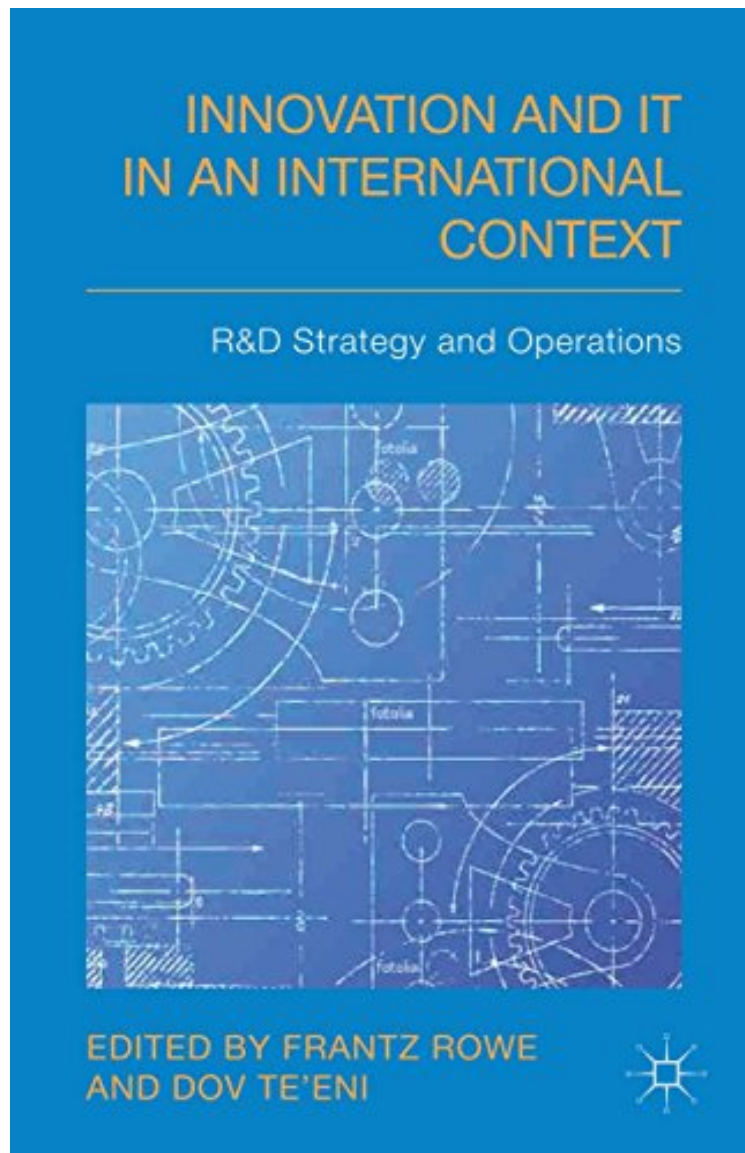


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About the Author Frantz Rowe is a professor in the Institute of Economics and Management at Nantes University, France. His research conducted at SKEMA Business School and LEMNA includes information systems and knowledge integration (particularly ERP and PLM systems), inter-organizational information systems and IS-enabled organizational transformation. Frantz is past president of AIM, Head of Master in Consulting and Research, and Editor-in-Chief of the European Journal of Information Systems. Dov Te'eni holds the Mexico Chair for Information Systems at Tel Aviv University, Israel. He studies how computers support people working and sharing knowledge. He is past President of AIS ndash; the International Association of Information Systems. He also serves as an academic director of the Orange Institute for Internet Research at Tel Aviv University. Dov was awarded the AIS Fellowship in 2008.