16th Bled eCommerce Conference

eTransformation

Program

Sponsored by
Faculty of Organizational Sciences, University of Maribor
Government of the Republic of Slovenia
Organizations in Slovenia’s eCommerce Project
Ministry of Information Society & Ministry of Education, Science and Sport,
Republic of Slovenia
Chamber of Commerce and Industry of Slovenia
European Commission

Bled, Slovenia, June 9-11, 2003

www.BledConference.org
INFORMATION

Registration Desk:
Kristina Bogataj +386 (0)41 777 635
Technology:
Uroš Hribar +386 (0)41 777 636
Conference Chair Assistant:
Andreja Pucihar +386 (0)41 777 633
Local Transfer - Albatros:
Andrej Ristič +386 (0)41 635 265

Monday, June 9 – Wednesday, June 11
Registration 8.00 – 17.30
Refreshments 8.30 – 9.00
Break (Monday) 11.00 – 11.30, 15.30 – 16.00
Break (Tuesday-Wednesday) 10.30 – 11.00, 15.30 – 16.00
Lunch - bife, Hotel Golf 12.30 – 14.00

INTERNET/eMAIL SERVICE

Saturday, June 7 – Wednesday, June 11
Locations:
Hotel Golf – Lobby – 35 PCs
Hotel Kompas – 1st Floor – 15 PCs

Wireless access to the internet at 16th Bled eCommerce Conference
Internet access is available to the participants free of charge. Users with their own laptop computers and wireless LAN card will be able to connect to the Internet with. A few wireless LAN cards will be available for borrowing at no charge. Wireless LAN Internet access is available in the lobby and Internet room, Hotel Golf.

Internet/eMail/Wireless service provided by SRC.SI, Systems Integration.

CONTRIBUTORS
3M (East) AG
Adria Airways
Delo, Newspaper House
Krka
Laško Brewery
Lek
Oracle Software
SAP Slovenia
Select Technology
SRC.SI

PUBLISHERS
Taylor & Francis

CONFERENCE SPONSORED BY

Faculty of Organizational Sciences, University of Maribor
Government of the Republic of Slovenia
Organizations in Slovenia’s eCommerce Project
Ministry of Information Society & Ministry of Education, Science and Sport, Republic of Slovenia
Chamber of Commerce and Industry of Slovenia
European Commission
### SUNDAY, June 8, 2003

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<th>Time</th>
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<th>Libertas</th>
<th>Hotel Golf</th>
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<tr>
<td>15.00 – 16.30</td>
<td>MEETING eUniversity Forum</td>
<td>LETTER OF INTENT SIGNING CEREMONY</td>
<td>MEETING Letter of Intent Signing Ceremony</td>
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<td>17.00 – 19.00</td>
<td>eBusiness ALADIN – ALpe ADria INitiative</td>
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### MONDAY, June 9, 2003

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<td>Kompas - Toplice</td>
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<td>Conference Room Grand</td>
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<th>Time</th>
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<tbody>
<tr>
<td>9.00 – 11.00</td>
<td>PLEINARY Conference opening &amp; eTransformation in the Governments</td>
<td>PLEINARY Challenges in eCommerce Strategy</td>
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<tr>
<td>11.30 – 13.00</td>
<td>WORKSHOP EUREXIS Network of Excellence</td>
<td>PANEL Paradigm Shift in Scientific Publishing – A Journal Editors' Panel Discussion</td>
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<tr>
<td>14.00 – 15.30</td>
<td>PANEL Business Models &amp; The Mobile Industry</td>
<td>eCommerce Strategy 1 eCommerce Strategy 2</td>
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<td>16.00 – 17.30</td>
<td>eCommerce Architecture 1 eCommerce Architecture 2</td>
<td>eMarketing 1 eMarketing 2</td>
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<td>16.00 – 17.30</td>
<td>MEETING Single Electronic Market in the Region: Business and Government Executive Meeting on Cross-border eCommerce Development in the Region</td>
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<td>Location</td>
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<td>PANEL eDemocracy</td>
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<td>PANEL Mobile Life – Facts and Fancy</td>
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<td>PANEL Document Management Issues in eCommerce</td>
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<td>Jezerska</td>
<td>eCommerce Strategy 3</td>
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<td>Triglavsa</td>
<td>The Graduate Students Bazaar</td>
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<tr>
<td><strong>Hotel Kompas - RESEARCH</strong></td>
<td>Riklijeva</td>
<td>eTrust 1</td>
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<td><strong>Hotel Toplic</strong></td>
<td>Blejska</td>
<td>PANEL Bled Manifesto</td>
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<td><strong>Presidential Lounge</strong></td>
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<td>MEETING The Stability Pact eSEE Working Group Meeting</td>
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<td>11.00 – 12.30</td>
<td>PANEL The New eSilk Road in Perspective</td>
<td>PANEL Trans-National Research in the Context of European Union Research Projects</td>
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<td>14.00 – 15.30</td>
<td>PLENARY eIndividual</td>
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<td>16.00 – 17.30</td>
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### PRE-CONFERENCE PROGRAM

**SUNDAY, JUNE 8**

#### 15.00 – 16.30

**MEETING**
- **Hotel Golf, Libertas Hall**
- **eBusiness ALADIN – ALpe-ADria INitiative Meeting on Single Electronic Market Development in the Region: Universities Role and Contribution**

<table>
<thead>
<tr>
<th>Co-chairs:</th>
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</thead>
<tbody>
<tr>
<td>Dragan Čišić, Assistant Professor &amp; Chair of University Informatics Committee &amp; Head Department of Electronics, Maritime Communications and Computers, Faculty of Maritime Studies, University of Rijeka, Croatia</td>
</tr>
<tr>
<td>Miroljub Klijajić, Professor &amp; Head Integral Multicriteria System for Decision Support in Enterprise Research Program, Faculty of Organizational Sciences, University of Maribor, Slovenia</td>
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| Otto Petrovic, Professor & evolaris, eBusiness Competence Center Chairman of the Board Karl-Franzens University Graz, Austria |
| Walter Ukovich, Professor & Vice Director, Logistics Department of Electrical Engineering, Electronics, and Informatics, University of Trieste, Italy |

#### 17.00 – 19.00

**eUNIVERSITY FORUM**
- **Hotel Golf, Concordia Hall**
- **Making eCommerce Happen in Universities**

<table>
<thead>
<tr>
<th>Co-chairs:</th>
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<tbody>
<tr>
<td>Jože Florjančič, Professor &amp; Dean Faculty of Organizational Sciences, University of Maribor, Slovenia</td>
</tr>
<tr>
<td>John J. Burbridge, Jr., Professor &amp; Dean Martha and Spencer Love School of Business, Elon University, United States</td>
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<table>
<thead>
<tr>
<th>Presenters:</th>
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<tr>
<td>J. Felix Hampe, Professor &amp; Dean Institute for IS Research, University of Koblenz-Landau, Germany</td>
</tr>
<tr>
<td>Paolo Inchingolo, Professor &amp; Deputy Rector Department of Electrical Engineering, Electronics, and Informatics, University of Trieste, Italy</td>
</tr>
<tr>
<td>Samo Kropivnik, Assistant Professor &amp; Vice Dean for IT Faculty of Social Sciences, University of Ljubljana, Slovenia</td>
</tr>
<tr>
<td>Pero Lučin, Professor &amp; Vice Rector University of Rijeka, Croatia</td>
</tr>
<tr>
<td>Friedrich M. Zimmermann, Professor &amp; Vice Rector for Research and Knowledge Transfer University of Graz, Austria</td>
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#### 19.00 – 19.15

**Letter of Intent Signing Ceremony**
- **Hotel Golf, Concordia Hall**
- **Cooperation in eCommerce Research & Teaching in the Region**

| The Novi Sad Business School, Serbia & Montenegro Joining ALADIN Group: University of Graz, Austria; University of Maribor, Slovenia; University of Rijeka, Croatia; University of Trieste, Italy |
| Welcome to the University’s Executives Željko Knez, Professor & Vice Rector University of Maribor, Slovenia |

| Relevance of Inter-university Cooperation in the Region to the Information Society Development József Győrkös, State Secretary Ministry of the Information Society, Republic of Slovenia |
| University of Rijeka 2002 Initiative for Inter-university Cooperation in Perspective Pero Lučin, Professor & Vice Rector University of Rijeka, Croatia |

#### 19.30

**Dean’s Reception and Dinner for the Conference Participants**

Sponsored by the Faculty of Organizational Sciences, University of Maribor, Slovenia, Jože Florjančič, Professor & Dean
## CONFERENCE PROGRAM

### MONDAY, JUNE 9

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<th>9.00 - 9.30</th>
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**PLENARY SESSION**

**Conference opening**

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<tr>
<th>Jože Gričar, Professor &amp; Director</th>
<th>Yao-Hua Tan, Professor of Electronic Business</th>
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<tbody>
<tr>
<td>eCommerce Center, Faculty of Organizational Sciences, University of Maribor, Slovenia</td>
<td>Department of Economics and Business Administration, Free University Amsterdam, The Netherlands (Research Track Co-Chair)</td>
</tr>
<tr>
<td>(Conference Chair)</td>
<td><strong>Outstanding Paper Award Committee Chair</strong></td>
</tr>
<tr>
<td>Jože Florjančič, Professor &amp; Dean</td>
<td>Roger Clarke, Principal &amp; Visiting Fellow</td>
</tr>
<tr>
<td>Faculty of Organizational Sciences, University of Maribor, Slovenia</td>
<td>Xamax Consultancy Pty Ltd, &amp; Department of Computer Science, The Australian National University, Australia (Outstanding Paper Award Committee Chair)</td>
</tr>
<tr>
<td><strong>eCommerce Research – Current Status and Future Directions</strong></td>
<td><strong>Challenge in eCommerce Strategy</strong></td>
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<tr>
<td>Rolf T. Wigand, Jerry L. Maulden-Entergy Chair &amp; Distinguished Professor of Information Science and Management</td>
<td><strong>Niels Bjorn-Andersen, Professor &amp; Director of Center for Electronic Commerce</strong></td>
</tr>
<tr>
<td>Department of Information Science, Donaghey College of Information Science and System Engineering, University of Arkansas at Little Rock, United States (Research Track Chair)</td>
<td>Department of Informatics, Copenhagen Business School, Denmark</td>
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<tr>
<td><strong>eTransformation in the Governments</strong></td>
<td><strong>Ajit Kambil, Director of Technology and Innovation</strong></td>
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<tr>
<td>Chair:</td>
<td>Deloitte Research, United States</td>
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<tr>
<td>Pavel Gantar, Minister</td>
<td><strong>Peter G.W. Keen, Professor</strong></td>
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<tr>
<td>Ministry of Information Society, Slovenia</td>
<td>Faculty of Technology, Policy &amp; Management, Delft University of Technology, The Netherlands</td>
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<tr>
<td>Presenters:</td>
<td><strong>Sergio Giaocchetto, Executive Vice President</strong></td>
</tr>
<tr>
<td>Rosalie Zobel, Director</td>
<td>Europe, Middle East and Africa, Oracle Corporation, Switzerland</td>
</tr>
<tr>
<td>Directorate Components and Subsystems, Applications, Directorate-General Information Society, European Commission, European Union</td>
<td><strong>Douglas R. Vogel, Professor &amp; Chair of Information Systems</strong></td>
</tr>
<tr>
<td><strong>Challenges in eCommerce Strategy</strong></td>
<td>Department of Information Systems, City University of Hong Kong, SAR, China</td>
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<tr>
<td>Chair:</td>
<td>Panel members:</td>
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<tr>
<td><strong>Niels Bjorn-Andersen</strong>, Professor &amp; Director of Center for Electronic Commerce</td>
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<td>Faculty of Technology, Policy &amp; Management, Delft University of Technology, The Netherlands</td>
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## EUREXIS Network of Excellence

**Chair:**

- **Petra Schubert**, Professor & Research Director  
  eBusiness  
  Institute for Business Economics, University of Applied Sciences Basel, Switzerland  

**Panel members:**

- **Stefan Klein**, John E. Sharkey Professor of Electronic Commerce  
  MIS Department, University College Dublin, Ireland  
- **Panagiotis Damaskopoulos**, Senior Research Fellow, e-LAB@INSEAD and the Centre for Advanced Learning Technologies (CALT), INSEAD, France  
- **Sandra Sieber**, Assistant Professor  
  IESE Business School, Spain  
- **Michael Koch**, Partner  
  Institute for Informatics, Technical University of Munich, Germany  
- **Uros Hribar**, Research Assistant  
  eCommerce Center, Faculty of Organizational Sciences, University of Maribor, Slovenia  
- **Elke Wolf**, PhD Student  
  University of Cologne, Department of Information Systems and Information Management, Germany  
- **Helmut Krcmar**, Professor & Chair for Information Systems  
  Department for Informatics, Technical University München, Germany  
- **Nancy Pouloudi**, Assistant Professor of Management Information Systems  
  Athens University of Economics and Business, Greece  
- **Reima Suomi**, Professor of Information Systems Science  
  Turku School of Economics and Business Administration, Finland  
- **Mariusz Pajer**  
  National Institute of Telecommunications, Poland  
- **Andreja Pucihar**, Research Assistant & Head, eCommerce Laboratory  
  eCommerce Center, Faculty of Organizational Sciences, University of Maribor, Slovenia  
- **Robert Winter**, Professor  
  University of St. Gallen, Switzerland

## Paradigm Shift in Scientific Publishing – A Journal Editors’ Panel Discussion

**Chair:**

- **Lucia Pavlikova**, Researcher  
  Institute for Media and Communication Management, University of St. Gallen, Switzerland

**Panel members:**

- **Wolfgang König**, Professor & Director & Editor, Wirtschaftsinformatik  
  Institute of Information Systems, Frankfurt University, Germany  
- **Beat F. Schmid**, Professor & Director & Editor, Electronic Markets  
  Institute for Information Management, University of St. Gallen, Switzerland
**RESEARCH**

**Hotel Kompas, Jezerska Hall**

**eCommerce Strategy 1: Value Creation, Retailing and Human Resources**

Chair:

**John J. Burbridge, Jr.**, Professor & Dean  
Love Business School, Elon University, United States

Presenters:

**Linking eCommerce and Human Resource Strategies: a Case Study in a Large Australian Retail Bank**

_Yvette Blount_, Researcher  
School of Information Systems Deakin University, Australia

_Yvana Castleman_, Professor & Director of Research  
School of Information Systems Deakin University, Australia

_Paula M. C. Swatman_, Professor of eBusiness & Director  
Institute for Management, Faculty of Informatics, University of Koblenz-Landau, Germany

**Internet Strategies for Established Retailers: Five Case Studies from New Zealand**

_Bill Doolin_, Professor  
Auckland University of Technology, New Zealand

_Bob McQueen_, Associate Professor  
Management School, University of Waikato, New Zealand

**Value Creation in eBusiness: Exploring the Impacts of Internet-Enabled Business Conduct**

_Gunnar E. Christensen_, Associate Professor of Information Systems & Director, GeM Program  
Department of Strategy and Management, The Norwegian School of Economics and Business Administration, Norway

_Leif B. Methlie_, Professor  
Norwegian School of Economics and Business Administration, Norway

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**RESEARCH**

**Hotel Kompas, Triglavska Hall**

**eCommerce Architecture 1: Peer-to-Peer, Decision Support and Neural Network Approaches**

Chair:

_Niels Christian Juul_, Associate Professor & Head  
Computer Science Section, Department of Computer Science, Roskilde University, Denmark

Presenters:

**Business Models for Peer to Peer Initiatives**

_Ian MacInnes_, Assistant Professor  
School of Information Studies, Syracuse University, United States

_Junseok Hwang_, Assistant Professor  
School of Information Systems Deakin University, Australia

**An Architecture for Decision Support on Portfolio Design**

_Peter Jacobs_, Researcher  
Delft University of Technology, The Netherlands

**Visualisation of Complex Business Data: A Neural Network Approach**

_Eija Koskivaara_, Assistant  
TUCS, Turku Centre for Computer Science, and Turku Shool of Economics and Business Administration, Finland

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**RESEARCH**

**Hotel Kompas, Blejska Hall**

**eMarketing 1: Channel Choice, Customization and Disintermediation**

Chair:

_Paula M. C. Swatman_, Professor of eBusiness & Director  
Institute for Management, Faculty of Informatics, University of Koblenz-Landau, Germany

Presenters:

**Preferring Offline Bookings: An Empirical Study of Channel Choice Motives of Online Information Seekers**

_Jonna Järveläinen_,  
Turku Centre for Computer Science, Turku School of Economics and Business Administration, Finland

**Customization as a Business Model for Online Newspapers**

_Markku Sääksjärvi_, Professor  
Helsininki School of Economics, Department of Management, Finland

_Teemu Santonen_, PhD Student  
Helsinki School of Economics, Department of Management, Finland

**Possible Disintermediation: What Role for Banks in Electronic Invoicing (EIPP)?**

_Alea M. Fairchild_, Researcher  
Tilburg University, The Netherlands

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### MONDAY, JUNE 9

**14.00 – 15.30 & 16.00 – 17.30**

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<tr>
<th>MEETING</th>
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</table>
| Co-chairs: | Police, Ministry of Interior, Slovenia  
József Győrkös, State Secretary, Ministry of the Information Society, Republic of Slovenia  
Jožko Ćuk, President, Chamber of Commerce and Industry of Slovenia  
Jože Gričar, Professor & Director, eCommerce Center, Faculty of Organizational Sciences, University of Maribor, Slovenia |  
Goran Šušnjar, IT Director, Triglav, Insurance Company, Slovenia  |
| **14.00 – 15.30 Government Perspective** |  
**Issues in Cross-border eCommerce** |  
Austria Perspective  
Otto Pepperna, Head of Unit, Austrian Ministry for Economic Affairs and Labour, Austria |  
Croatia Perspective  
Miho Pitarević, Deputy Minister, Ministry of Maritime, Transportation, and Communications, Croatia |  
Czech Republic Perspective  
Vladimir Šiška, Deputy Minister, Ministry of Informatics, Czech Republic |  
Development of an Information Society in South East European Region - Activities of the Stability Pact eSEEurope Initiative  
Marijana Vidas-Bubanja, Chair, eSEEurope Initiative, Serbia and Montenegro |  
Commercial Counsellor’s Perspective on Cross-border eCommerce Development in the Region  
Julian Bedingfield, Deputy of the Ambassador & Head of Commercial Section, Embassy of the United Kingdom of Great Britain and Northern Ireland in Ljubljana |  
Opportunities for Cross-border Health Care Smart Card Usage  
Marjan Sušelj, Assistant to General Manager, Health Insurance Card System, Health Insurance Institute of Slovenia |  
Opportunities for Cross-border Exchange of Car Accident eReport  
Ljubo Zajc, Head, Traffic Police, Police, Ministry of Interior, Slovenia |  
Andrei Guštin, Senior Consultant, CREA, Slovenia (presenter) |  
Igor Hudin, IT Director, Post of Slovenia |  
Andja Komšo, IT Director, Tax Administration, Ministry of Finance, Slovenia |
| **16.00 – 17.30 Business Perspective** |  
eCommerce Development in the Region – Serbia & Montenegro Business Perspective  
Danilo Tomić, Vice President, Regional Chamber of Commerce Novi Sad, Serbia & Montenegro |  
Manufacturing Company’s Interest in Cross-border eCommerce  
Marina Lindič, Purchasing Manager, Trimo, Slovenia |  
Opportunities for eSigned XML-based eInvoice in Cross-border eCommerce in the Region  
Andrej Guštin, Senior Consultant, CREA, Slovenia (presenter) |  
Igor Hudin, IT Director, Post of Slovenia |  
Andja Komšo, IT Director, Tax Administration, Ministry of Finance, Slovenia |

**Participants:**

Miklos Biro, Associate Professor, Department of Information Systems and Technology Transfer Center, Budapest University of Economic Sciences and Public Administration, Hungary
Franc Bračun, Executive Director & Senior Lecturer, Branch Network, Abanka Vipa & Faculty of Organizational Sciences, University of Maribor, Slovenia
Boris Cizelj, Director, SBRA - Slovenian Business & Research Association, International Non-Profit Association, Belgium
Wieslaw Czyzowicz, Professor & Adviser to the President, Warsaw University of Commerce & Polish Customs Brokers Agencies Association, Poland
Jožef Drofenik, State Undersecretary & Head, Sector for Economic Relations, Ministry of Foreign Affairs, Republic of Slovenia
14.00 – 15.30 & 16.00 – 17.30 - Continue

**MEETING**

*Single Electronic Market in the Region: Business and Government Executive Meeting on Cross-border eCommerce Development in the Region*

**Hotel Toplice, Conference Room Grand**

- **Georg-Dieter Gotschlich**, Consultant
  Customs Consulting, Germany
- **Primož Gričar**, Sales Manager
  IDS Scheer, Slovenia
- **Ariana Grobelnik**, IT Director & eSlog Project Manager
  Chamber of Commerce and Industry of Slovenia
- **Vasja Herbst**, Regional Director for Adriatic Region
  ORACLE Software, Slovenia
- **Čedo Jakovljević**, Director
  Infotehna, Slovenia
- **Ilija Janoski**, Head
  International Relations Department, Customs Administration, Macedonia
- **Berislav Jurčić**, Commercial Counsellor
  Embassy of the Republic of Croatia in Ljubljana
- **Christian Kittl**, Head of Unit Business Models
  Evolaris, eBusiness Competence Center, Austria
- **Altan Kucukcinar**, Information Society Policy Expert
  The Scientific and Technical Research Council of Turkey
- **Samo Krivic**, General Manager
  WLW - Wer Liefert Was, Slovenia
- **Marija Lazarević**, Commercial Counsellor
  Embassy of Serbia & Montenegro in Ljubljana
- **Milan Martinovic**, Head
  Centre of Informatics and ADP, The Customs Administration of Montenegro
- **Ivo Oman**, Member of the Board & Technical Director
  DELO, Newspaper House, Slovenia
- **Otto Petrovic**, Professor & Chairman of the Board
  Karl-Franzens University Graz & evolaris, eBusiness Competence Center, Austria
- **Janez Stajnko**, Director
  eBanking and TeleBanking Department, Nova Kreditna banka Maribor d.d., Slovenia
- **Diana Šimić**, Deputy Minister
  Ministry of Science and Technology
  Croatia
- **Andrej Tavčar**, Country Operations Manager
  IBM Slovenia
- **Antonella Tomasi**, Manager
  e-Commerce Competence Center, Insiel SpA, Italy
- **Mitja Trampuž**, Head
  eCommerce Unit, Microsoft Adriatics, Slovenia
- **Walter Ukovich**, Professor & Head
  Vice Director, Logistics, Department of Electrical Engineering, Electronics, and Informatics, University of Trieste, Italy
- **Janez Uplaznik**, Director
  Mikropis Holding, Slovenia
- **Ivan Voh**, Motor Third Party Liability and Guarantee Fund
  Slovenian Insurance Association, Slovenia
- **Zoran Zorko**, Director
  ZZI Ltd, Consulting and Engineering, Software Production and Sale, Slovenia
- **Dušan Zupančič**, Counsellor of the President for Information Society
  Chamber of Commerce and Industry of Slovenia
- **Ivan Žerko**, President
  SRC.SI, Systems Integration, Slovenia

16.00 – 17.30

**PANEL**

*Business Models & The Mobile Industry: Concepts, Metrics, Visualization & Cases*

**Hotel Golf, Libertas Hall**

- Co-Chairs:
  - **Harry Bouwman**, Associate Professor
    Faculty of Technology, Policy & Management, Delft University of Technology, The Netherlands
  - **Alexander Osterwalder**, PhD Student
    University of Lausanne, Switzerland
  - **Jaap Gordijn**, Assistant Professor
    Information Science, Free University Amsterdam, The Netherlands
  - **Hans Lehmann**, Associate Professor
    Information Systems and Electronic Business, School of Information Management, Victoria University of Wellington, New Zealand
- Panel members:
  - **Edward Faber**, Member of Scientific Staff
    Telematica Instituut, Enschede, The Netherlands

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# Monday, June 9

<table>
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<th>16.00 – 17.30</th>
<th>Hotel Kompas, Jezerska Hall</th>
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<tr>
<td><strong>RESEARCH</strong></td>
<td><strong>eCommerce Strategy 2: Learning about eCommerce and Policy Implementation</strong></td>
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<tr>
<td><strong>Chair:</strong></td>
<td>Rainer Alt, Project Manager</td>
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<tr>
<td></td>
<td>University of St. Gallen, Switzerland</td>
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<tr>
<td><strong>Presenters:</strong></td>
<td>Developing and Implementing eAssessment</td>
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<td>Strategies in Virtual Learning Environments</td>
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<td>Marianna Sigala, Lecturer</td>
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<td>University of Strathclyde</td>
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<td></td>
<td>The Electronic Commerce Strategy of New Zealand: Policy Implication for Small Business</td>
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<td>Nabeel A. Al-Qirim, Lecturer</td>
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<td>Auckland University of Technology, New Zealand</td>
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<td>Web Supported Competency based Approach to Learning about Electronic Commerce</td>
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<td></td>
<td>Igor Hawryszkiewycz, Professor of Computing Science</td>
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<td>University of Technology, Australia</td>
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<th>16.00 – 17.30</th>
<th>Hotel Kompas, Triglavska Hall</th>
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<tr>
<td><strong>RESEARCH</strong></td>
<td><strong>eCommerce Architecture 2: Server Integration and Data Exchange</strong></td>
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<tr>
<td><strong>Chair:</strong></td>
<td>Petra Schubert, Professor &amp; Research Director</td>
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<td>eBusiness</td>
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<td></td>
<td>Institute for Business Economics, University of Applied Sciences Basel, Switzerland</td>
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<tr>
<td><strong>Presenters:</strong></td>
<td>Business Process Orchestration and Electronic Business</td>
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<td>Maja Pušnik, Technical Support</td>
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<td>Matjaž B. Jurič, Assistant Professor</td>
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<td>Marjan Heričko, Assistant Professor</td>
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<td>Boštjan Šumak, Technical Support</td>
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<td>Ivan Rozman, Professor &amp; Rector</td>
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<td>University of Maribor, Faculty of Electrical Engineering and Computer Science, Slovenia</td>
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<td>Does B2B Data Exchange tap the Full Potential of XML Schema Languages?</td>
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<td>Volker Schmitz, Research Assistant</td>
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<td>Frank-Dieter Dorloff, Professor</td>
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<td>University of Essen, Germany</td>
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<tr>
<td><strong>RESEARCH</strong></td>
<td><strong>eMarketing 2: Service Encounter and Online Consumer Behavior</strong></td>
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<tr>
<td><strong>Chair:</strong></td>
<td>Martha Garcia Murillo, Assistant Professor</td>
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<td>School of Information Studies, Syracuse University, United States</td>
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<td><strong>Presenters:</strong></td>
<td>Using the Service Encounter Model to Enhance Our Understanding of Business-to-Consumer Transactions in an Electronic Environment</td>
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<td>Nelson Massad, PhD Student</td>
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<td>Kevin Crowston, associate Professor</td>
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<td>Syracuse University, United States</td>
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<td><strong>Presenters:</strong></td>
<td>Online Consumer Behavior: A Review and Agenda for Future Research</td>
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<td>Christy Cheung, PhD Student</td>
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<td>Department of Information Systems, City University of Hong Kong, SAR, China</td>
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<td>Lei Zhu</td>
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<td>Department of Information Systems, City University of Hong Kong, SAR, China</td>
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<td>Timothy Kwong, PhD Student</td>
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<td>Gloria W.W. Chan, Research Assistant</td>
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<td>Moez Limayem, Associate Professor</td>
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<td>The Acceptance of Online Grocery Shopping</td>
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<td>Sherah Kurnia, Lecturer</td>
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<td>Ai-Wen Jenny Chien, Honours Student</td>
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<td>Departure by buses from the Bled Convention Centre</td>
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### TUESDAY, JUNE 10

#### 9.00 – 10.30

**PANEL**  
**Hotel Golf, Concordia Hall**

**eDemocracy**

**Chair:**  
**Julia Glidden,** Managing Director, United Kingdom & Europe  
election.com, United States

**Panelists:**

**Engagement - Hands on, in the Street Education and Outreach**  
**Charles Lowe,** Consultant  
eEuropean Forum, United Kingdom

**Consultation - High Tech, Interactive Youth Consultation Product**  
**Chris Quiqley,** Managing Director  
Eurobandits, United Kingdom

**Information - Comprehensive, Real Time Issues and Candidate Portal**  
**Jacqueline Mildner,** Policy Coordinator  
League of Women’s Voters, Virginia Polytechnic Institute & State University, United States

**Voting - World’s Largest High Tech Election In History**  
**Ken Bellamy,** Head of ICT and eGovernment  
Sheffield City Council, United Kingdom

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**PANEL**  
**Hotel Golf, Libertas Hall**

**Mobile Life - Facts and Fancy**

**Chair:**  
**Christer Carlsson,** Professor & Director  
Institute for Advanced Management Systems Research, Åbo Akademi University, Finland

**Panel members:**  
**Douglas R. Vogel,** Professor & Chair of Information Systems  
University of Hong Kong, SAR, China

**Pirkko Walden,** Professor & Director  
Mobile commerce research program IAMSR, Åbo Akademi University, Finland

**Hannes Werthner,** Professor and Director  
eCommerce and Tourism Research Lab (eCTRL), ITC-irst, University of Trento, Italy

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**PANEL**  
**Hotel Golf, Venera Hall**

**Document Management Issues in eCommerce**

**Chair:**  
**Čedo Jakovljevič,** Director  
Infotehna, Slovenia

**Panel members:**  
**Risk Management and EDMS**  
**Martina Rudolf,** Scientifs and Regulatory Affairs Advisor  
Infotehna, Slovenia

**Why we didn’t use EDMS earlier**  
**Goran Šušnjar,** IT Director  
Triglav Insurance Company, Slovenia

**DMS and eCommerce**  
**Bojan Pecar,** Head of Informatics  
Research & Development, Lek Pharmaceuticals, Slovenia

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TUESDAY, JUNE 10

9.00 – 10.30

RESEARCH  Hotel Kompas, Jezerska Hall

**eCommerce Strategy 3: eTransformation and Stock Brokerage Success Factors**

**Chair:**
Carleen Maitland, Assistant Professor  
Delft University of Technology, Faculty of Technology, Policy and Management, The Netherlands & The School of Information Sciences & Technology, The Pennsylvania State University, United States

**Presenters:**
Achieving Strategic Benefits from B2B eCommerce: A Multiple Case Study of the Australian Automobile Industry  
George Tanewski, Lecturer  
Department of Accounting and Finance, Faculty of Business and Economics, Monash University, Australia

Achieving Strategic Benefits from B2B eCommerce: A Multiple Case Study of the Australian Automobile Industry  
Philip Collier, Senior Lecturer  
The University of Melbourne, Australia

Achieving Strategic Benefits from B2B eCommerce: A Multiple Case Study of the Australian Automobile Industry  
Stewart Leech, Professor  
Accounting & Business Information Systems, The University of Melbourne, Australia

**Critical Success Factors for Stock Brokerage over the Internet: An Exploratory Study in the Brazilian Market under the Perspective of the Investor**

Allan Marcelo de Campos Costa, Researcher & CIO  
Getulio Vargas Foundation & SEBRAE-Paraná, Brazil

Luiz Antonio Joia, Associate Professor and Coordinator of i:lab  
Getulio Vargas Foundation, Brazil

**eTrucking: How New Technologies are Transforming the Trucking Industry**

Choong Lee, Professor  
Pittsburg State University, United States

RESEARCH  Hotel Kompas, Riklijeva Hall

**eTrust 1: Institutional Trust, Hybrid Recommendation System and Trust Generation**

**Chair:**
Yao-Hua Tan, Professor  
Faculty of Economics and Business Administration, Information Systems Group, Free University Amsterdam, The Netherlands

**Presenters:**
Institutional Trust Related EDI Lessons for Electronic Marketplaces  
Pauline Ratnasingam, Assistant Professor  
Harmon College, Central Missouri State University, United States

Institutional Trust Related EDI Lessons for Electronic Marketplaces  
Yao-Hua Tan, Professor  
Faculty of Economics and Business Administration, Information Systems Group, Free University Amsterdam, The Netherlands

Trust Generation through Extralegal Mechanisms: Reputation as a Valued Asset in Electronic Markets  
Matteo Di Biagi, Post Doctoral Student  
DTG - University of Padova, Italy

PANEL  Hotel Kompas, Blejska Hall

**Bled Manifesto: Making eCommerce a Springboard for the Next Economic and Social Growth**

**Chair:**
Peter G. W. Keen, Professor  
Faculty of Technology, Policy & Management, Delft University of Technology, The Netherlands

**Panelists:**
Mark McDonald, Research Director for Executive Programs  
Gartner Group, United States

Bled Manifesto: Making eCommerce a Springboard for the Next Economic and Social Growth  
Bror Salmelin, Head of Unit  
New Working Environments, Information Society Directorate-General, European Commission, European Union

Bled Manifesto: Making eCommerce a Springboard for the Next Economic and Social Growth  
Henk G. Sol, Professor & Dean  
Faculty of Technology, Policy & Management, Delft University of Technology, The Netherlands
TUESDAY, JUNE 10

9.00 – 10.30 & 11.00 – 12.30

THE GRADUATE STUDENTS BAZAAR
Hotel Kompas, Triglavská Hall

Presentation of eCommerce Prototypes

**Eric van Heck**, Professor of Electronic Markets
Rotterdam School of Management, Erasmus University Rotterdam, The Netherlands (Chair)

**Robert Leskovar**, Assistant Professor
Faculty of Organizational Sciences, University of Maribor, Slovenia (Co-Chair)

**Jörg Becker**, Professor and Director
SAP University Competence Center, University of Münster, Germany

**J. Felix Hampe**, Professor & Dean
Institute for IS Research, Computer Science Department, University of Koblenz-Landau, Germany

**Marijn Janssen**, Assistant Professor
Faculty of Technology, Policy & Management, Delft University of Technology, The Netherlands

**Niels Christian Juul**, Associate Professor
Department of Computer Science, Roskilde University, Denmark

**Eric van Heck**, Professor of Electronic Markets
Rotterdam School of Management, Erasmus University Rotterdam, The Netherlands (Chair)

**Robert Leskovar**, Assistant Professor
Faculty of Organizational Sciences, University of Maribor, Slovenia (Co-Chair)

**Jörg Becker**, Professor and Director
SAP University Competence Center, University of Münster, Germany

**J. Felix Hampe**, Professor & Dean
Institute for IS Research, Computer Science Department, University of Koblenz-Landau, Germany

**Marijn Janssen**, Assistant Professor
Faculty of Technology, Policy & Management, Delft University of Technology, The Netherlands

**Niels Christian Juul**, Associate Professor
Department of Computer Science, Roskilde University, Denmark

**Craig Parker**, Lecturer & Director
Master of Electronic Commerce Program
Deakin University, Australia

**Paul A. Swatman**, Professor & Dean of Information Systems
Stuttgart Institute of Management and Technology, Germany & Deakin University, Australia

**Douglas R. Vogel**, Professor & Chair of Information Systems
Department of Information Systems, City University of Hong Kong, SAR, China

Presenters:

**Prototyping Performance-based Systems**

**Anouk Davidse**
School of Technology, Policy and Management, Delft University of Technology, The Netherlands

**Web Application Development for Workload Scheduling and Monitoring in Hospital Golnik**

**Luka Babnik**, Undergraduate Student
Faculty of Organizational Sciences, University of Maribor, Slovenia

**Maja Jagrič**, Undergraduate Student
Faculty of Organizational Sciences, University of Maribor, Slovenia

**Software for Controlling Measurement Network in Environmental Agency of Republic of Slovenia**

**Jože Guši Miklavčič**, Student
Faculty of Organizational Sciences, University of Maribor, Slovenia

**The Business Networking Game: Simulating the Modular Network**

**M.J.R. (Martijn) Graat**, Graduate Student

**D.W. (Diederik) van Liere**
Rotterdam School of Management, Erasmus University, The Netherlands

**The Oracle Portal Prototype: Office Hours Registration**

**Tadej Ulčar**, Undergraduate Student
Faculty of Organizational Sciences, University of Maribor, Slovenia

**Connecting Two Different ERP Systems: Microsoft Business Solutions – Navision and SAP**

**Andrej Valjavec**, System Engineer & Undergraduate Student
Navision Slovenija & Faculty of Organizational Sciences, University of Maribor, Slovenia

**Mateja Podlogar**, Teaching Assistant & Head, eProcurement Laboratory, Laboratory for Revision of IS

**Kristina Bogataj**, Graduate Student
Faculty of Organizational Sciences, University of Maribor, Slovenia

**Use of eMarketplace for Procurement**

**Andreja Pucihar**, Research Assistant & Head, eMarkets Laboratory

**Primož Pirc**, Undergraduate Student

**Mateja Podlogar**, Teaching Assistant & Head, eProcurement Laboratory, Laboratory for Revision of IS

**Saša Planinc**, Laboratory Assistant & Undergraduate Student
College of Tourism & Faculty of Organizational Sciences, University of Maribor, Slovenia

**Technology Support for Interorganizational Soft Problems Solving**

**Gregor Lenart**, PhD Student & Head, Groupware Laboratory
eCommerce Center, Faculty of Organizational Sciences, University of Maribor, Slovenia

**Address by**

**Rosalie Zobel**, Director
Components and Subsystems. Applications, Directorate-General Information Society, European Commission, European Union
TUESDAY, JUNE 10

9.00 – 10.30 & 11.00 – 12.30

MEETING
Hotel Toplice, Presidential Lounge

The Stability Pact eSEE Initiative Working Group Meeting

Co-chairs:
Marijana Vidas Bubanja, Chair of the eSEE Initiative Working Group
Stability Pact for South Eastern Europe, Serbia and Montenegro
Diana Šimić, Deputy Minister
Ministry for Science and Technology, Directorate for Information Technology, Croatia
Dušan Caf
Representative of Ministry of Information Society, Slovenia

Presenters:
Common Guidelines for National Information Society Policies
Yuri Misnikov
UNDP Regional Support Centre, Slovakia

Terms of Reference for Information Society State Bodies
Dušan Caf
Representative of Ministry of Information Society, Slovenia
eSEE Benchmarking
Branislav Andjelić, eEnvoy
Stability Pact eSEE Initiative Working Group, Serbia and Montenegro
South Eastern Europe Next Generation Network
Anton Edl
BearingPoint INFONOVA GmbH, Austria

PANEL
Hotel Golf, Concordia Hall

eProcurement: Challenges and Opportunities

Chair:
Volker Tschammer, Head
ECCO Competence Centre, Fraunhofer FOKUS
Berlin, Germany

Panel members:
Helle Zinner Henriksen, Assistant Professor

Department of Informatics, Copenhagen Business School, Denmark
Antonis Ramflos, R&D Manager
Intrasoft International, Luxembourg
Thomas Renner, Head of eBusiness Competence Centre
Fraunhofer IAO, Stuttgart, Germany

PANEL
Hotel Golf, Libertas Hall

eCommerce, Terrorism, And Security

Chair:
John R. Harrald, Professor & Director

Panel members:
The Survival of eCommerce Systems after the World Trade Center Attacks
John R. Harrald, Professor
YounHee Kim, PhD Student
Department of Engineering Management and Systems Engineering, The George Washington University, United States

Protecting eCommerce Against the Unknown and Unseen Enemy
Theresa Jefferson, Professor

Julie C.H. Ryan, Professor
Institute for Crisis, Disaster, and Risk Management, The George Washington University, United States
Examining the Process for Developing Security Standards eCommerce and Maritime Security
Dennis "Mike" Egan, Director
Homeland Security Intermodal Transportation, Systems Planning Corporation, United States

Disaster and Risk Management: Slovenia’s Perspective
Iztok Podbregar, Director & Assistant Professor
Slovenian Intelligence and Security Agency, Government of the Republic of Slovenia & Faculty of Organizational Sciences, University of Maribor, Slovenia

Andrej Sotlar, Lecturer & Deputy Head
Department of Security, College of Police and Security Studies, University of Ljubljana, Slovenia
### TUESDAY, JUNE 10

#### 11.00 – 12.30

**PANEL**

**Hotel Golf, Venera Hall**

**Teaching eBusiness Models Effectively**

**Chair:**

Panagiotis Damaskopoulos, Senior Research Fellow, e-IAB@INSEAD and the Centre for Advanced Learning Technologies (CALT), INSEAD, France

**Panel members:**

Nikos Mylonopoulos, Assistant Professor & ENLARGE Scientific Coordinator

Athens Laboratory of Business Administration, Greece

Nancy Pouloudi, Assistant Professor of Management Information Systems

Athens University of Economics and Business, Greece

Niels-Bjorn Andersen, Professor & Director

Center for Electronic Commerce, Copenhagen Business School, Denmark

Boris Kunilo, Project Manager

Small Business Development Centre, Slovenia

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**RESEARCH**

**Hotel Kompas, Jezerska Hall**

**eBusiness Modelling 1: Frameworks, Model Formation and Web-based IS Development**

**Chair:**

Harry Bouwman, Associate Professor

Delft University of Technology, The Netherlands

**Presenters:**

Cornelia C. Krüger, Research Assistant

Faculty of Informatics, University of Koblenz-Landau, Germany

Paula M. C. Swatman, Professor of eBusiness & Director, Institute for Management

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**eTrust 2: Establishing and Integrating eTrust and Risk Perceptions**

**Chair:**

Donald J. McCubbrey, Professor & Director

Center for the Study of Electronic Commerce, Daniels School of Business, University of Denver, United States

**Presenters:**

Hung Kit Lui, Senior Lecturer

University of New South Wales, Australia

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**RESEARCH**

**Hotel Kompas, Riklijeva Hall**

**Chair:**

Kornelia van der Beek, Assistant

Faculty of Informatics, University of Koblenz-Landau, Germany

**Colonising the Field – Who’s playing with Web-based Information Systems Development?**

Chris Barry, Lecturer

National University of Ireland, Galway, Ireland

**A Framework for Understanding and Analysing eBusiness Models**

Adamantia G. Pateli, Researcher

George M. Giaglis, Professor of Electronic Business

Athens University of Economics and Business, Greece

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Rodger Jamieson, Associate Professor

School of Information Systems Technology and Management, University of New South Wales, Australia

**Establishing eTrust through Humanized Website Design**

Milena Head, Director, McMaster eBusiness Research Centre (MeRC)

Khaled Hassanein, Associate Professor

Edward Cho, Research Assistant

School of Business, McMaster University, Canada
TUESDAY, JUNE 10

11.00 – 12.30

RESEARCH

Hotel Kompas, Blejska Hall

Regional eCommerce: eTransformation and Government IT Sponsorship

Chair: Wolfgang König, Professor & Director & Editor, Wirtschaftsinformatik, Institute of Information Systems, Frankfurt University, Germany

Presenters:

Satellite Ireland: An Investigation of the Outcomes from a Government Sponsored Broadband Trial
William Golden, Lecturer in Information Systems
Martin Hughes, Lecturer in Information Systems
Murray Scott, Graduate Student
Fiona Conway, Student
Department of Accountancy and Finance, National University of Ireland, Galway, Ireland

eTransformation of the Silk Road: Rejuvenating a Historical Trade Network
Douglas R. Vogel, Professor & Chair of Information Systems

PANEL

Hotel Golf, Concordia Hall

eMarkets: Experiences From The Field

Chair: Andreja Pucihar, Research Assistant & Head Laboratory for eMarkets, eCommerce Center, Faculty of Organizational Sciences, University of Maribor, Slovenia

Panel members:
Shaping the Strategies for Successful Entering the eMarket
Brigita Gajšek, eCommerce Manager, Alpos, Slovenia

Seizing the Value of eMarkets - How Firms Can Design and Profit from Online Auctions and Exchanges
Eric van Heck, Professor of Electronic Markets, Rotterdam School of Management, Erasmus University Rotterdam, The Netherlands

Oracle Sourcing solution and case studies
Miran Agnić, Sales Consultant, Oracle Software, Slovenia

PANEL

Hotel Golf, Libertas Hall

Perspectives On eDemocracy

Chair: Paul Cunningham, President & CEO, IIMC International Information Management Corporation Limited, Ireland

Panel members:
Primary Elections in Palermo: a Case Study
Jesse B. Marsh, Principal Partner, Atelier Studio Associaton, Italy

New eDemocracy Research in FFRC
Tuomo Kuosa, Researcher, Finland Futures Research Centre, Finland
eDemocracy and the New Political Economy
Jonathan Cave, Senior Economist, RAND Europe (and University of Warwick), United Kingdom
### RESEARCH
#### Hotel Kompas, Jezerska Hall

**eBusiness Modelling 2: Modeling, Design Methodology and Perspectives**

<table>
<thead>
<tr>
<th>Chair:</th>
<th>To be announced</th>
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| Presenters: | **A Design Methodology for Trust and Value**
| | **Exchanges in Business Models**
| Jaap Gordijn | Assistant Professor
| Information Science, Free University Amsterdam, The Netherlands |
| **Yao-Hua Tan**, Professor of Electronic Business | **A Design Perspective on Networked Business**
| Information Systems Group, Information Systems, Marketing and Logistics, Faculty of Economics and Business Administration, Free University Amsterdam, The Netherlands |
| **Jaap Gordijn**, Assistant Professor | Models: A Study of Distributed Generation in the Power Industry Sector
| Information Science, Free University Amsterdam, The Netherlands |
| **Hans Akkermans**, Professor | Free University Amsterdam, The Netherlands |
| **Yao-Hua Tan** | **Modelling Customer Relationships in eBusiness - Illustrated through the Mobile Industry**
| **Vera Kartseva**, Research Assistant |
| **Jaap Gordijn** | **Alexander Osterwalder**, PhD Student |
| Information Science, Free University Amsterdam, The Netherlands |
| **Yves Pigneur**, Professor & Head Information Systems Department, University of Lausanne, Switzerland |
| **Hans Akkermans**, Professor |
| Free University Amsterdam, The Netherlands |
| **Vera Kartseva**, Research Assistant |
| **Jaap Gordijn**, Assistant Professor |
| Information Science, Free University Amsterdam, The Netherlands |
| **Yves Pigneur**, Professor & Head |
| Information Systems Department, University of Lausanne, Switzerland |

**Security & Privacy 1: ePrivacy and Analyzing Privacy Sensitivity**

| Chair: | Roger Clarke, Principal & Visiting Fellow
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<td>Xamax Consultancy Pty Ltd, &amp; Department of Computer Science, The Australian National University, Australia</td>
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| Presenters: | **A Client-Side Business Model for Electronic Privacy**
| Dawn Jutla | Associate Professor
| Faculty of Commerce, Saint Mary's University, Canada |
| **Peter Bodorik**, Professor | **The Price of Convenience: Developing a Framework for Analysing Privacy Sensitivity in the Adoption of Wireless Applications**
| Faculty of Computer Science, Dalhousie University, Canada |
| **Grace Ng-Kruelle**, Research Assistant |
| Department of Management Information Systems, Stuttgart Institute of Management and Technology, Germany |
| **Paul A. Swatman**, Professor & Dean of Information Systems |
| Department of Management Information, Stuttgart Institute of Management and Technology & Deakin University, Germany & Australia |
| **Douglas S. Rebne**, Professor |
| Department of Professional Studies, New York University, United States |
| **J. Felix Hampe**, Professor |
| Institute for IS Research, Computer Science Department, University of Koblenz, Germany |

**eHealth: eTransformation in Telemedicine, the Health Sector and the Pharmaceutical Industry**

| Chair: | Paul A. Swatman, Professor & Dean of Information Systems, Stuttgart Institute of Management and Technology & Deakin University, Germany & Australia |
| Presenters: | **Teledermatology: The Case of Telemedicine Adoption and Success in New Zealand**
| Nabeel A. Al-Qirim, Lecturer |
| Business - School of Information Technology, Auckland University of Technology, New Zealand |
| **The Irish eHealth Sector** |
| **Fabian Armendariz**, Teaching Assistant |
| School Of Business Studies, Trinity College Dublin, Ireland |
| **Transformation in the Pharmaceutical Industry – Developing Customer Orientation at Pharma Corp** |
| **Rainer Alt**, Project Manager |
| University of St. Gallen, Switzerland |
TUESDAY, JUNE 10

14.00 – 15.30 & 16.00 – 17.30

WORKSHOP
Hotel Golf, Venera Hall

Ambient Organisation
Hans-Dieter Zimmermann, Professor
University of St. Gallen, Switzerland
Panel members:
Network of Excellence Consortium representatives
(to be defined)

Co-Chairs:
Manfred Hackl, Researcher & International Relations
eCommerce Competence Center - EC3, Austria

16.00 – 17.30

PANEL
Hotel Golf, Libertas Hall

eGovernment and eHealth: Regional Experiences And Projects In Comparison
Chair:
Francesco Sicurello, President
Italian Association of Telemedicine and Medical Informatics, Medical Informatics Unit, CNR-Institute of Biomedical Technology, Health Directorate, Lombardia Region – Research and Innovation Office, Italy
Panel members:
Aleš Dobnikar, State Undersecretary
Government Center for Informatics, Republic of Slovenia
Paolo Inchingolo, Professor & Deputy Rector
Department of Electrical Engineering, Electronics, and Informatics, University of Trieste, Italy
Mladen Mauher, Head
Office for the Internet Infrastructure Development, Government of the Republic of Croatia

Fabio Perina, Manager
Economic Office, Veneto Region, Italy
Smart Cards Systems planned for Healthcare and eGovernment in the Czech Republic
Jiri Ochozka, Director
APROKS Ltd, Czech Republic
Lada Hruzova
Ministry of Informatics, Czech Republic
Claudio Beretta, Responsible for Research and Innovation
Health Directorate, Research and Innovation Office, Lombardia Region, Italy
Marzio della Santa, Health Network Coordinator
Health Network Project, DSS, Republic of Canton Ticino, Switzerland

RESEARCH
Hotel Kompas, Jezerska Hall

Chair:
Ian MacInnes, Assistant Professor
School of Information Studies, Syracuse University, United States
Presenters:
Underpinning the eBusiness Framework - Defining eBusiness Concepts and Classifying eBusiness Indicators
Xander J. de Graaf, PhD Student
Free University Amsterdam, The Netherlands

Robin Muuring
Statistics Netherlands, The Netherlands
Conceptual Modeling of Business Networks and Business Strategies
Robert Winter, Professor
University of St. Gallen, Switzerland
eBusiness Transformation Matrix
Colin G. Ash, Senior Lecturer & Associate Head of School
Janice M. Burn, Foundation Professor & Head
MIS, Edith Cowan University, Australia
**TUESDAY, JUNE 10**

**16.00 – 17.30**

### RESEARCH

#### Hotel Kompas, Triglavská Hall

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<th>eCollaboration: Internet Groupware Systems, Information Sharing and Interorganizational Relationships</th>
</tr>
</thead>
</table>

**Chair:**

**Douglas R. Vogel**, Professor & Chair of Information Systems  
Department of Information Systems, City University of Hong Kong, SAR, China  

**Presenters:**

*Interorganisational Information Sharing and the Use of Decision Aids in Category Management*

**Frans Feldberg**, Assistant Professor  
Free University Amsterdam, The Netherlands

**Hans van der Heijden**, Associate Professor  
Free University Amsterdam, The Netherlands

**Impact of eBusiness Supply Chain Technology on Inter-Organisational Relationships: Stories from the Front Line**

**Belen Icasati-Johanson**, PhD Student  
Institute of Work Psychology, University of Sheffield, United Kingdom

**Steven John Fleck**, PhD Student  
Institute of Work Psychology, University of Sheffield, United Kingdom

**Internet Groupware Systems for Project Management: Experiences from a Longitudinal Study**

**Petra Schubert**, Professor & Research Director eBusiness  
Institute for Business Economics, University of Applied Sciences Basel, Switzerland

**Nicholas Romano**, Assistant Professor  
Oklahoma State University, United States

### RESEARCH

#### Hotel Kompas, Riklijeva Hall

<table>
<thead>
<tr>
<th>Security &amp; Privacy 2: Authentication, Secure Transactions and User Representation</th>
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</thead>
</table>

**Chair:**

**Katarina Stanoevska-Slabeva**, Project Manager  
MCM Institute, University St. Gallen, Switzerland  

**Presenters:**

*Authentication Revisited: How Public Key Infrastructure Could Yet Prosper*

**Roger Clarke**, Principal & Visiting Fellow  
Xamax Consultancy Pty Ltd. & Department of Computer Science, The Australian National University, Australia

**User Representation in eCommerce and Collaboration Applications**

**Michael Koch**, Partner  
Institute for Informatics, Technical University of Munich, Germany

**Kathrin Möslein**, Research Assistant  
TUM Business School, Technical University of Munich, Germany

**A Secure Electronic Murabaha Transaction**

**Mansour Al-Meairith**, PhD Student  
Information Security Group, Royal Holloway, University of London, United Kingdom

**Chris Mitchell**, Professor  
Information Security Group, Royal Holloway, University of London, United Kingdom
## TUESDAY, JUNE 10

### 16.00 – 17.30

**RESEARCH**

Mobile Applications 1: Adoption of Mobile Services

**Hotel Kompas, Blejska Hall**

**Chair:**

**J. Felix Hampe**, Professor  
Institute for IS Research, Computer Science  
Department, University of Koblenz, Germany

**Presenters:**

- **Real Time Wireless eCommerce for Agricultural and Forestry Operations**  
  **Per Bj. Bro**, Professor  
  Faculty of Agrarian Sciences, University of Talca, Chile

- **Network Formation for Provision of Mobile Information and Entertainment Services**  
  **Carleen F. Maitland**, Assistant Professor  
  Faculty of Technology, Policy and Management, Delft University of Technology, The Netherlands & The School of Information Sciences and Technology, The Pennsylvania State University, United States

- **Usefulness and Self-Expressiveness: Extending TAM to Explain the Adoption of A Mobile Parking Service**  
  **Elisabeth A.M. van de Kar**, Assistant Professor  
  Faculty of Technology, Policy and Management, Delft University of Technology, The Netherlands

- **Network Formation for Provision of Mobile Information and Entertainment Services**  
  **Uta Wehn de Montalvo**, Researcher & Advisor  
  Strategy and Technology Policy Unit, TNO, The Netherlands

- **Mobile Banking and Brokerage Systems – Managing IS Risks in the Beginning 21st Century**  
  **Elke Wolf**, PhD Student  
  University of Cologne, Department of Information Systems and Information Management, Germany

**19.00**

**Dinner**

Sponsored by Oracle Corporation & Laško Brewery  
Kunstelj Restaurant, Radovljica

Departure by buses from the Bled Convention Centre.
### Small eBig Countries: How are they Preparing for eTransformation

**Co-Chairs:**
- **Douglas R. Vogel**, Professor & Chair of Information Systems
  Department of Information Systems, City University of Hong Kong, SAR, China
- **Jože Gričar**, Professor & Director
  eCommerce Center, Faculty of Organizational Sciences, University of Maribor, Slovenia

**Participating Country: Finland**
- **Timo Kestilä**, Senior Research Associate
  Turku School of Economics and Business Administration
- **Olavi Köngäs**, Chief Information Officer
  Public Management Department, Ministry of Finance,
- **Reima Suomi**, Professor of Information Systems Science
  Turku School of Economics and Business Administration (Coordinator)

**Participating Country: Hong Kong**
- **Douglas R. Vogel**, Professor & Chair of Information Systems
  Department of Information Systems, City University of Hong Kong (Coordinator)

**Participating Country: Ireland**
- **William Golden**, Lecturer in Information Systems
  Department of Accountancy and Finance, National University of Ireland Galway (Coordinator)
- **Roger O’Connor**, Director of Business & Technology
  Department of Communications and Natural Resources

**Participating Country: Portugal**
- **João Álvaro de Carvalho**, Associate Professor, Director of the Information Systems Department & Coordinator of the Information Systems Research Group
  University of Minho
- **Guillermo Barrera Fierro**, Consultant for Supply Chain & President
  Management Processes and IT & Portugal EDI/EC Standards Committee CT127 (Coordinator)
- **Antonio Murta**, Director
  ENABLER Informática, S.A.
  School of Engineering, University of Minho
- **Jaime Quesado**, Program Manager
  POSI - Portuguese Operational Program for Information Society

**Participating Country: Slovenia**
- **Franc Bračun**, Executive Director & Senior Lecturer
  Branch Network, Abanka Vipa & Faculty of Organizational Sciences, University of Maribor
- **Jože Gričar**, Professor & Director
  eCommerce Center, Faculty of Organizational Sciences, University of Maribor (Coordinator)
- **Milan Jelovčan**, Member of the Management Board & Director of Development of Operations, IT and Organization
  Merkur - Trade and Services
- **Marin Silič**, Director
  Government Center for Informatics, Republic of Slovenia

### Business Modeling and eBusiness Design: Tools for the Business Analyst?

**Co-Chairs:**
- **Wil Janssen**, Senior Scientific Researcher
  Telematica Institut, Enschede, The Netherlands
- **Yao-Hua Tan**, Professor of Electronic Business
  Faculty of Economics and Business Administration, Free University Amsterdam, The Netherlands

**Panel members:**
- **George M. Giaglis**, Professor of Electronic Business, Athens University of Economics and Business, Greece
- **Jaap Gordijn**, Assistant Professor
  Information Science, Free University of Amsterdam, The Netherlands
- **Stefán Klein**, John E. Sharkey Professor of Electronic Commerce
  MIS Department, University College Dublin, Ireland
### RESEARCH  
**Hotel Kompas, Triglavska Hall**

**eMarkets: Economic and Social Analysis in eMarket Places**

**Chair:**  
Eric van Heck, Professor of Electronic Markets  
Rotterdam School of Management, Erasmus University Rotterdam, The Netherlands

**Presenters:**
- **Economic and Social Analysis of the Adoption of B2B Electronic Marketplaces: A Case Study in the Australian Beef Industry**  
Caroline Driedonks, Student  
Arjen Wassenaar, Associate Professor  
University of Twente, The Netherlands
- **Puzzles and Perspectives in Electronic Market Theory – Reflections on Adoption of a B2B Electronic Market in the Australian Beef Cattle Industry**  
Arjen Wassenaar, Associate Professor  
University of Twente, The Netherlands  
Shirley Gregor, Professor & Associated Dean - Research  
Australian National University, Australia

**Chair:**  
Shirley Gregor, Professor & Associated Dean - Research  
Australian National University, Australia

**Presenters:**  
- **Mobile Applications 2: Uses of, Attitudes toward and GDS for Mobile IT and Services**  
Hans van der Heijden, Associate Professor  
Free University Amsterdam, The Netherlands
- **Mobile Services for Group Decision Support**  
Jerry van Leeuwen, Assistant Professor  
Free University Amsterdam, The Netherlands
- **Exploring the WISP Industry - Swiss Case Study**  
Giovanni Camponovo, Assistant  
The University of Lausanne, Switzerland  
Mark Heitmann, Research Assistant

**Chair:**  
Hans van der Heijden, Associate Professor  
Free University Amsterdam, The Netherlands

**Presenters:**  
- **Uses and Attitudes of Young People toward Technology and Mobile Telephony**  
Sandra Sieber, Assistant Professor  
Josep Valor, Professor  
IESE Business School, University of Navarra, Spain

### RESEARCH  
**Hotel Kompas, Blejska Hall**

**Mobile Applications 2: Uses of, Attitudes toward and GDS for Mobile IT and Services**

**Chair:**  
Hans van der Heijden, Associate Professor  
Free University Amsterdam, The Netherlands

**Presenters:**  
- **Mobile Services for Group Decision Support**  
Jerry van Leeuwen, Assistant Professor  
Free University Amsterdam, The Netherlands
- **Exploring the WISP Industry - Swiss Case Study**  
Giovanni Camponovo, Assistant  
The University of Lausanne, Switzerland  
Mark Heitmann, Research Assistant

**Chair:**  
Katarina Stanoevska-Slabeva, Project Manager  
MCM Institute, University St. Gallen, Switzerland

**Panel members:**  
- **SimWeb Workshop On eBusiness Models In The Digital Online Music And Online News Sector**  
Maite López Sánchez, Research Manager  
iSOCO, Spain
- **SimWeb Project Manager**  
Gilbert Peffer, SimWeb Project Manager  
CIMNE, Spain
- **Panel members:**  
Nigel Gilbert, Professor & Pro Vice Chancellor  
University of Surrey, United Kingdom

**Co-Chairs:**  
Paula M.C. Swatman, Professor of eBusiness & Director  
Institute for Management, Faculty of Informatics, University of Koblenz-Landau, Germany

**Chair:**  
Maite López Sánchez, Research Manager  
iSOCO, Spain

**Presenters:**  
- **SimWeb Workshop On eBusiness Models In The Digital Online Music And Online News Sector**  
Maite López Sánchez, Research Manager  
iSOCO, Spain
- **Technology and Mobile Telephony**  
Sandra Sieber, Assistant Professor  
Josep Valor, Professor  
IESE Business School, University of Navarra, Spain

**Chair:**  
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iSOCO, Spain

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iSOCO, Spain
- **Technology and Mobile Telephony**  
Sandra Sieber, Assistant Professor  
Josep Valor, Professor  
IESE Business School, University of Navarra, Spain
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<thead>
<tr>
<th>Time</th>
<th>Location</th>
<th>Event</th>
<th>Chair/Presenter</th>
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<tbody>
<tr>
<td>11.00 – 12.30</td>
<td>Hotel Golf, Venera Hall</td>
<td><strong>PANEL</strong></td>
<td>Building an eCommerce Common Body of Knowledge: Involving the Worldwide eCommerce Community</td>
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<tr>
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<td>Chair: Donald J. McCubbrey, Professor &amp; Director</td>
<td>Department of Information Systems, City University of Hong Kong, SAR, China</td>
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<td>Panel members: Roger Clarke, Principal &amp; Visiting Fellow</td>
<td>eCommerce Institute, J. Mack Robinson College of Business, Georgia State University, United States</td>
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<td>Douglas R. Vogel, Professor &amp; Chair of Information Systems</td>
<td>Richard J. Welke, Professor &amp; Director</td>
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<td><strong>RESEARCH</strong></td>
<td>Hotel Kompas, Jezerska Hall</td>
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<td><strong>eCommerce Management Issues: eOperational, ASP Application and eBusiness Risk Models</strong></td>
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<td>Chair: Dirk Deschoolmeester, Professor</td>
<td>Understanding the Important Issues of Concern in the Adoption of an ASP Application Model</td>
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<td>Management &amp; Information Systems, De Vlerick</td>
<td>David Sammon, Lecturer</td>
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<td>School of Management, University Gent, Belgium</td>
<td>Des McAuley, Research Student</td>
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<td>Presenters:</td>
<td>Frederic Adam, Statutora Lecturer</td>
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<td>eOperational Model: Correlating x-Service Provision to the IT/IS Function for Innovation and Alignment</td>
<td>Business Information Systems, University College Cork, Ireland</td>
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<td>Christina Silveira, Research Officer</td>
<td>The Board View of Electronic Business Risk</td>
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<td>Philip Seltsikas, Director of IST-RG</td>
<td>Jordan Ernest, Professor</td>
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<td>Robert O’Keefe, Professor &amp; Head of School</td>
<td>David Musson, Researcher</td>
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<td>School of Management, University of Surrey, United Kingdom</td>
<td>Macquarie Grad School of Management, Macquarie University Australia</td>
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<td><strong>eProcurement: eTransformation in Procurement and Collaborative Product Representation</strong></td>
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<td>Chair: Kim Viborg Andersen, Associate Professor</td>
<td>Collaborative Product Representation for Emergent Electronic Marketplace</td>
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<td>Copenhagen Business School, Denmark</td>
<td>Jingzhi Guo, Researcher</td>
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<td>Presenters:</td>
<td>Chengzheng Sun, Professor</td>
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<td>eTransformation in Supply Chain Perspective</td>
<td>School of Computing and Information Technology, Griffith University, Australia</td>
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<td>Siece Santema, Professor</td>
<td>The Implications of the Local Configuration of a Standard eProcurement System on the Organisation Power Circuits</td>
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<td>Marc Reunis, PhD student</td>
<td>Amany R. Elbanna, PhD Student</td>
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<td></td>
<td>Eindhoven University of Technology, Scenter of eBusiness Marketing and Procurement, The Netherlands</td>
<td>Department of Information Systems, London School of Economics</td>
</tr>
</tbody>
</table>
### RESEARCH
**Hotel Kompas, Blejska Hall**

#### Mobile Applications 3: Future Mobile Applications Market

| Chair: Christer Carlsson, Professor & Director |
| Institute for Advanced Management Systems Research, Åbo Akademi University, Finland |
| Presenters: Reconsidering the Challenges of mPayments: A Roadmap to Plotting the Potential of the Future mCommerce Market |
| Melissa Soo Ding, PhD Student |
| School of Information Systems, Faculty of Business and Law, Deakin University, Australia |
| J. Felix Hampe, Professor |
| Institute for IS Research, Computer Science Department, University of Koblenz, Germany |
| Factors Affecting Consumer Adoption Decisions and Intents in Mobile Commerce: Empirical Insights |
| Bill Anckar, Assistant Professor |
| Christer Carlsson, Professor & Director |
| Pirkko Walden, Associate Professor |
| Institute for Advanced Management Systems Research, Åbo Akademi University, Finland |
| The Paradox of the Mobile Internet: Acceptance of Gadgets and Rejection of Innovations |
| Ann Fogelgren-Pedersen, PhD Student |
| Christian Jelbo, Research Assistant |
| Kim Viborg Andersen, Associate Professor |
| Copenhagen Business School, Denmark |

### PANEL
**Hotel Golf, Concordia Hall**

#### The New eSilk Road in Perspective

| Chair: Douglas R. Vogel, Professor & Chair of Information Systems Department of Information Systems, City University of Hong Kong, SAR, China |
| Panel members: Wieslaw Czyzowicz, Professor & Adviser to the President Warsaw School of Economics & Polish Customs Brokers Agencies Association, Poland |
| Georg-Dieter Gotschlich, Consultant Customs Consulting, Germany |
| Jože Gričar, Professor & Director eCommerce Center, Faculty of Organizational Sciences, University of Maribor, Slovenia |
| Altan Kucukcinar, Information Society Policy Expert Information Society Technologies – IST |
| The Scientific and Technical Research Council, Turkey |

#### Trans-National Research in the Context of European Union Research Projects: Opportunities and Requirements for Members States, New EU Countries, and Countries from Outside EU

| Chair: Claudia Loebbecke, Professor & Director Department of Media Management, Media Science Center, University of Cologne, Germany |
| Panel members: Miklos Biro, Professor Department of Information Systems, Budapest University of Economic Sciences and Public Administration, Hungary |
| Niels Bjoern-Andersen, Professor & Director Center for Electronic Commerce, Department of Informatics, Copenhagen Business School, Denmark |
| Panagiotis Damaskopoulos, Senior Research Fellow e-1AB@INSEAD and the Centre for Advanced Learning Technologies (CALT), INSEAD, France |
| Richard J. Welke, Professor & Director eCommerce Institute, J. Mack Robinson College of Business, Georgia State University, United States |
## PANEL
### Hotel Golf, Venera Hall
**Title:** eCommerce in Banking: Standardization Issues In Business-to-Business Payments: Countries’ Experience

**Chair:** Lidija Slana, Advisor, Payment Systems, Bank of Slovenia

**Panel members:**
- Mohammad Al-Jarf, Professor, Umm al-Qura University, Makkah, Saudi Arabia
- Dušan Erban, Manager, Identicus d.o.o., Slovenia
- Marko Šega, Executive Manager, Halcom Informatika d.o.o., Slovenia
- Dušan Zupančič, Counsellor of the President, Chamber of Commerce and Industry of Slovenia

## RESEARCH
### Hotel Kompass, Jezerska Hall
**Title:** eGovernment: Promotion of eCommerce, Evaluating Web-sites and Procurement

**Chair:** René Wagenaar, Professor ICT, Faculty of Technology, Policy & Management, Delft University of Technology, The Netherlands

**Presenters:**
- Government Promotion of eCommerce Through Seed Funding: A Review of the Australian Government’s ITOL Program
  - G. Michael McGrath, Professor & Director, School of Information Systems, Victoria University, Australia
  - Elizabeth More, Professor & Deputy Vice-Chancellor, University of Canberra, Australia
  - Sara Korzen-Bohr, Research Assistant, University of Canberra, Australia
  - Kim Viborg Andersen, Associate Professor, Copenhagen Business School, Denmark
  - Niels Christian Juul, Associate Professor & Head, Computer Science Section, Department of Computer Science, Roskilde University, Denmark
  - Jimmy Kevin Pedersen, Vice President, Finance & Administration, Copenhagen Municipality, Denmark

**Title:** Knowledge Intermediation: New Business Models in the Digital Economy

**Presenters:**
- Harry Bouwman, Associate Professor, Delft University of Technology, The Netherlands
- Lidwien van de Wijngaert, Assistant Professor, University of Utrecht, The Netherlands
- Knowledge Intermediation: New Business Models in the Digital Economy
  - Ettore Bolisani, Assistant Professor, University of Padova – DTG, Italy
  - Matteo Di Biagi, Post Doctoral Student, University of Padova – DTG, Italy
  - Enrico Scarso, Associate Professor, University of Padova – DTG, Italy
  - The Role and Significance of the Electronic Market Maker
  - Craig Standing, Senior Lecturer, Edith Cowan University, Australia
  - Rosemary Stockdale, Research Assistant, Edith Cowan University, Australia
  - Brynjulf Tellefsen, Associate Professor, Norwegian School of Management, Norway
PLENARY

eIndividual in the Seamless Single European Electronic Market - SEEM

Hotel Golf, Concordia Hall

WEDNESDAY, JUNE 11

16.00 – 17.30

Panel members:

Philippe Aigrain, Founder
Society for Public Information Spaces (in creation), France

Bror Salmelin, Head of Unit, New Working Environments
Information Society Directorate-General, European Commission, European Union

Michael Nilsson, Project Manager
Lulea University of Technology, Sweden

Paul A. Swatman, Professor & Dean of Information Systems
Information Systems, Stuttgart Institute of Management and Technology, Germany & Deakin University, Australia

Paul A. Swatman, Professor & Dean of Information Systems
Information Systems, Stuttgart Institute of Management and Technology, Germany & Deakin University, Australia

Outstanding Paper Award Committee Chair
Roger Clarke, Principal & Visiting Fellow
Xamax Consultancy Pty Ltd, & The Australian National University, Australia

17th Bled eCommerce Conference
eGlobal
Bled, Slovenia, June 21-23, 2004

Conference Chair:
Jože Gričar, Professor and Director
eCommerce Center, Faculty of Organizational Sciences,
University of Maribor, Slovenia

Research Track Chair
Yao-Hua Tan, Professor of Electronic Business
Department of Economics and Business Administration, Free University Amsterdam,
The Netherlands

Research Track Co-chair
Douglas R. Vogel, Professor & Chair of Information Systems
Department of Information Systems, City University of Hong Kong, SAR, China

Outstanding Paper Award Committee Chair
Roger Clarke, Principal & Visiting Fellow
Xamax Consultancy Pty Ltd, & The Australian National University, Australia
CONFERENCE CHAIRS

Conference Chair
Jože Gričar, Professor & Director
eCommerce Center, Faculty of Organizational Sciences, University of Maribor, Slovenia
Gricar@FOV.Uni-Mb.si

Conference Chair Assistant
Andreja Pucihar, Research Assistant & Head
eMarkets Laboratory, eCommerce Center, Faculty of Organizational Sciences, University of
Andreja.Pucihar@FOV.Uni-Mb.si

Research Chair
Rolf T. Wigand, Maulden-Entergy Chair &
Distinguished Professor of Information Science and Management
Department of Information Science, CyberCollege, University of Arkansas at Little Rock, United States
RTWigand@ualr.edu

Research Co-Chair
Yao-Hua Tan, Professor of Electronic Business
Information Systems Group, Information Systems, Marketing and Logistics, Faculty of Economics and Business Administration, Free University
Amsterdam, The Netherlands
YTan@feweb.vu.nl

Outstanding Paper Award Committee Chair
Roger Clarke, Principal & Visiting Fellow
Xamax Consultancy Pty Ltd, & Department of Computer Science, The Australian National University, Australia
Roger.Clarke@xamax.com.au

eUniversity Forum Co-chairs
John Burbidge, Jr., Professor & Dean
Love School of Business, Elon University, United States
Burbridge@elon.edu
Jože Florjančič, Professor & Dean
Faculty of Organizational Sciences, University of Maribor, Slovenia
Joze.Forjancic@FOV.Uni-Mb.si

Business and Government Executive Meeting on Regional eCommerce Development
Co-chairs:
József Györkös, State Secretary
Ministry of the Information Society, Republic of Slovenia
Jozsef.Gyorkos@gov.si
Jožko Čuk, President
Chamber of Commerce and Industry of Slovenia
Jozko.Cuk@GZS.si
Jože Gričar, Professor & Director
eCommerce Center, Faculty of Organizational Sciences, University of Maribor, Slovenia
Gricar@FOV.Uni-Mb.si

eCommerce Prototypes Presentation - Students Bazaar
Chair:
Eric van Heck, Professor of Electronic Markets
Rotterdam School of Management, Erasmus University Rotterdam, The Netherlands
E.Heck@fbk.eur.nl
Co-chair:
Robert Leskovar, Assistant Professor
Faculty of Organizational Sciences, University of Maribor, Slovenia
Robert.Leskovar@FOV.Uni-Mb.si
Yonsei University, Korea

Ronald M. Lee, Professor, Eminent Scholar
Florida International University, United States

Hans Lehmann, Associate Professor
Victoria University of Wellington, New Zealand

Claudia Loebbecke, Professor & Director
University of Cologne, Germany

Kalle Lyttinen, Professor
Case Western Reserve University, United States

Heinrich C. Mayr, Professor & Director
University of Klagenfurt, Austria

Ian MacLiness, Assistant Professor
School of Information Studies, Syracuse University, United States

Donald J. McCubbrey, Clinical Professor & Director
University of Denver, United States

Marian Niedzwiedzinski, Associate Professor & Head
University of Lodz, Poland

Roumen Nikolov, Associated Professor & Head
University of Sofia “St. Kl. Ohradiski”, Bulgaria

Robert M. O’Keefe, Professor of Information Management & Head
University of Surrey, United Kingdom

Nirmal Pal, Professor & Executive Director
The Pennsylvania State University, United States

Jonathan W. Palmer, Associate Professor
College of William & Mary, United States

Günther Pernul, Professor
University of Regensburg, Germany

Otto Petrovic, Professor & eResearch, eBusiness Competence Center Chairman of the Board
Karl-Franzens University Graz, Austria

Yves Poulet, Director
University of Namur, Belgium

Nicolau Reinhard, Professor
University of São Paulo, Brazil

Peter M. Ribbers, Professor of Information Management & Chair
Tilburg University, The Netherlands

Frantz Rowe, Professor
University of Nantes, France

Norman M. Sadeh, Associate Professor & Director
Carnegie Mellon University, United States

Gheorghe Mincu Sandulescu, Senior Research Scientist & Director
UE-B University Bucharest & eCommerce Initiative and Centre at IPA SA, Romania

Beat F. Schmid, Professor & Director
University of St. Gallen, Switzerland

Petra Schubert, Professor & Research Director eBusiness
University of Applied Sciences Basel, Switzerland

Marin Silić, Director
Government Center for Informatics, Slovenia

Steve Smithson, Senior Lecturer in Information Systems
The London School of Economics and Political Science, United Kingdom

Henk G. Sol, Professor & Dean
Delft University of Technology, The Netherlands

Maddalena Sorrentino, Professor
Università degli Studi, Milano, Italy

Reima Suomi, Professor
Turku School of Economics and Business Administration, Finland

Paul A. Swatman, Professor & Dean
Stuttgart Institute of Management and Technology & Deakin University, Germany

Paula Swatman, Professor of eBusiness & Director
Institute for Management, University of Koblenz-Landau, Germany

Dennis S. Tachiki, Professor
Tamagawa University, Japan

Yao-Hua Tan, Professor
Free University Amsterdam, The Netherlands

Thompson Sian Hin Teo, Associated Professor & Information Systems Area Coordinator
National University of Singapore, Singapore

Roland Traunmüller, Professor & Director
University Linz, Austria

Volker Tschammer, Head of Competence Center
Institute for Open Communications Systems, Germany

Lai Lai Tung, Associate Professor & Deputy Programme Director
Nanyang Technological University, Singapore

Josep Valor Sabatier, Professor & Director
University of Navarra, Spain

Eric van Heck, Professor
Erasmus University Rotterdam, The Netherlands

Vasja Vehovar, Associate Professor & Principal Investigator
University of Ljubljana, Slovenia

Vlastimil Vesely, Director
Brno University of Technology, Czech Republic

Douglas R. Vogel, Professor & Chair of Information Systems City University of Hong Kong, SAR, China

René W. Wagenaar, Professor
Delft University of Technology, The Netherlands

Lester A. Wanninger Jr., Professor & Associate Director
University of Minnesota, United States

Richard T. Watson, J. Rex Fuqua Distinguished Chair for Internet Strategy & Director
University of Georgia, United States

Richard J. Welke, Professor & Director
Georgia State University, United States

Andrew B. Whinston, Hugh Cullen Chair Professor & Director
The University of Texas at Austin, United States

Rolf T. Wigand, Maulden-Entergy Chair & Distinguished Professor
University of Arkansas at Little Rock, United States

Jože Zupančič, Professor & Head
University of Maribor, Slovenia

Ivan Žerko, President
SRC-SI, Systems Integration, Slovenia
### TECHNICAL COMMITTEE

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<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Email</th>
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<tbody>
<tr>
<td>Registration</td>
<td>Kristina Bogataj</td>
<td><a href="mailto:Kristina.Bogataj@FOV.Uni-Mb.si">Kristina.Bogataj@FOV.Uni-Mb.si</a></td>
</tr>
<tr>
<td>Public Relations</td>
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