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Preface

The Third International Conference on Information Management and Evaluation is being hosted this year by Atilim University in Ankara, Turkey.

ICIME provides a platform for individuals researching and working in the broad field of information systems management, including information technology evaluation to come together and exchange research ideas. We hope that this year's conference will provide you with plenty of opportunities to share your expertise with colleagues from around the world.

This year's opening keynote address will be delivered by Professor Dr. Ali Yazici, Atilim University, Turkey who will address the topic ***IT Service Management Education: A Global View***. The second day will be opened by Cihat Onbaşı, SAP, Turkey who will talk about how ***IT empowers transparency in public administration***.

ICIME 2012 received an initial submission of 103 abstracts. Of this 40 papers have been accepted for these Conference Proceedings as a result of the double blind, peer review process of full paper submissions. These papers come from all parts of the world including Australia, Iran, Jordan, Malaysia, New Zealand, Portugal, South Africa, Sweden, Turkey and the United Kingdom. So ICIME is set to be a truly international conference!

We wish you a most interesting and enjoyable time in Tukey.

Dr Turan Erman Erkan
Atilim University, Turkey
April 2012

Conference Committee

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Dr Anıl Çekic, Atilim University, Turkey
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Dr Nomusa Dlodlo, CSIR, Pretoria, South Africa
Martyn Roberts, University of Portsmouth, UK
Dr Mohammad H. Yarmohammadian, Isfahan University of Medical Sciences, Iran

Conference Committee

The conference programme committee consists of key people in the information systems community. The following have confirmed their participation.

Mo'taz Amin Al Sa'eed (Al - Balqa' Applied University, Amman, Jordan); Hussein Al-Yaseen (Al-Ahliyya Amman University, Jordan, Jordan); Hasnain Baloch (King Abdulaziz University); Christina Beneki (Technological educational institute of Ionian Islands - Department of Business Administration, Greece); Sneh Bhardwaj (Panjab University and Yajnaa, Chandigarh, India); Felix Bollou (American University of Nigeria, Yola); Samarjeet Borah (Sikkim Manipal Institute of Technology (SMU), India); Irwin Brown (University of Cape Town, South Africa); Andy Bytheway (Cape Peninsula University of Technology, Cape Town, South Africa); Sven Carlsson (School of Economics and Management, Lund University, Sweden); Phaik Kin Cheah (Universiti Tunku Abdul Rahman, Malaysia); France Cheong (RMIT University, Melbourne, Australia); Jason Cohen (University of Witwatersrand, South Africa); Barbara Crump (Massey University, New Zealand); Guillermo de Haro (Instituto de Empresa, Madrid , Spain); Carina de Villiers (University of Pretoria, South Africa); Ashish Dixit (Greater Noida Institute of Technology, MBA Institute, India); Nomusa Dlodlo (CSIR, South Africa); Ciprian Dobre (University Politehnica of Bucharest, Romania); Turan Erman Erkan (Atilim University, Ankara, Turkey); Samuel Fossa Wamba (School of Information Systems and Technology, Wollongong, Australia); Atul Gonsai (Saurashtra University, Gujurat, India); Ken Grant (Ryerson University, Toronto, Canada); Michael Gurstein (Community Informatics Research, Vancouver, Canada); Siti Rohimi Hamedon (International Islamic University Malaysia (IIUM), Malaysia); Vered Holzmann (Tel-Aviv University / Holon Institute of Technology, Israel); Tony Hooper (Victoria University of Wellington, New Zealand); Val Hooper (Victoria University of Wellington, New Zealand); Hon-Tat Huam (University Teknologi Malaysia, Malaysia); Zuraini Ismail (University Technology Malaysia, Malaysia); Tiko Iyamu (University of Technology, Pretoria, South Africa); Kevin Johnston (University of Cape Town, South Africa); Erne Kassim (Universiti Teknologi MARA, Malaysia); Caroline Khene (Rhodes University, South Africa, www.is.ru.ac.za); Ranjan Kini (Indiana University Northwest, Gary, USA); Rembrandt Klopper (University of KwaZulu-Natal, South Africa); Jesuk Ko (Gwangju University, Korea); Rakesh Kumar (Haryana College of Technology & Management, Kaithal, India); Mike Kyobe (University of Cape Town, South Africa); Miguel Leitao (ISEP, Porto); Sam Lubbe (University of South Africa, South Africa); Manoj Mahari (University of KwazuluNatal, South Africa); Dalgobind Mahto (Green Hills Engineering College, India); Milos Maryska (University of Economics in Prague, Czech Republic); Annette Mills (University of Canterbury, Christchurch, New Zealand); Peter Mkhize (UNISA, South Africa); Shukor Sanim Mohd Fauzi (Universiti Teknologi Mara, Arau, Malaysia); Daniel W. Muthee (Kenyatta University, Kenya, Kenya); Muhammad Naveed (IQRA University Peshawar, Pakistan); Solomon Negash (Kennesaw State University , USA); James Ngeru (Morgan State University, Baltimore, U.S.A.); Collins Ngwakwe (University of Limpopo , South Africa); Emil Numminen (Blekinge Institute of Technology, Karlskrona, Sweden); Tiago Oliveira (Universidade Nova de Lisboa, Portugal); Abdelnaser Omran (School of Housing, Building and Planning, Universiti Sains Malaysia, Malaysia); Hans Oppelland (Rotterdam School of Management, Erasmus University, Netherlands); Roslina Othman (International Islamic University Malaysia, Kuala Lumpur, Malaysia); Shaun Pather (e-Innovation Academy, Cape Peninsula University of Technology, Cape Town, South Africa); Zakieh Piri (Tabriz University of Medical Sciences, Iran); Shana Ponelis (University of Wisconsin-Milwaukee, USA); Mirja Pulkkinen (University of Jyväskylä, Finland); Bahlol Rahimi (Urmia University of Medical Sciences, Iran); Thurasamy Ramayah (Universiti Sains Malaysia, Malaysia); Shalini Ramessur (University of Technology Mauritius, Mauritius); Surya Rathore (G. B. Pant University of Agriculture & Technology, Pantnagar, India); Dimitris Rigas (De Montfort University, UK); Martyn Roberts (University of Portsmouth, UK); Narcyz Roztocki (State

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Biographies of Conference Chairs, Programme Chairs and Keynote Speakers

Conference Chair

Dr Turan Erman Erkan is an Assistant Professor at the Department of Industrial Engineering in Atılım University and also Head of Performance Management and Applications Research Center. After a career in management consultancy, he worked as an international SAP consultant and then started a research career. His research and consultancy interests include ERP, BPR, SCM, CRM and performance measurement

Programme Chair

Dr Anıl Çekiç is a graduate of Middle East Technical University Electrical Electronics Engineering Department, (Bsc and Msc) and a graduate of Hacettepe University, Institute of Social Sciences (MBA, Phd Degrees). He currently teaches in the Faculty of Management and his areas of interest include E-Government, E-business, Project Management, Information Security and the Knowledge Economy.

Keynote Speakers

Professor Dr Ali Yazici is Deputy Dean of the Atilim University Faculty of Engineering. He is also Head of the Department of Software Engineering. He holds a BS and MSc from the Middle East Technical University in Turkey and gained his Ph.D. in Computer Science from the University of Waterloo in Canada. His areas of research interest include computational science, data mining, database management systems, e-Goverment, e-Learning, education, information systems, mobile computing, scientific Computation and Software Engineering

Cihat Onbaşı has 13 years of experience in IT sector and he has worked in various roles from consulting to project management at Başarı Holding, Mitaş Energy and Milsoft. He is currently working at SAP Turkey as a Solution Manager responsible from SAP Public Services Solutions. In particular, his focus has been on SAP Business Analytics and Enterprise Performance Management. He holds a BSc and an MSc degree in Industrial Engineering.

Mini Track Chairs

Dr.Mo'taz Amin Al- Sa'eed holds a Ph.D in management Science –Accounting and International Financial Reporting Standards (IFRS). He is Chairman of Accounting and Accounting Information Systems Department at Al-Balqa' Applied University – Amman Business School and Executive Editor of the International Journal of Accounting and Financial Reporting (IJAFR) – Las Vegas – USA. He has been a Conference Committee member of ICIME 2010 (Canada), ICIME 2011(France). Mo'taz is a training expert and financial consultant and has he has many internationally published articles. His fields of competences are: Accounting, Audit Committees, IFRS, E-Governance, E-Business, Quality Assurance, COBIT, Auditing, Internal Controls, Institutional Capacity Building, and Information Systems. He is a member in the Institute of Management Accountants (IMA) – USA.

Dr Nomusa Dlodlo is a Senior Researcher in the Internet of Things Engineering group (IoTEG) at the Council for Scientific and Industrial Research (CSIR)'s Meraka institute in Pretoria, South Africa. Her main research interest lies in the application of IoT in primary and secondary education and also the social impact of IoT technologies

Martyn Roberts has worked in information systems for over 25 years, firstly as a systems developer/practitioner and latterly as an IS academic at the University of Portsmouth UK. He has taught various aspects of IS such as IS strategy, IS management, and IS development over many years and has published in both journals and at conferences.

Dr Mohammad Yarmohammadian is an Associate Professor full time in Health Services Management and part time in the Medical Education Department. He is working as head of the "Health Management and Economic Research Centre" (HMERC) at Isfahan University of Medical Sciences (IUMS) and is editor in chief of the bimonthly Journal of "Health Information Management". He is a collaborating researcher and an invited professor at the University of London, Royal Holloway, UK, as well as University of Toronto, Canada and the University of La Trobe, Australia.

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Alireza Amrollahi is a student of Master of Science in Information Technology in the Faculty of Management, University of Tehran, Iran. His study is focused on open source software, including the role of OSS in developing countries, success of OSS and OS business models.

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Val Hooper is the Head of the School of Information Management of Victoria University of Wellington, New Zealand. Val holds a PhD in Information Systems and an MBA. She has a background in information systems, management and marketing. Her current research focuses on strategic alignment of IS, the IT productivity of SMEs, and IT-related behaviour.

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