eric T. G. Wang

Virtual Micro-Politics: Informal Tactics of Influence and Power in Inter-Organizational Networks .................................................. 4115
Maritaine Janoeck, Henning Staa

A Cybernetic Theory of the Impact of Implementers’ Actions on User Resistance to Information Technology Implementation .................................................. 4125
Suzanne Rivard, Liette Lapointe

A Multilevel Model Combining Sensemaking and Improvisation Theories for IT and Organizational Change .................................................. 4135
William McDaniel Albritton

Grounded Theory and Information Systems: Are We Missing the Point? .................................................. 4145
Hans Lehmann

Psychological Ownership and The Individual Appropriation of Technology .................................................. 4156
James Gaskin, Kalle Lyttinen

Theory As a Case of Design: Lessons for Design from the Philosophy of Science .................................................. 4164
Allen S. Lee, Jeffrey V. Nickerson

Unpacking the Dynamics of IS User Improvisation: A Research Framework .................................................. 4172
Sean T. McGinn, Kalle Lyttinen

An Examination of an Information Systems Flexibility Framework .................................................. 4182
Janis L. Gogan, Ryan J. Baxter, Monica J. Garfield, Catherine Usolf

Assessment of Micro-Enterprise Development Through IT Adoption .................................................. 4192
Mehruz Kamal, Changsoo Song, Sajida Gureshi, Kenneth Kriz

Benefits of Enterprise Systems Use .................................................. 4202
Susan P. Williams, Petra Schubert

Changing Roles of Technology Leaders: Strategic Partners or High Level Mechanics? .................................................. 4211
Joseph W. Weiss, Susan M. Adams

Interrelated Barriers and Risks Affecting ERP Post-Implementation in China .................................................. 4219
Guo Chao Peng, Miguel Baptista Nunes

The Values of Computational Modelers and Professional Codes of Ethics: Results from a Field Study .................................................. 4229
Kenneth R. Fleischmann, William A. Wallace, Justin M. Grimes
Competing Through Services: Service Migration of Information Technology Product Vendors ......................................................4541
Shu Han, T. Ravichandran, Jason Kuruzovich
Framework for Evaluating the Version Management Capabilities of a Class of UML Modeling Tools from the
Viewpoint of Multi-Site, Multi-Partner Product Line Organizations .................................................................4551
Mervi Koivulahti-Ojala, Timo Käkölä
Proposal of an Operations Department Model to Provide IT Governance in Organizations that Don't have IT C-
Level Executives ..........................................................................................................................................................4561
Mitch Cochran
Selected Problems of Designing and Using Deterministic and Stochastic Simulators for Military Trainings ................................4571
Ryszard Antkiewicz, Wojciech Kulas, Andrzej Nagzibauer, Dariusz Pierzchala, Jaroslaw Ruska, Zbigniew Tarapata, Roman
Wantoch-Rekowski
Standards Initiatives for Software Product Line Engineering and Management Within the International
Organization for Standardization ........................................................................................................................................4581
Timo Käkölä
Switching Costs, Satisfaction, Loyalty and Willingness to Pay for Office Productivity Software ..............................................4591
Mark Keith, Raghu Santanam, Rajiv Sinha
Case Study: Simulated Deployment of a Mesh Network in Honolulu ..................................................................................4600
Andrew Wong
Energy Efficiency of Centralized and Distributed Computation in Unattended Multi-Hop Wireless Sensor
Networks for Battlefield Monitoring .........................................................................................................................4609
T. Owens Walker III, Murali Tummala, John McEachen
Vertex-Based Multihop Vehicle-to-Infrastructure Routing for Vehicular Ad Hoc Networks ..................................................4618
Raj K. Shrestha, Sangman Moh, IlGyong Chung, Dongmin Choi
Increasing Software Security Through Open Source Or Closed Source Development? - Empirics Suggest that We
Have Asked the Wrong Question ............................................................................................................................4625
Guido Schryen, Eliot Rich
Trust but Verify Critical Infrastructure Cyber Security Solutions ....................................................................................4635
Dennis K. Holstein, Keith Stouffer
Author Index

Author Index