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IFIP – The International Federation for Information Processing

IFIP was founded in 1960 under the auspices of UNESCO, following the First World Computer Congress held in Paris the previous year. An umbrella organization for societies working in information processing, IFIP's aim is two-fold: to support information processing within its member countries and to encourage technology transfer to developing nations. As its mission statement clearly states,

> *IFIP's mission is to be the leading, truly international, apolitical organization which encourages and assists in the development, exploitation and application of information technology for the benefit of all people.*

IFIP is a non-profitmaking organization, run almost solely by 2500 volunteers. It operates through a number of technical committees, which organize events and publications. IFIP's events range from an international congress to local seminars, but the most important are:

- The IFIP World Computer Congress, held every second year;
- Open conferences;
- Working conferences.

The flagship event is the IFIP World Computer Congress, at which both invited and contributed papers are presented. Contributed papers are rigorously refereed and the rejection rate is high.

As with the Congress, participation in the open conferences is open to all and papers may be invited or submitted. Again, submitted papers are stringently refereed.

The working conferences are structured differently. They are usually run by a working group and attendance is small and by invitation only. Their purpose is to create an atmosphere conducive to innovation and development. Refereeing is less rigorous and papers are subjected to extensive group discussion.

Publications arising from IFIP events vary. The papers presented at the IFIP World Computer Congress and at open conferences are published as conference proceedings, while the results of the working conferences are often published as collections of selected and edited papers.

Any national society whose primary activity is in information may apply to become a full member of IFIP, although full membership is restricted to one society per country. Full members are entitled to vote at the annual General Assembly, National societies preferring a less committed involvement may apply for associate or corresponding membership. Associate members enjoy the same benefits as full members, but without voting rights. Corresponding members are not represented in IFIP bodies. Affiliated membership is open to non-national societies, and individual and honorary membership schemes are also offered.

Arthur Tatnall
Omponye Coach Kereteletswe
Adrie Visscher (Eds.)

Information Technology and Managing Quality Education

9th IFIP WG 3.7 Conference on Information Technology in Educational Management, ITEM 2010
Kasane, Botswana, July 26-30, 2010
Revised Selected Papers

Springer

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Preface

Information Technology and Managing Quality Education

As editors of this volume we are very happy to publish a selection of the papers that were presented at the 9th Conference of Working Group 3.7 of the International Federation for Information Processing, which was held in July 2010. The focus of Working Group 3.7 is on ITEM: Information Technology in Educational Management (for more information, please visit our website http://item.wceruw.org/), and the theme of its 2010 conference was: "Information Technology and Managing Quality Education."

The conference was a very special occasion. Our Working Group started its activities in 1994 in Israel (officially we were not an IFIP Working Group at that time yet). As a Working Group we have since then organized two-yearly conferences in Asia (Hong Kong, Japan), the USA, Europe (Gran Canarias, Spain and Finland), New Zealand and in Australia. In 2010 our Working Group travelled to Kasane in northern Botswana. We were very happy to have been given the opportunity by the local Botswana organizers to visit the African continent and to hold our Working Group 3.7 conference there. The event was successful in terms of the quality and number of papers presented and included delegates from Africa (Botswana, Uganda), Australia, UK, Spain, Finland, and Switzerland.

The conference had the same structure as the previous conferences of our Working Group: the presentation and discussion of research findings in combination with discussion groups in which a specific topic was discussed in greater depth several times during the conference. The results of both activities are included in this conference book. Although the contributions to the conference varied considerably both in terms of the level of education at which ICT is utilized (the whole range from primary education to higher education) and the information technology topic addressed (e.g., identifying and satisfying learning needs, strategical management, school management information systems, open source software, the relationship between ICT and organizational performance) they all focused on answering the same question: how can ICT be utilized for improving the quality and output of educational activities?

All papers in this book have been peer reviewed. Papers were selected from those presented at the conference and the authors were given an opportunity to improve them, based on conference feedback, before publication.

We hope you will enjoy reading the various chapters of this book, which reflects the way in which ICT is being used around the world in order to improve the management of educational institutions and via that the performance of these organizations and their students.

October 2010

Arthur Tatnall
Omponye C. Kereteletswe
Adrie Visscher

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