All papers for the Conference on Information Science, Technology and Management (CISTM) underwent a rigorous double-blind peer review.

For further details visit us at: www.cism.org

Papers

21 Building an E-readiness Self-Assessment Tool for NGOs: an African Experience
Jean-Paul Van Belle
University of Cape Town, South Africa

22 An Exploration of Green IT Adoption, Drivers and Inhibitors
Alemayehu Molla
RMIT, Australia

55 Engineering process outsourcing in context of India
Timo Ingalsuo
University of Tampere, Finland

24 Do Religious and Other Values Impact Attitude Towards Technology Development—A Cross-Cultural Study of India and the USA
Kallol Bagchi
University of Texas at El Paso, USA

44 Knowledge Sharing Between Open Source Firms and Open Source Communities: A
Social Capital Perspective
Swanand Deodhar; K.B.C. Saxena
Management Development Institute

32 Technology Strategic Planning: Knowledge Based Systems A Part Of It
Jayalekshmi K.R
Sterling Institute Of Management Studies

19 Service Management Center: Addressing fault management needs for NGN
Amit Kohli
Orange Business Services

29 Governance Driven KM Strategy Implementation - Case of a Captive Offshoring Unit in India
Ganesan Kannebiran
NIT
Chandrasekar Pandyan
Fidelity Business Services India

58 Divide and Conquer Based Clustering Using K Means Algorithm
Partha Sarathu Binsu; V Bhattacherjee
Birla Institute of Technology

26 Behavioral Finance With reference to - Mega IPO of Reliance Power Ltd
Mahesh Halale
Vishwakarma Institute of Management

43 A Framework of experience in innovation for E-Learning
Mayuri Duggirala
Indian Institute of Technology

45 Ant-based TCP congestion avoidance mechanism over mobile Ad-Hoc network's
Subhankar Joardar
St. Xavier's College
Vandana Bhattacherjee
Birla Institute of Technology

60 Signature Recognition using connectivity of segments and Levenshtein distance
Rashmi Welekar; Aarti Karandikar
R.K.N.E.C.

41 Fingerprint Recognition using Block Filter Thinning
Ravi J
Global Academy of Technology
K. B. Raja; Venugopal. K. R
University Visvesvaraya College of Engineering
L. M. Patnaik
Defense Institute of Advanced Technology

42 Multilevel Wavelet Fusion Steganography
Manjunathareddy H S
Global Academy of Technology
K. B. Raja, Venugopal. K. R
University Visvesvaraya College of Engineering
L. M. Patnaik
Defense Institute of Advanced Technology

20 A Service-oriented Approach to Information Security Management
Rahul Rastogi
ELI India
Rossow von Solms
Nelson Mandela University, South Africa

11 Offshoring from Brazil or India - an European view
Mikko Ruohonen
University of Tampere, Finland

7 Taxonomy of Drivers for Strategic Information Systems Planning (SISP): Multinational Perspective
Abdullah Basahel, Zahir Irani
Brunel University, UK

10 Trialling wireless handheld devices in a clinical setting: a Queensland case study
Tiana Gurney
University of Southern Queensland, Australia

1 Changing Impact of Mobile Devices on SMEs in New Zealand
Hira Sathu
Unitec, New Zealand

59 Sense and Respond Capability - Study of the role of Enterprise Systems
Ravi Seethamraju
The University of Sydney, Australia

67 A Quantitative Model Based Analysis of Uncertainties Influencing User Satisfaction with Search Engine
Amit Kohli
Orange Business Services
50 Strategic Partnership Framework in IT Outsourcing: A Case Study of an Indian
Telecom Operator
Arup K Das
Management Development Institute

36 A Game Theoretic Perspective on HR Policies in the Indian KPO Sector
Subrato Banerjee
Indian Statistical Institute

65. Assessing Strategic Partnering Framework for Business Process Outsourcing Clients
and Service Providers
Sangeeta S. Bharadwaj, K.B.C. Saxena
Management Development Institute, Gurgaon, India

13 Automated Detection of Consumer Products and Security enabled Payment under
the Framework of Radio Frequency Identification (RFID) Technology
Somsubhra Gupta; Subhajit Roy; Somnath Chakraborty
JIS College of Engineering

49 Robust Defense Model for Security Enterprise Networks
Tony Singh
Amity University
Vandana Bhattacharjee
Birla Institute of Technology

68 National Culture and Acceptance of Information Security Technologies: an empirical
Investigation
Arundhita Mukhopadhyay
IIT, Lucknow
Gurpreet Dhillon
VCU, USA

37 Knowledge based Digital Image Processing Approach to identify unauthorized entry
into a restricted zone with affordable cost
Somsubhra Gupta; Somnath Chakraborty; Subhajit Roy
JIS College of Engineering

48 Fuzzy Rule Based System for Fine Prediction in Accidents
Jaya Pal, Vandana Bhattacharjee
Birla Institute of Technology

57 A Multi Influence framework of Enterprise systems adoption on Service mode (SaaS)
and opportunities for future research
Shilpi Jain  
Management Development Institute  

70 Feature Selection using FCBF in Type II Diabetes Databases  
Sarofin Balakrishnan  
Mother Teresa Women's University  
Ramakrishnan Narayanasamy  
G.K.M. College of Engineering & Technology  
Nickolas Sivarimuthu  
NIT  
Rita Samkannu  
VIT University  

71 A Multi Layered Perceptron Method for Imputation of Missing Data in Type II Diabetes Databases  
Ilango Paramasivam; Hemalatha Thiagarajan; Nickolas Sivarimuthu  
NIT  

54 Aligning Strategy with Information Technology: A Capability Based Framework  
Chetan Juneja; K.B.C. Saxena  
Management Development Institute  

39 The Effects of Website Characteristics on Trust in Online Stores: The Moderating Role of Product Type and Customer Characteristics - An Empirical Study in the Indian Context  
Baudhayan Ganguly, Satya Bhusan Dash  
IIM  

27 ICICI Bank's Credit Card: The Dwarf Overtakes the Giants  
Vineet Kapoor  
Management Development Institute  

64 Strengthening Customer Relations through Customer Experience Management: The Role of Social Media  
Kalpana Chahan, Maneesh Kumar  
University of Delhi  
KBC Saxena  
Management Development Institute  

40 Estimating Software Maintenance and Enhancement  
Alok Sharma  
Headstrong Services India  
Himanshu K. Shee  
Victoria University, Australia
CISTM 2009. GURGAON. (NEW DELHI). INDIA

62 Review of research in globally distributed Requirements engineering
Vanita Yadav
Management Development Institute

72 Detection of Indirect Coupling using Chaining Method
Vinay Singh
Usha Martin Academy
Vandana Bhattacharjee
Birla Institute of Technology

69 The use of ICT for Teaching and Learning in South African Higher Education Institutions
Nhlamla Mlitwa, Cape Peninsula University of Technology,
Jean-Paul Van Belle, University of Cape Town,
Margam Madhusudhan, University of Delhi

46 Analysis of Internet Banking as a tool Of CRM:A study of banking Sector in NCR Delhi
Shamsher Singh, Ansal Institute of Technology

52 Customer Driven Social Media Strategy: Capturing Customer Knowledge on Unstructured Platforms
Vivek Kumar, K.B.C. Saxena
Management Development Institute

General Chair
Gurpreet Dhillon,
Virginia Commonwealth University, USA

Conference Co-Chairs
M. P. Jaiswal
Management Development Institute, India

Rahul Singh
University of North Carolina Greensboro