			Wednesday,	January 16	, 2002				
06:30-08:00	Exhibitor Setup Time								
07:00-08:00	Registration								
08:00-09:30	Breakfast - Chedoke B Morning Announcements: Edita Skotalova, DeGroote Business School, McMaster U. Opening Ceremonies: Dr. Chris Bart, Director, MINT Research Centre, DeGroote Business School, McMaster U. Keynote Speaker: Dave Snowden, Director, Institute for Knowledge Management, IBM Presentation Title: Complex Knowledge Sponsored By: Butterworth Heinemann, General Motors Canada								
	EC S	tream	Pract	itioner		IC Stream			
	Webster A	Room 314	Webster B & C	Albion A	Albion B	Albion C	Room 203		
09:45-10:15	Sunny Marche James McNiven "E-Government and E-Governance: Public Sector Transparency and Responsiveness" DALHOUSIE U.	Maureen Hupfer "The Implications of Self-concept Orientation for Website Personalization and Internet Community Management" McMASTER U.	Greg Searle "Collaboration through Communities of Practice" TOMOYE	Elliot Schreiber "Reputational Capital: Promoting a firm's knowledge brand" McMASTER U.	Andreas Andreou Larry Boone "Impact of IT and Cultural Differences on Organizational Behaviour in the Financial Services Industry" ST. JOHN'S U.	Mohamed Al-Waqfi Naresh Agarwal "Skill Based Pay System: A Theoretical Framework" McMASTER U.	Jose Maria Viedma Marti "SCBS Social Capital Benchmarking System" POLYTECHNIC U. of CATALONIA		
10:15-10:20				Transfer Time					
10:20-10:50	Luuk P.A. Simons Charles Steinfield Harry Bouwman "Strategic positioning of the Web in a Multi Channel Market Approach" KPN RESEARCH	Michelle Kunz Ronald Cheek Michael Fronmueller "Importance of service quality & customer satisfaction in EC" MOREHEAD STATE U. U. of LOUISIANA	André Carignan "Implementation of a Web Learning Program in the Government" HUMAN RESOURCES DEVELOPMENT CANADA	Jay Chatzkel Linda Morris "Creating Performance-Based Valuation Measures to Articulate Value Gain from Knowledge Resources" PROGRESSIVE PRACTICES	Yiannis Spanos G. Prastacos "Dynamic Capabilities and Structural Effects on Innovation Strategy" ATHENS U.	Marie Lalonde Michelle Boulet Margarete Ling "KM Strategy and Diagnosis" HEALTH CANADA			
10:50-11:15				Networking Break					
11:15-11:45	Kim Finn Brian Detlor "Youth and Electronic Government: Towards a Model of Civic Participation" HRDC and McMASTER U.	Kam Hou Vat "Developing Component-Based EC Applications for Learning Organizations: An Inter-Enterprise Architectural Response to Organizational Transformation" U. of MACAU	Howard Deane "Knowledge Management at KPMG - Practical & Difficult Lessons Learned with Enterprise Wide KM" KPMG	Leon Goren "E-commerce in a Multi-Channel Retail Environment" JUST WHITE SHIRTS	Laurent Tournois "Managing Corporate Reputation as a Source of Customer Value and Firm's Performance" CEROG, FRANCE	Ajay Sharma Vinita Teotia "KM Metrics - Its Application in Ranking Educational Institutions" KRISHNA INSTITUTE OF ENGINEERING AND TECH.	Ping Lan Howard Du "E-Innovation: Exploring a Gap between Industry and Academic Research" U. of NEW BRUNSWICK		
11:45-11:50		!	!	Transfer Time			!		
11:50-12:20	Helena Lindskog Helena Wennberg "Learning from "Big Brother" — public sector e-commerce as a role model for Swedish industry" LINKOPINGS UNIVERSITET	David O'Donnell Nick Bontis et al. "CFOs: E-Commerce Architects or Commodified Foot-Soldiers?" U. of LIMERICK, IRELAND McMASTER U.	Patrick Whyte "Company Culture as a Competitive Advantage" COMTEK ADVANCED STRUCTURES	Calvin Stevens "Going From Bland to Blend: Weaving technologies and media to develop Intellectual Capital" INTEL CORPORATION	Alec Bialski "Canada's Technical Colleges: An Untapped Innovation Resource" SOUTHERN ALBERTA INSTITUTE OF TECHNOLOGY	Alan Bentley "The feasibility of Voluntary Sector Organizations accessing Training, Learning and Resources Through the Internet" VOLUNTEER HAMILTON	Ahmed Bounfour "Measuring intellectual capital's dynamic value" U. MARNE LA VALLEE		
12:20-12:30	Networking Break								
12:30-14:00	Lunch - Chedoke B Keynote Speaker: Jim Goodfellow, National Director, Centre for Service Innovation, Deloitte Consulting Presentation Title: Innovation in the Knowledge Economy Official Opening of Exhibit Area Sponsored By: TOMOYE, Canadian Business Magazine, Ivey Business Journal								
14:00-14:15				Networking Break					

			Wednesday,	January 16	, 2002				
14:00-14:15	Networking Break								
	EC S	tream	Pract	itioner		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 "Design and Delivery of Data Mining Tools: Turning Gov. Data into Usable Information" SYRACUSE U.	Grace Ng-Kruelle Paul A. Swatman Douglas S. Rebne Felix Hampe "The Price of Convenience: Privacy and Mobile Commerce" STUTTGART INSTITUTE	John Benzinger "E-sourcing Software and E-service Solutions" FREEMARKETS	Thomas Neil Ben Martz "Success vs. Failure Decision- Making Strategies: Insights into Implicit Operation Knowledge" CLARK ATLANTA U.	Cathy Barrett Heather Vallance "Student Perspective of a Knowledge Worker: Adding Value to the Organization" CAPE TECHNIKON	Deborah Andrus Kwaku Athuahene- Gima "Learning, Creativity and New Product Performance" U. of CALGARY			
14:45-14:50		ı		Transfer Time	1	- I			
14:50-15:20	Jason Zhang Yufei Yuan "Development Strategy of E- Government in China" McMASTER U.	Andreas Jonason "Wireless Revenues Reversed: The case of North America" ROYAL INSTITUTE OF TECHNOLOGY, SWEDEN	Bill DiNardo "From Concept to Commercialization" GROCERYGATEWAY.com	Marianne Knight "The role of KM in successful IT outsourcing" TRUE NORTH CONSULTING	Tomi Hussi Guy Ahonen "Managing Intangible Assets" RESEARCH INST. of the FINNISH ECONOMY	Victor Scholten Onno Omta Tom Elfring "The Decisiveness of Parenthood: Social Capital and the Entrepreneurial Outcome" WAGENINGEN U.			
15:20-15:45				Networking Break					
15:45-16:15	Ted D. Naylor "Democracy @ E-government? - Exploring the Citizen/State Interface: e-Dialogues, ICT's & Public Policy Formulation" DALHOUSIE U.	Eytan M. Lasry "Inertia. Com: Rates and Processes of Organizational Transformation in the Retail Industry" U. of TORONTO	David Brett "Digital Knowledge: Copyright Intellectual Property and the Internet" KNEXA ENTERPRISES	Ellen Enkel "Bolstering organisations conditions for corporate new venturing with knowledge networks" KNOWLEDGESOURCE, SWITZERLAND	Natalia Canadas Jose Carreira "Financial/Business Reporting in Small Family Businesses" ESTEG do INS. POLITECNICO de LEIRIA	Matthew Ivis "SME e-Business Information Toolkit" CANADIAN CHAMBER of COMMERCE			
16:15-16:20				Transfer Time					
16:20-16:50	Birgit J. Oberer "Weaknesses of International Electronic Government Approaches" U. of KLAGENFURT, AUSTRIA	Judith A. Schalick "Reinventing the University: Institutional Branding, Alliances, Business Models and Political Consequences" CONFERENCE / COMMUNICATIONS STRATEGIES	Nick Bontis "National Intellectual Capital Index - NICI™ A United Nations Initiative" McMASTER U.		Chris Sadleir Nghi Luu "Responses to organizational learning; national frameworks for co- operation and competition" U. of CANBERRA	Lynn Lim Peter Dallimore "To The Public Listed Companies, From the Investment Community" 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 Competion Award Ceremony: Dr. Milena Head, DeGroote Business School, McMaster U. Keynote Speaker: Bob Young, Chairman, Red Hat Inc. Presentation Title: The adoption of open source technology Sponsored By: Emerald Press - Journal of Intellectual Capital - Journal of Knowledge Management - Journal of Internet Research, Cnd. Assoc. of Management Consultants								

			Thursday,	January 17. 2	2002				
06:30-08:00	Thursday January 17, 2002 Exhibitor Setup Time								
07:00-08:00	Registration								
07:30-09:00	Breakfast - Chedoke B Morning Announcements: Seema Hashmi, DeGroote Business School, McMaster U. Keynote Speaker: Dr. Robert Cooper, DeGroote Business School, McMaster U. Presentation Title: Winning at New Products: Creating and Launching Successful Innovations Sponsored By: BITNET.ca, Royal Bank Financial Group, Centre for Education Information								
	EC S	tream	Pract	itioner		IC Stream			
	Webster A	Room 314	Webster B & C	Albion A	Albion B	Albion C	Room 203		
09:15-09:45	Bud Hamilton "The Digital Divide and E- government: Government Challenge and Corporate Opportunity" GEORGIA STATE U.	Sandford Borins "Electronic Governance in Canada and the US" U. of TORONTO	David Johnston "The New National Dream - Networking the Nation for Broadband Access" U. of WATERLOO	Philippe Leliaert et al. "Identifying and Managing Intellectual Capital" AREOPA	Elisabeth Richard "Stories for our survival" PUBLIC WORKS and GOVERNMENT SERVICES CANADA	Olivier Dupouet Aziza Laguecir "New Approaches to the Firm and codification of knowledge" U. of STRASBOURG	P. Damaskopoulos et al. "Organizational Capital as a Strategic Field of Corporate Action" INSEAD		
09:45-9:50				Transfer Time					
09:50-10:20	Raj Gururajan "Mobile Computing: Security Risks" MURDOCH U., AUSTRALIA	Tim McLaren M. Head and Y. Yuan "Beyond EDI: A Framework For Understanding Supply Chain Collaboration Alternatives" McMASTER U.	Jim Falconer "Knowledge as 'Residue': Hermeneutics v. Postmodernism" PRICEWATERHOUSE COOPERS	Nick Trendov "The positive impact of Knowledge on Corporate Reputation Value" KNOWLEDGEAURA	Jose Claudio Terra Cindy Gordon "Developing Corporate Portals with a Focus on KM" U. of SAO PAULO	Jenny Darroch Rod McNaughton "Examining the link between knowledge mangement ptractices and types of innovation" OTAGO SCHOOL OF BUS.	Babak Mehmanpazir et al. "Consultants and Experts in Management Consulting Firms: communities of practice versus epistemic communities" U. ROBERT SCHUMAN		
10:20-10:25				Transfer Time					
10:25-10:55	Constantinos Coursaris Khaled Hassanein "A Framework for m-Commerce: A consumer's perspective" McMASTER U.	Mosad Zineldin "Electronic Relationship A Technologicalship Strategy For International/Global Competitive E- Alliances" VAXJO U., SWEDEN	Sandra Giuffre Carol Gorelick "Linking Initiatives to Performance: A case study" MARSH INC.	Michael Fitzgerald "Changing the Employee-Employer Relationship for Mutual Benefit" ROYAL SUN ALLIANCE	Carlos Quandt Luiz Marcio Spinosa "Knowledge Sharing in Innovation Clusters: Cases in Parana, Brazil" PONTIFICIA U. CAT. do PARANA	Kimiz Dalkir "How to Stem Intellectual Capital Loss: A Three-Tiered Approach" DMR CONSULTING	Tua Haldin-Herrgard "Epitomes of Tacit Knowledge as Tools for Mapping Tacit Knowledge" SWEDISH SCHOOL of E&BA		
11:00-12:20	Poster Presentations - Chedoke C See Appendix A for a list of presenters Spronsored By: Oxford U. Press, Pink Elephant								
12:30-14:00	Lunch - Chedoke B Keynote Speaker: Ann Cavoukian, Commissioner, Information & Privacy Commission of Ontario Presentation Title: Safeguarding your privacy in a networked world Sponsored By: Stern Stewart, Tricom, EPSON								
14:00-14:15				Networking Break					

			Thursday J	January 17, 2	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	Martin O'Neill Christine Wright "An importance-performance based measure of on-line service quality: an exploratory empirical investigation" EDITH COWAN U.	Bryan McCaw "ASP adoption in the Financial Services Industry" HOMEBANK TECHNOLOGIES	Roland Bergman "EVA and the Knowledge Economy" STERN STEWART	Alice MacGillivray Andrew Faulkner "A Business Lens on Business Intelligence: Sustaining Intellectual Capital" BC GOVERNMENT	Truls Engstrom Petter Westnes "Knowledge Creation through Mentoring" NORWEGIAN SCHOOL of HOTEL MANAGEMENT	Justin Jansen et al. "Managing Organizational Knowledge Absorption: The co- evolution between knowledge processes, firm efforts and integrative capabilities" ERASMUS U. ROTTERDAM	Karuna Jain Rajiv Narvekar "Role of new technology in the Indian Automobile Industry" INDIAN INSTITUTE OF TECHNOLOGY	
14:45-14:50		<u> </u>		Transfer Time	I	T	T	
14:50-15:20	P. Chatzoglou V. Aggelides D. Maditinos, N. Theriou "Evaluating Web Sites: A Practical Approach" TEI of KAVALA GREECE	Michael Fridgen Werner Steck "New Perspectives on Individualization and Controlling of Web Sites for the Financial Services Industry" U. of AUGSBURG	Daniel Andriessen "The Financial Value of Intangibles: Searching for the Holy Grail in IC Valuation" KPMG NETHERLANDS	P.R. Bose "Globalization and Technology Innovation: Case of the Indian Cement Industry" NISTADS NEW DELHI	Erik Irgens Erik Brekke "Evaluating Intellectual Capital for Improved Performance" TELEPLAN AS NORWAY	Hakju Kim "Internet Charging & Accounting for the e-Commerce" U. of PITTSBURGH	Scott Erickson Helen Rothberg "Competitive Intelligence and the Intellectual Capital Framework" SUNY COLLEGE at ONEONTA	
15:20-15:45				Networking Break				
15:45-16:15	George Kuk Fun T. Yeung "Interactivity in E-Commerce" NOTTINGHAM U.	Fathi Elloumi Houda Trabelsi "Corporate Reporting and the Internet: The Canadian Reality and Perspectives" ATHABASCA U.	Michelle Digulla "m-Commerce: The Marketplace in Your Pocket" TELUS MOBILITY	Joseph Kranz "Harvesting Human Capital" ANTEON CORPORATION	Judith Ray Michael McHugh et al. "Measuring the Business Impact of Knowledge Management" PENNSYLVANIA STATE U.	Sanjoy Bose K.B. Oh "A Critical Evaluation Methods to Valuing Intellictual Property" LA TROBE U., AUSTRALIA	Deonie Botha Retha Snyman "The African road less travelled: intellectual partnerships between corporate universities and the U. of Pretoria, South Africa" U. of PRETORIA	
16:15-16:20				Transfer Time				
16:20-16:50	Ping Lan "E-Business Space for E- innovation" U. of NEW BRUNSWICK	Scott Erickson "Patents and the Internet" SUNY COLLEGE at ONEONTA	Bill Laham "Making the Internet Secure" CRYPTOCARD CORP.	Rene Rupert John Denton "Tools to manage Intellectual Capital and make money" RUPERT CONSULTING KPMG	Darius Mahdjoubi Glynn Harmon "Knowledge Sensitive Performance Metrics for Management of Enterprises" U. of TEXAS at AUSTIN	Nermien Al-Ali "Where are you on the Intellectual Capital Continuum (ICC)?" FRANKLIN PIERCE LAW CENTER	Carlos Fernandez "Creating Knowledge: The Base of Intellectual Capical" FUNDACIAN TEKNIKER SPAIN	
16:50-17:00				Networking Break				
17:00-18:30	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							
18:30-20:30	Dinner - Chedoke B Keynote Speaker: Jim Carroll, Digital Survivor Columninst, Globe & Mail Presentation Title: E-Business in the Post Dot.Com Era: A Reality Check on the Wired Economy Sponsored By: New City of Hamilton, Intermedium, Tim Hortons							
20:30-21:30	Evening Entertainment: McMaster U. Improvisational Troupe							

			Friday Ja	nuary 18, 20	102				
06:30-08:00	Exhibitor Setup Time								
07:00-08:00	Registration								
07:30-09:00	Breakfast - Chedoke B Morning Announcements: Sandy Young, DeGroote Business School, McMaster U. Keynote Speaker: Frank Clegg, President, Microsoft Canada Presentation Title: The Digital Decade Sponsored By: Microsoft Consulting Services, McMaster E-Business Research Centre								
	EC Stream Practitioner IC Stream								
	Webster A	Room 314	Webster B & C	Albion A	Albion B	Albion C	Room 203		
09:15-09:45	Louise F. Spiteri "Metadata Standards for Business- to-Consumer E-Commerce Product Catalogues" DALHOUSIE U.		Harry Govind "E-commerce & IT challenges in the Airline Industry" IATA	George Tovstiga David Birchall "Strategic integration of new organizational knowledge: Making strategic alliances work" ABB BUSINESS SERVICES	Meaghan Stovel "Voluntary Turnover: KM friend or foe" McMASTER U.	Waheeda Lillevik "Leveraging Workforce Diversity to Enhance and Inspire Creativity and Innovation: An Exploratory Paper" McMASTER U.	Khalid Bhatti "KM in telecommunication SMEs- Towards dynamic capability perspective" SWEDISH SCHOOL of E&BA		
09:45-9:50				Transfer Time					
09:50-10:20	Rosmini Omar "Eminence In the Electronic Endeavor: Formulating the Critical Success Factors of Traditional Small and Medium Enterprises (SMEs) in Malaysia" MINOT STATE U.	Roisin Mullins Y. Duan, D. Hamblin "Formulation of a Framework of Evaluation Criteria for Assessing the Internet Marketing Status of SMEs" U. of LUTON, UK	Jay Mandelbaum James Forbes "Deploying KM in the U.S. DoD Acquisition, Technology, and Logistics Enterprise" THE PENTAGON	Warren Sterling Joseph Federer "The Application of Advanced Data Base Technology to the Management of Image-Based Assets" TERADATA	Brent McKnight "e-Improvisation" McMASTER U.	Shobha Ramanand Michael Moore "Contribution of Social Capital in Knowledge Creation and a Learning Environment in the Workplace" MICHIGAN STATE U.	Jose Albors "Tacit knowledge management in a SME environment: Building the know how repository - a case study" U. POLITECNICA de VALENCIA		
10:20-10:25		•		Transfer Time					
10:25-10:55	Poh Ju Peng Chong Yee Lan "Understanding E-Commerce Adoption among Malaysian's Manufacturing Companies: An Empirical Analysis" U. TUN ABDUL RAZAK	David Walters "Changing Times and Changing Structures: The Value Chain" MACQUARIE U. AUSTRALIA	Gerry Smith "Business Process Automation" CHANGEPOINT	Susan Conway "Valuing KM Behaviors; Linking KM behaviors to Strategic Performance Measures" MICROSOFT	Vijaya Gururajan "An Initial Assessment of Knowledge Management Principles for the Development of a KM Model for a University" EDITH COWAN U. AUSTRALIA				
11:00-12:20	Knowledge Café and Tango Simulation - Chedoke C Moderated By: Dr. Nick Bontis, DeGroote Business School, McMaster U. Facilitator: Dr. Chris Bart, MINT Research Centre, McMaster U. Facilitator: Dr. Milena Head, DeGroote Business School, McMaster U. Facilitator: Dr. Elliott Schreiber, DeGroote Business School, McMaster U. Discussant: Leif Edvinsson, UNIC Sponsored By: Celemi, Association of Knowledge Work								
12:30-14:00	Lunch - Chedoke B Electronic Commerce Track Awards Presentation: Dr. Milena Head, EC Program Director, DeGroote Business School, McMaster U. Intellectual Capital Track Award Presentation: Dr. Nick Bontis, IC Program Director, DeGroote Business School, McMaster U. Closing Ceremonies Dr. Chris Bart, Program Chairperson, MINT Research Centre, McMaster U. Sponsored By: Information Age Publishing - Quarterly Journal of E-Commerce, Celemi, Association of Knowledge Work								
14:00-19:30			McMaster	Post Conference Bus Toi University DeGroote Busir Allen H. Gould Trading Flo Casino Niagara - Peller Est	ness School or				

Appendix A: List of Poster Presentations Thursday January 17, 2002 11:00 a.m. - 12:20 p.m.

Electronic Commerce

Intellectual Capital

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, Anatália 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"

Jim Falconer

"A subjective protoype 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"