

Contributors

Rodolfo Baggio holds a 'Laurea' degree in Physics (MPhys) from the University of Milan, Italy, and a PhD from the School of Tourism at the University of Queensland, Australia. After working for leading information technology firms for over 20 years, he is currently a professor at the Bocconi University where he teaches courses in Computer Science and coordinates the Information and Communication Technologies area at the Master in Economics and Tourism. He is also Research Fellow at the 'Carlo F. Dondena' Centre for Research on Social Dynamics and Public Policy. Rodolfo has held several courses and lectures at national and international level and has carried out consulting activities for private and public tourism organisations. He has managed several international research projects and actively researches and publishes in the field of information technology and tourism. His current research combines complexity theory and network analysis methods with the study of tourism destinations.

Jane Klobas is an Education and Research Consultant, based in Australia and Italy. She is an Adjunct Professor at Murdoch University, Western Australia and a Visiting Professor to the University of Bergamo and other universities in Europe and Asia. She was previously at Bocconi University in Milan and the University of Western Australia. She supervises doctoral students for the University of Liverpool Online and teaches research methods to doctoral students and faculty at several universities. She is author or co-author of several books and book chapters, and has published widely across disciplines in journals including *The Internet and Higher Education*, *Computers in Human Behavior*, *Library and Information Science Research*, *Demographic Research*, *Journal of Organizational Behavior* and *Decision Support Systems*.

Jacopo A. Baggio holds a degree in Economic and Social Sciences from the University of Milan Bicocca, a Master in Development Economics and a PhD in International Development from the University of East Anglia, which was funded by the UK Economic and Social Research Council (ESRC). He subsequently worked as a postdoctoral research associate with the Center for Behavior, Institutions and the Environment (CBIE) at

Arizona State University, and is now Assistant Professor at the Department of Environment and Society, Utah State University. His research focuses on the analysis and modelling of social-ecological systems. His main interests can be divided into two macro areas. One focuses on the conditions under which collective action succeeds in human societies, analysing what drives collective action and how it is influenced by uncertainty. The other centres upon social-ecological networks, characterising interdependencies between biodiversity, food, water, energy and decision-making.