

Wednesday, January 16, 2002

14:00-14:15	Networking Break							
EC Stream			Practitioner		IC Stream			
Webster A		Room 314	Webster B & C		Albion A	Albion B	Albion C	Room 203
14:15-14:45	Linda Roberge Susan Long David Burnham <i>"Design and Delivery of Data Mining Tools: Turning Gov. Data into Usable Information"</i> SYRACUSE U.	Grace Ng-Kruelle Paul A. Swatman Douglas S. Rebne Felix Hampe <i>"The Price of Convenience: Privacy and Mobile Commerce"</i> STUTTGART INSTITUTE	John Benzinger <i>"E-sourcing Software and E-service Solutions"</i> FREEMARKETS	Thomas Neil Ben Martz <i>"Success vs. Failure Decision-Making Strategies: Insights into Implicit Operation Knowledge"</i> CLARK ATLANTA U.	Cathy Barrett Heather Vallance <i>"Student Perspective of a Knowledge Worker: Adding Value to the Organization"</i> CAPE TECHNIKON	Deborah Andrus Kwaku Athuahene-Gima <i>"Learning, Creativity and New Product Performance"</i> U. of CALGARY		
14:45-14:50	Transfer Time							
14:50-15:20	Jason Zhang Yufei Yuan <i>"Development Strategy of E-Government in China"</i> McMASTER U.	Andreas Jonason <i>"Wireless Revenues Reversed: The case of North America"</i> ROYAL INSTITUTE OF TECHNOLOGY, SWEDEN	Bill DiNardo <i>"From Concept to Commercialization"</i> GROCERYGATEWAY.com	Marianne Knight <i>"The role of KM in successful IT outsourcing"</i> TRUE NORTH CONSULTING	Tomi Hussi Guy Ahonen <i>"Managing Intangible Assets"</i> RESEARCH INST. of the FINNISH ECONOMY	Victor Scholten Onno Omta Tom Elfring <i>"The Decisiveness of Parenthood: Social Capital and the Entrepreneurial Outcome"</i> WAGENINGEN U.		
15:20-15:45	Networking Break							
15:45-16:15	Ted D. Naylor <i>"Democracy @ E-government? - Exploring the Citizen/State Interface: e-Dialogues, ICT's & Public Policy Formulation"</i> DALHOUSIE U.	Eytan M. Lasry <i>"Inertia.Com: Rates and Processes of Organizational Transformation in the Retail Industry"</i> U. of TORONTO	David Brett <i>"Digital Knowledge: Copyright Intellectual Property and the Internet"</i> KNEXA ENTERPRISES	Ellen Enkel <i>"Bolstering organisations conditions for corporate new venturing with knowledge networks"</i> KNOWLEDGESOURCE, SWITZERLAND	Natalia Canadas Jose Carreira <i>"Financial/Business Reporting in Small Family Businesses"</i> ESTEG do INS. POLITECNICO de LEIRIA	Matthew Ivis <i>"SME e-Business Information Toolkit"</i> CANADIAN CHAMBER of COMMERCE		
16:15-16:20	Transfer Time							
16:20-16:50	Birgit J. Oberer <i>"Weaknesses of International Electronic Government Approaches"</i> U. of KLAGENFURT, AUSTRIA	Judith A. Schalick <i>"Reinventing the University: Institutional Branding, Alliances, Business Models and Political Consequences"</i> CONFERENCE / COMMUNICATIONS STRATEGIES	Nick Bontis <i>"National Intellectual Capital Index - NICI™"</i> <i>A United Nations Initiative"</i> McMASTER U.		Chris Sadleir Nghi Luu <i>"Responses to organizational learning: national frameworks for co-operation and competition"</i> U. of CANBERRA	Lynn Lim Peter Dallimore <i>"To The Public Listed Companies, From the Investment Community"</i> U. of NOTRE DAME, AUSTRALIA		
16:50-17:00	Networking Break							
17:00-18:30	Wine and Cheese Reception - Chedoke C Introduction: Dean Vishwanath Baba, DeGroote Business School, McMaster U. Welcoming Remarks: Robert (Bob) E. Wade, Mayor of Hamilton Sponsored By: New City of Hamilton Entertainment By: The Henry Strong Duet							
18:30-20:30	Dinner - Chedoke B E-Commerce Case Competition Award Ceremony: Dr. Milena Head, DeGroote Business School, McMaster U. Keynote Speaker: Bob Young, Chairman, Red Hat Inc. Presentation Title: <i>The adoption of open source technology</i> Sponsored By: Emerald Press - Journal of Intellectual Capital - Journal of Knowledge Management - Journal of Internet Research, Cnd. Assoc. of Management Consultants							

Thursday January 17, 2002							
06:30-08:00	Exhibitor Setup Time						
07:00-08:00	Registration						
07:30-09:00	<p align="center">Breakfast - Chedoke B</p> <p align="center">Morning Announcements: Seema Hashmi, DeGroote Business School, McMaster U.</p> <p align="center">Keynote Speaker: Dr. Robert Cooper, DeGroote Business School, McMaster U.</p> <p align="center">Presentation Title: <i>Winning at New Products: Creating and Launching Successful Innovations</i></p> <p align="center">Sponsored By: BITNET.ca, Royal Bank Financial Group, Centre for Education Information</p>						
EC Stream		Practitioner			IC Stream		
Webster A	Room 314	Webster B & C	Albion A	Albion B	Albion C	Room 203	
09:15-09:45	<p align="center">Bud Hamilton</p> <p><i>"The Digital Divide and E-government: Government Challenge and Corporate Opportunity"</i></p> <p align="center">GEORGIA STATE U.</p>	<p align="center">Sandford Borins</p> <p><i>"Electronic Governance in Canada and the US"</i></p> <p align="center">U. of TORONTO</p>	<p align="center">David Johnston</p> <p><i>"The New National Dream - Networking the Nation for Broadband Access"</i></p> <p align="center">U. of WATERLOO</p>	<p align="center">Philippe Leliaert et al.</p> <p><i>"Identifying and Managing Intellectual Capital"</i></p> <p align="center">AREOPA</p>	<p align="center">Elisabeth Richard</p> <p><i>"Stories for our survival"</i></p> <p align="center">PUBLIC WORKS and GOVERNMENT SERVICES CANADA</p>	<p align="center">Olivier Dupouet Aziza Laguecir</p> <p><i>"New Approaches to the Firm and codification of knowledge"</i></p> <p align="center">U. of STRASBOURG</p>	<p align="center">P. Damaskopoulos et al.</p> <p><i>"Organizational Capital as a Strategic Field of Corporate Action"</i></p> <p align="center">INSEAD</p>
09:45-9:50	Transfer Time						
09:50-10:20	<p align="center">Raj Gururajan</p> <p><i>"Mobile Computing: Security Risks"</i></p> <p align="center">MURDOCH U., AUSTRALIA</p>	<p align="center">Tim McLaren M. Head and Y. Yuan</p> <p><i>"Beyond EDI: A Framework For Understanding Supply Chain Collaboration Alternatives"</i></p> <p align="center">McMASTER U.</p>	<p align="center">Jim Falconer</p> <p><i>"Knowledge as 'Residue': Hermeneutics v. Postmodernism"</i></p> <p align="center">PRICEWATERHOUSE COOPERS</p>	<p align="center">Nick Trendov</p> <p><i>"The positive impact of Knowledge on Corporate Reputation Value"</i></p> <p align="center">KNOWLEDGEAURA</p>	<p align="center">Jose Claudio Terra Cindy Gordon</p> <p><i>"Developing Corporate Portals with a Focus on KM"</i></p> <p align="center">U. of SAO PAULO</p>	<p align="center">Jenny Darroch Rod McNaughton</p> <p><i>"Examining the link between knowledge mangement practices and types of innovation"</i></p> <p align="center">OTAGO SCHOOL OF BUS.</p>	<p align="center">Babak Mehmanpazir et al.</p> <p><i>"Consultants and Experts in Management Consulting Firms: communities of practice versus epistemic communities"</i></p> <p align="center">U. ROBERT SCHUMAN</p>
10:20-10:25	Transfer Time						
10:25-10:55	<p align="center">Constantinos Coursaris Khaled Hassanein</p> <p><i>"A Framework for m-Commerce: A consumer's perspective"</i></p> <p align="center">McMASTER U.</p>	<p align="center">Mosad Zineldin</p> <p><i>"Electronic Relationship A Technologicalship Strategy For International/Global Competitive E-Alliances"</i></p> <p align="center">VAXJO U., SWEDEN</p>	<p align="center">Sandra Giuffre Carol Gorelick</p> <p><i>"Linking Initiatives to Performance: A case study"</i></p> <p align="center">MARSH INC.</p>	<p align="center">Michael Fitzgerald</p> <p><i>"Changing the Employee-Employer Relationship for Mutual Benefit"</i></p> <p align="center">ROYAL SUN ALLIANCE</p>	<p align="center">Carlos Quandt Luiz Marcio Spinosa</p> <p><i>"Knowledge Sharing in Innovation Clusters: Cases in Parana, Brazil"</i></p> <p align="center">PONTIFICIA U. CAT. do PARANA</p>	<p align="center">Kimiz Dalkir</p> <p><i>"How to Stem Intellectual Capital Loss: A Three-Tiered Approach"</i></p> <p align="center">DMR CONSULTING</p>	<p align="center">Tua Haldin-Herrgard</p> <p><i>"Epitomes of Tacit Knowledge as Tools for Mapping Tacit Knowledge"</i></p> <p align="center">SWEDISH SCHOOL of E&BA</p>
11:00-12:20	<p align="center">Poster Presentations - Chedoke C</p> <p align="center">See Appendix A for a list of presenters</p> <p align="center">Sponsored By: Oxford U. Press, Pink Elephant</p>						
12:30-14:00	<p align="center">Lunch - Chedoke B</p> <p align="center">Keynote Speaker: Ann Cavoukian, Commissioner, Information & Privacy Commission of Ontario</p> <p align="center">Presentation Title: <i>Safeguarding your privacy in a networked world</i></p> <p align="center">Sponsored By: Stern Stewart, Tricom, EPSON</p>						
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14:15-14:45	Martin O'Neill Christine Wright <i>"An importance-performance based measure of on-line service quality: an exploratory empirical investigation"</i> EDITH COWAN U.	Bryan McCaw <i>"ASP adoption in the Financial Services Industry"</i> HOMEBANK TECHNOLOGIES	Roland Bergman <i>"EVA and the Knowledge Economy"</i> STERN STEWART	Alice MacGillivray Andrew Faulkner <i>"A Business Lens on Business Intelligence: Sustaining Intellectual Capital"</i> BC GOVERNMENT	Truls Engstrom Petter Westnes <i>"Knowledge Creation through Mentoring"</i> NORWEGIAN SCHOOL OF HOTEL MANAGEMENT	Justin Jansen et al. <i>"Managing Organizational Knowledge Absorption: The co-evolution between knowledge processes, firm efforts and integrative capabilities"</i> ERASMUS U. ROTTERDAM	Karuna Jain Rajiv Narvekar <i>"Role of new technology in the Indian Automobile Industry"</i> INDIAN INSTITUTE OF TECHNOLOGY
14:45-14:50	Transfer Time						
14:50-15:20	P. Chatzoglou V. Aggelides D. Maditinos, N. Theriou <i>"Evaluating Web Sites: A Practical Approach"</i> TEI of KAVALA GREECE	Michael Fridgen Werner Steck <i>"New Perspectives on Individualization and Controlling of Web Sites for the Financial Services Industry"</i> U. of AUGSBURG	Daniel Andriessen <i>"The Financial Value of Intangibles: Searching for the Holy Grail in IC Valuation"</i> KPMG NETHERLANDS	P.R. Bose <i>"Globalization and Technology Innovation: Case of the Indian Cement Industry"</i> NISTADS NEW DELHI	Erik Irgens Erik Brekke <i>"Evaluating Intellectual Capital for Improved Performance"</i> TELEPLAN AS NORWAY	Hakju Kim <i>"Internet Charging & Accounting for the e-Commerce"</i> U. of PITTSBURGH	Scott Erickson Helen Rothberg <i>"Competitive Intelligence and the Intellectual Capital Framework"</i> SUNY COLLEGE at ONEONTA
15:20-15:45	Networking Break						
15:45-16:15	George Kuk Fun T. Yeung <i>"Interactivity in E-Commerce"</i> NOTTINGHAM U.	Fathi Elloumi Houda Trabelsi <i>"Corporate Reporting and the Internet: The Canadian Reality and Perspectives"</i> ATHABASCA U.	Michelle Digulla <i>"m-Commerce: The Marketplace in Your Pocket"</i> TELUS MOBILITY	Joseph Kranz <i>"Harvesting Human Capital"</i> ANTEON CORPORATION	Judith Ray Michael McHugh et al. <i>"Measuring the Business Impact of Knowledge Management"</i> PENNSYLVANIA STATE U.	Sanjoy Bose K.B. Oh <i>"A Critical Evaluation Methods to Valuing Intellectual Property"</i> LA TROBE U., AUSTRALIA	Deonie Botha Retha Snyman <i>"The African road less travelled: intellectual partnerships between corporate universities and the U. of Pretoria, South Africa"</i> U. of PRETORIA
16:15-16:20	Transfer Time						
16:20-16:50	Ping Lan <i>"E-Business Space for E-innovation"</i> U. of NEW BRUNSWICK	Scott Erickson <i>"Patents and the Internet"</i> SUNY COLLEGE at ONEONTA	Bill Laham <i>"Making the Internet Secure"</i> CRYPTOCARD CORP.	Rene Rupert John Denton <i>"Tools to manage Intellectual Capital and make money"</i> RUPERT CONSULTING KPMG	Darius Mahdjoubi Glynn Harmon <i>"Knowledge Sensitive Performance Metrics for Management of Enterprises"</i> U. of TEXAS at AUSTIN	Nermien Al-Ali <i>"Where are you on the Intellectual Capital Continuum (ICC)?"</i> FRANKLIN PIERCE LAW CENTER	Carlos Fernandez <i>"Creating Knowledge: The Base of Intellectual Capital"</i> FUNDACIAN TEKNIKER SPAIN
16:50-17:00	Networking Break						
17:00-18:30	<p align="center"> Wine and Cheese Reception - Chedoke C Recruiting Fair - Webster Lounge Introductions and Alumni Appreciation: Dean Vishwanath Baba, DeGroote Business School, McMaster U. Welcoming Remarks: President Peter George, Office of the President, McMaster U. Sponsored By: McMaster U. Office of the President Entertainment By: The Henry Strong Duet </p>						
18:30-20:30	<p align="center"> Dinner - Chedoke B Keynote Speaker: Jim Carroll, Digital Survivor Columninst, Globe & Mail Presentation Title: <i>E-Business in the Post Dot.Com Era: A Reality Check on the Wired Economy</i> Sponsored By: New City of Hamilton, Intermedium, Tim Hortons </p>						
20:30-21:30	<p align="center"> Evening Entertainment: McMaster U. Improvisational Troupe </p>						

Appendix A: List of Poster Presentations

Thursday January 17, 2002 11:00 a.m. - 12:20 p.m.

Electronic Commerce

Dennis O. Kundisch

"Building Trust - The Most Important CRM Strategy?"

William Taylor Carruthers

"The Business Element Framework As the Key to E-Business Performance"

Filipe Martins, Luiz Filho, Anatólia Ramos

"Descriptive study of Internet use in Brazilian Real Estate"

Diana Kao, Judith Decou

"Promoting Successful E-Commerce Ventures - An E-Commerce Planning Model"

Xiaoqing Li

"Support Competitive Strategies with Agent Technology"

Ruth Nichols, Milena Head, Skip Poehlman

"Customizable User Interfaces and Their Impact on eCommerce"

Kim Finn

"Youth e-Cluster Project- Virtual Workspace Demonstration"

Fang Wang, Milena Head

"Relationship Marketing: Application in the Online Business-to-Consumer Environment"

Tim McLaren

"Improving Usability in Supply Chain Collaboration Systems"

Ronald Cheek, Michelle Kunz, Kathy Hsu

"Globalizing eCRM: Cultural, Language and Time Challenges"

Intellectual Capital

Jim Falconer

"A subjective prototype exemplar pattern set based on pioneering modern entertainers"

Iram Daudi, Sumeet Khanna

"Leveraging Customer Capital via WAP-Enabled CRM"

Melinda Mullett

"Browser Indexed Knowledge Assets, Browser Based Indexing"