Information and Communication Technologies in Organizations and Society



ICT for a better life and a better world

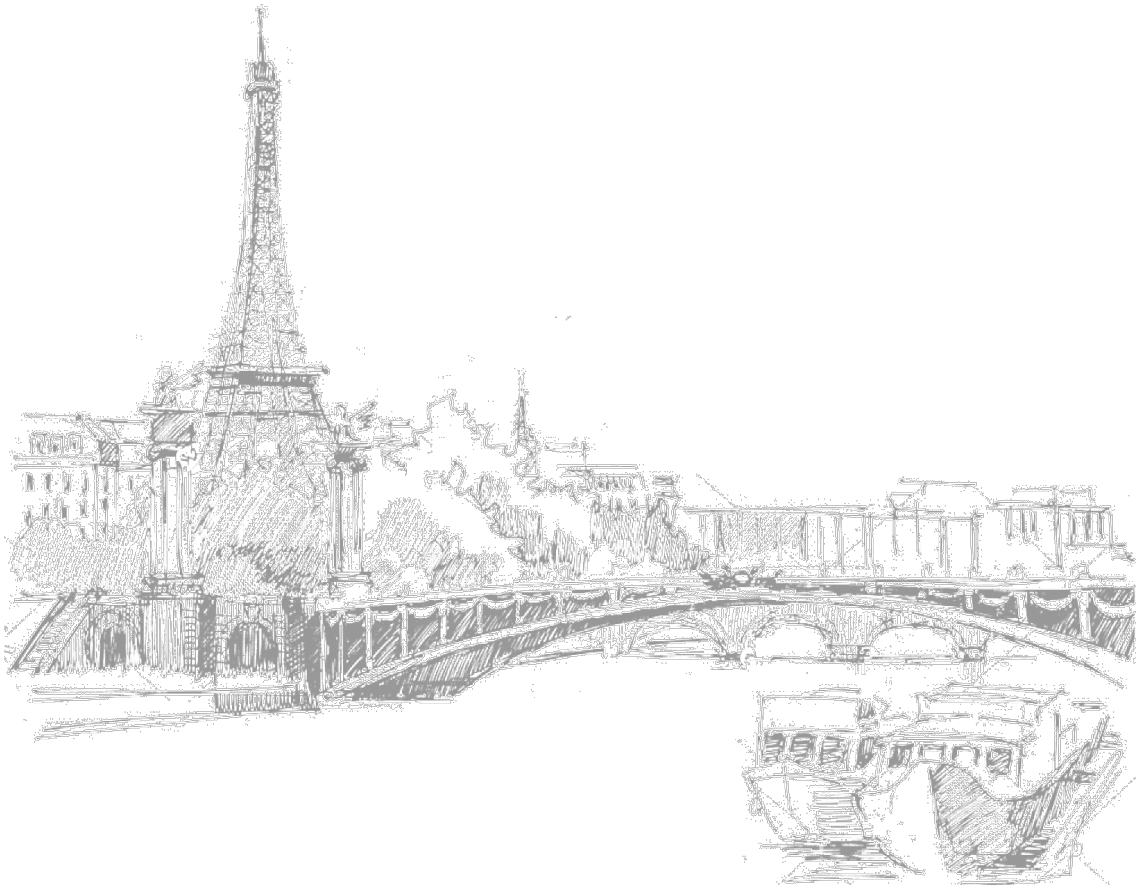
Paris March 16 and 17, 2017

ICTO is organized at the University
Paris Nanterre

Université Paris Nanterre

itAIS LAIS USJ Université Saint-Joseph de Beyrouth

http://www.icto.info/2017-detailed-program



ICTO2017

Information and Communication Technologies in Organizations and Society

ICT for a better life and a better world

University Paris Nanterre March, 16th and 17th 2017

ICTO 2017 is the third version of ICTO international conference that attracts multidisciplinary contributions on information systems from the areas of organization, management, marketing, human resources, accounting, and supply chain mainly submitted by international scholars.



Conference scope

Our world is becoming increasingly complex. The knowledge that has guided our companies in the past is becoming obsolete. Managers trained in traditional methods are considered responsible for many problems of modern society. For instance, the promotion of junk foods has contributed to consumer health problems; obesity, and related diseases. Pollution of the natural environment has led to climate changes and the extinction of many species. Speculations in the financial and commodities markets has contributed to economic crisis threatening the future of billions of people. As such unemployment, poverty, illiteracy, crime, corruption, pollution, climate change, underdevelopment, inequality and immigration are becoming global social challenges.

ICTO2017 encourages submissions that examine the role of ICT in solving these problems. Authors should examine practices that can lead to socio-economic development. Thus, the focus of submissions should be on research that can improve people's lives, and establish new trends and practices in the usage of ICT. Indeed, ICT has been recognized as an important catalyst for social transformation. ICT, if correctly implemented and employed can have positive and important implications for social development through entrepreneurship, by introducing digital production, enabling collective power and crowd-voicing, the growth of social outsourcing and social enterprises. Research exploring the role of ICT in promoting participation, enabling democracy, increasing transparency, and implementing shared value are of particular interest in this conference, along with the role of ICT in both the creation and maintenance of social problems.

Keynote speakers

ICTO2017 Inaugural Plenary Session

Thursday March 16 - 01:30PM -04:00PM

Location: University Paris Nanterre - BLG B - Amphi B2



Prof Peter Bednar



Prof Georges Aoun



Prof Kai S. Koong



Prof Paolo Spagnoletti



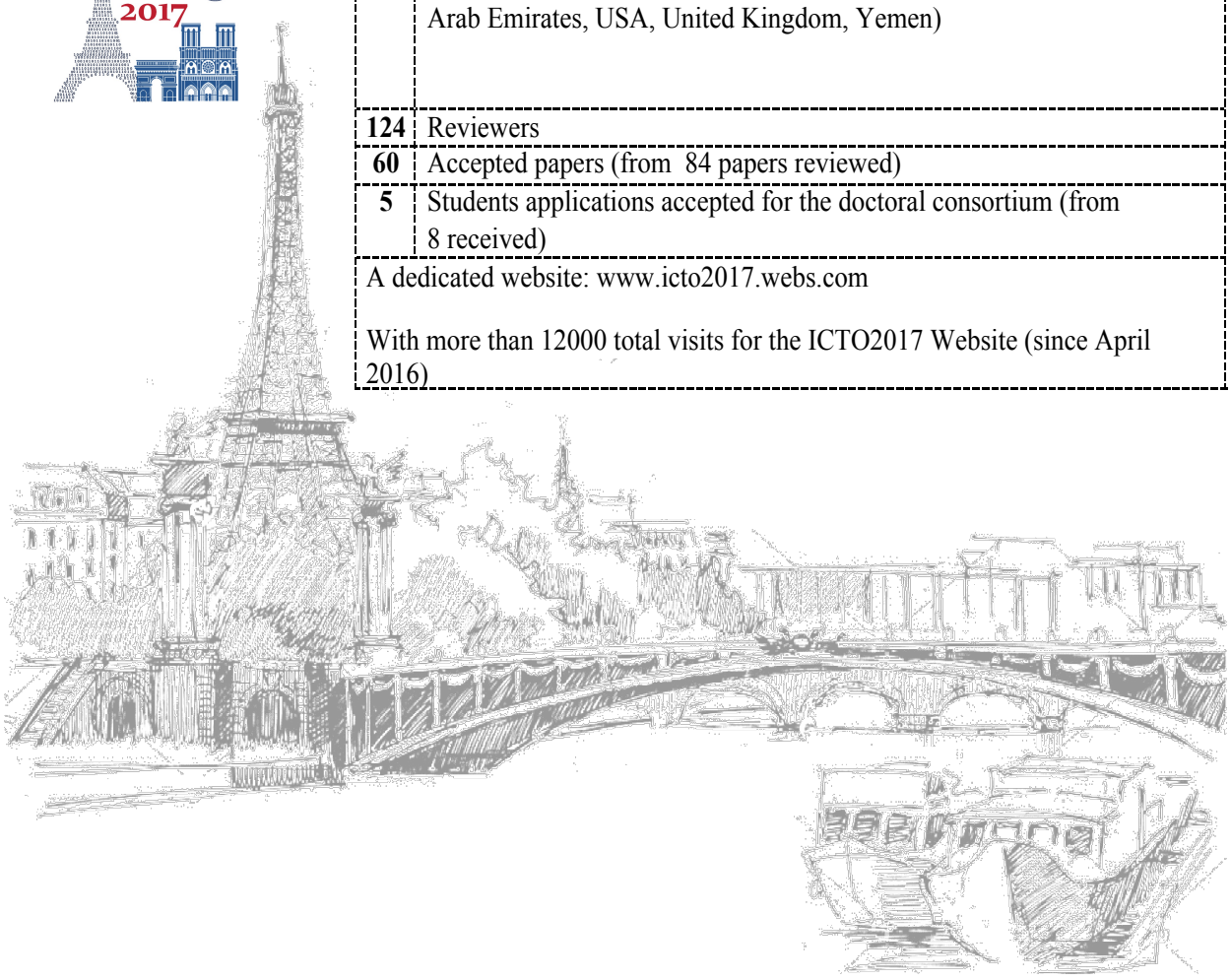
Prof Antoine Harfouche



Prof Maurizio Cavallari

ICTO2017 is:

6	Keynote speakers
2	Roundtables (with 6 presentations each)
26	Countries (Algeria, Australia, Cameroon, China, Cyprus, France, Greece, India, Iran, Iraq, Italy, Japan, Jordan, Lebanon, Malaysia, Morocco, Nigeria, Oman, Saudi Arabia, South Africa, Switzerland, Tunisia, United Arab Emirates, USA, United Kingdom, Yemen)
124	Reviewers
60	Accepted papers (from 84 papers reviewed)
5	Students applications accepted for the doctoral consortium (from 8 received)
A dedicated website: www.icto2017.webs.com With more than 12000 total visits for the ICTO2017 Website (since April 2016)	



ICTO2017 is organized at the University Paris Nanterre

Université Paris Nanterre

200 Avenue de la République, 92000 Nanterre

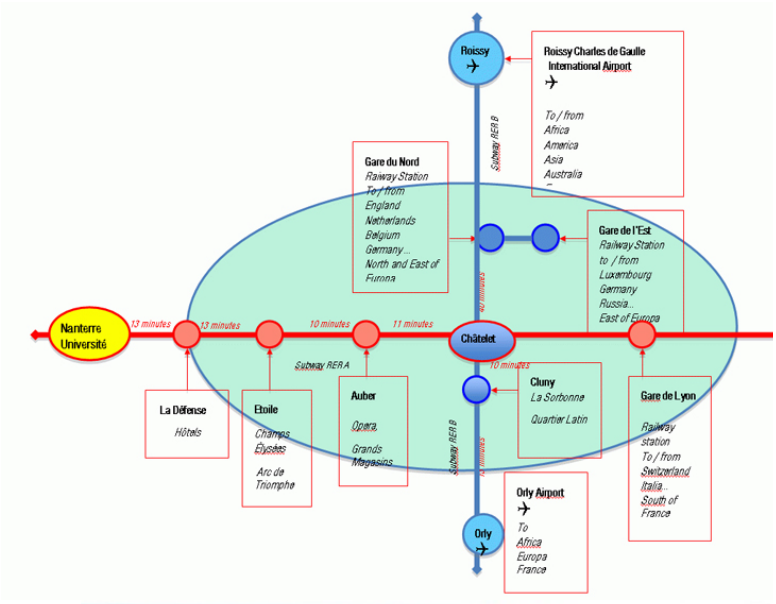


Conference Venue

How to get to Paris Nanterre University

Directions to Nanterre from the center of Paris By RER. A (Réseau Express Régional A)
Take the R.E.R. line A, direction Saint-Germain-en-Laye, and get off at « Nanterre-Université ».
- Subway (RER A) connect the campus to the La Défense business and shopping district in less than 10 minutes, to Place Charles de Gaulle-Etoile and to the Latin Quarter in 20 minutes. From Stations « Châtelet / Les Halles » or « Auber », count from fifteen to eighteen minutes journey.

Or
Directions to Nanterre from the center of Paris by train SNCF
Take the train to the Gare Saint-Lazare, direction « Nanterre-Université », and get off at « Nanterre-Université ». Count fifteen minutes commuting.



By bus :

Stop « Nanterre-Université » by :

line 267 « Gare de Nanterre Université RER - Gare d'Argenteuil RER »
line 304 « Nanterre Place de la Boule - G.Péri Asnières Gennevilliers »
line 357 « Cimetière Parc du Mont Valérien - Nanterre Place des Muguets »
Stop « Université Paris X » et « Ecole du Petit Nanterre » by :
line 167 « Nanterre Ville RER - Pont de Levallois Bécon »
line 367 « Rueil Malmaison RER - Gare de Colombes »

BY CAR

The University can easily be reached by motorways A86 and A14



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Universiti Sains Malaysia



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Università di Genova, Italy



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Royal Military College of Canada

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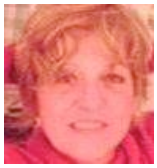

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UPOND, France

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University La Sapienza Roma Italy



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Posters session Chair



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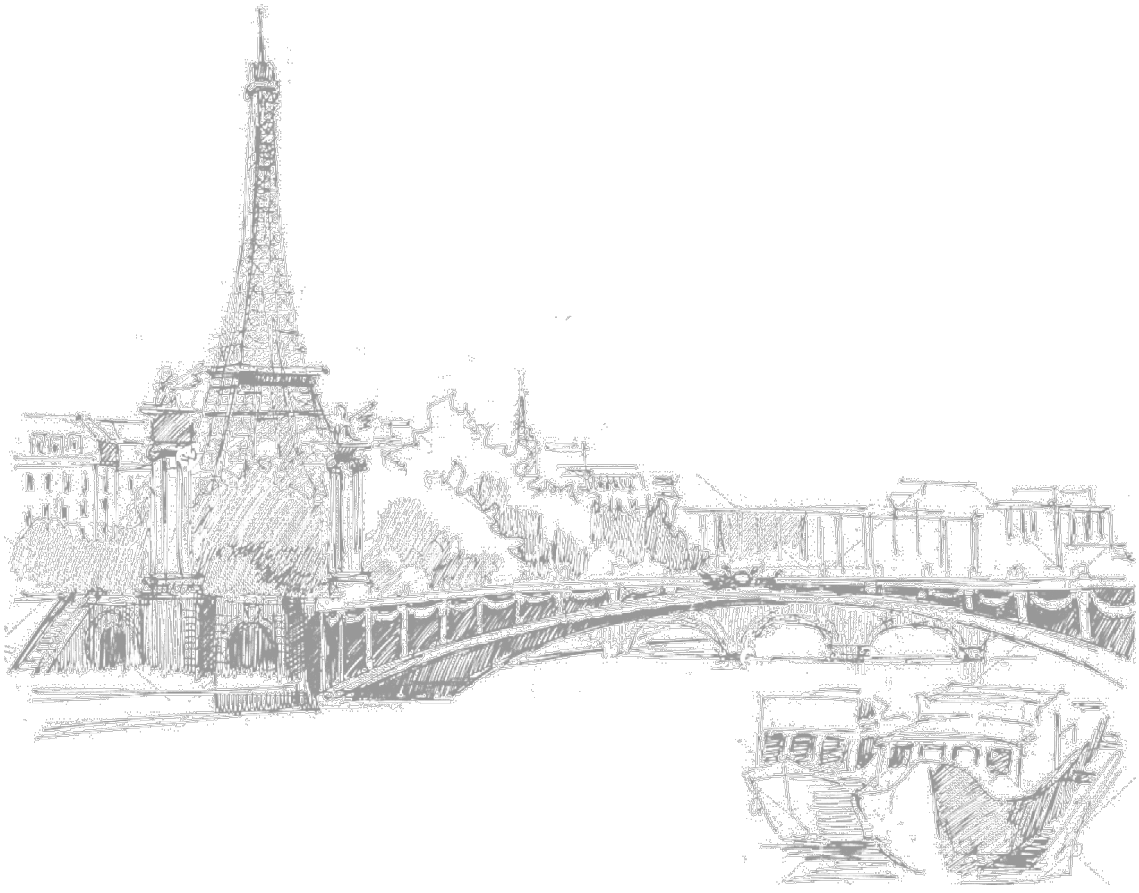
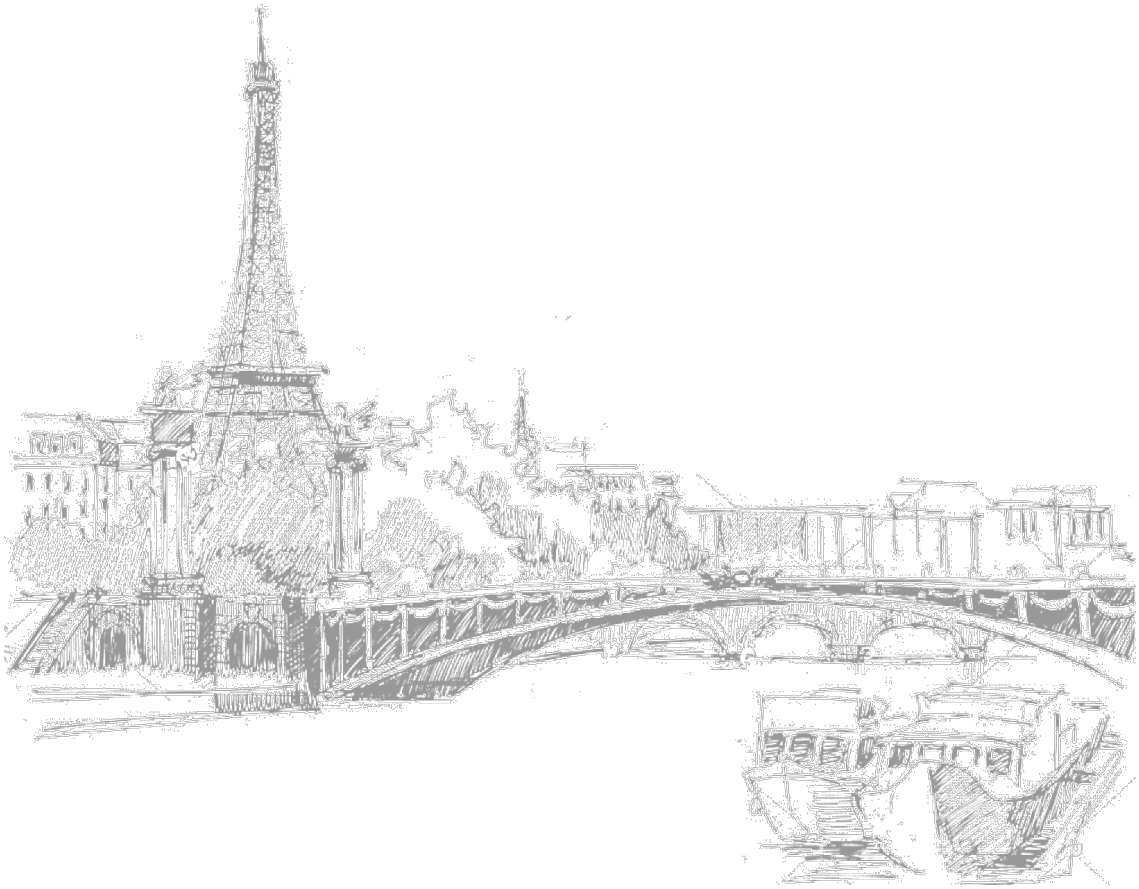
ICTO2017 Detailed Program





Thursday March 16th, 2017 Morning / Jeudi, 16 Mars 2017 Avant-midi

Time / Heure	Event / événement	LOCATION / Lieu
09:00AM - 09:30AM / 9h00 - 9h30	Registration and welcome coffee / Accueil	University Paris Nanterre - Hall Blg B
09:30AM - 12:30PM / 9h30 - 12h30	Pre-conference Doctoral Consortium / Séminaire Doctoral	Room B15 - Blg B
09:30AM - 10:45AM / 9h30 - 11h45	Session 1	Room B16 - Blg B
10:45AM - 11:00AM / 10h45 - 11h00	Coffee Break / Pause café	Hall Blg B
11:00AM - 12:30PM / 11h00 - 12h30	Sessions 2	Room B16 - Blg B
12:30PM - 01:30PM / 12h30 - 13h30	Lunch / Déjeuner	Hall Blg B

Pre-conference

Thursday March 16th, 2017 09:00AM - 12:30PM

Doctoral Consortium
Co-chairs: PR. Alice Robbin, PR. Marco de Marco (Thursday March 16 - 09:30AM-12:30PM) LOCATION: Room B15 - Blg B
Graziella Hobeika, The implementation of E-Government & E-Participation in parliaments: a radical change in the role of the citizen, the case of Lebanon
Alain Osta, A Neo-Institutional Approach of Corporate Social Responsibility (CSR) towards more legitimacy, The role of Information and Communication Technologies (ICT): Case of Lebanese banks and universities (BSR and USR)
Pierrete El Howeyek, Accreditation in higher education institutions, organizational change and legitimacy in an isomorphic neo-institutional approach: The case of Lebanese business schools and management faculties
Dennaoui Hassan, E-government Adoption Process in relation with Geographical Information
Nikolaos-Dimitrios Vasilakis, Health Information Systems (HIS) and stakeholders theory

Session 1

Thursday March 16th, 2017 09:30AM - 10:45AM

Session 1. SI : Usage et Impact Chair: PR. Rolande Marciniak (Thursday March 16, 2017 - 9:30AM-10:45AM) LOCATION: Room B16 - Blg B
Welcome speech / French session (5') : PR. Rolande Marciniak
Paper 41. Nadia Tebourbi. Rôle de l'outil de gestion dans la dynamique d'une organisation apprenante : observation des interrelations, compréhension de la rétroaction et intégration permanente du changement. Etude de cas d'une knowledge intensive firm.
Paper 63. Cinzia Dal Zotto, Evgeniya Kolpakova et Alexiane Gerber. Le rôle du leadership dans la transformation digitale : le cas du secteur pharmaceutique
Paper 73. Ahlam Azzamouri, Imane Essaadi, Selwa Elfirdoussi et Vincent Giard. Système Interactif d'Aide à la Décision d'ordonnancement de la production : une application à la production d'engrais dans une chaîne logistique
Paper 5. Charles Delale, Xavier Ranchoux et Antoine Harfouche. L'impact de la formation et de la maitrise d'usage de la technologie de l'échographie clinique d'urgence (ECU) sur la prise en charge des patients

Thursday March 16th, 2017 Morning / Jeudi, 16 Mars 2017 Avant-midi

Session 2

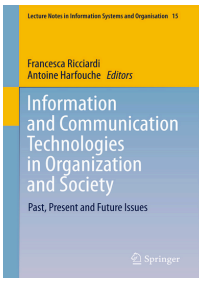
Thursday March 16th 11:00AM - 12:30PM

Session 2. E-government and Culture Chair: PR. Nancy Pouloudi (Thursday March 16, 2017 - 11:00AM-12:30PM) LOCATION: Room B16 - Blg B
Welcome speech / English session (5') : PR. Nancy Pouloudi
Paper 17. Tetsuo Noda, Akio Yoshida and Masami Honda. Economic effect by Open Data in Local Government of Japan
Paper 29. Adebayo Fasheyitan. Electronic Government in Nigeria: An assessment of current developments, benefits and challenges
Paper 9. Hassan Dennaoui and Angelika Kokkinaki. Do Geographic Information Based Services influence e-government citizens' adoption
Paper 23. Nada Mallah Boustani and Charbel Chedrawi. Innovation, New Public Management and Digital Era Government, towards a better public sector performance through ICT: The case of the Lebanese Ministry of Environment

Best papers of ICTO2017 will be published in:











Thursday March, 16th, 2017 Afternoon / Jeudi, 16 Mars 2017 Après-midi

Time / Heure	Event / événement	LOCATION / Lieu
01:30PM - 02:00PM / 13h30-14h00	Opening Session / Ouverture de la conférence	B2 - Blg B
02:00PM - 03:30PM / 14h00-15h30	Inaugural Plenary Session / Session Inaugurale Plénière	B2 - Blg B
03:30PM - 04:00PM / 15h30-16h00	ICTO general meeting / Réunion générale ICTO	B2 - Blg B
04:00PM - 04:30PM / 16h00-16h30	Coffee Break / Pause café	Hall Blg B
04:30PM - 06:00PM / 16h30-18h00	Parallel sessions 3 / Sessions Parallèles 3	Room B15 & Room B16 - Blg B

Thursday March, 16th, 2017 Afternoon / Jeudi, 16 Mars 2017 Après-midi

Inaugural Plenary Session / Session Inaugurale Plénière

Thursday March 16, 2017 - 1:30PM-4:00PM

Thursday March 16 - 01:30PM -04:00PM Location: University Paris Nanterre - bLG B - Amphi B2	Inaugural Plenary Session & ICTO General Meeting Co-chairs: PR. Teresina Torre, Pr. Béatrice Bellini
Opening session 01:30PM - 02:00PM	Opening
1.	Introductory speech: PR. Antoine Harfouche (5')
2.	Welcome message from University Paris Nanterre: PR. Béatrice Bellini (5')
3.	Inaugural speech : PR. Peter Bednar (10')
Keynotes 02:00PM - 03:30PM	Keynotes
1.	Keynote speaker 1. PR. Georges Aoun (15') "ENTREPRENEURSHIP & ICT"
2.	Keynote speaker 2. PR. Kai S. Koong (15') "SMART AGING: CURRENT DEVELOPMENTS AND RESEARCH NEEDS"
3.	Keynote speaker 3. PR. Antoine Harfouche (15') "SMART AGROFORESTRY & FIELD PHENOMICS: A 3rd GREEN REVOLUTION IN THE MAKING"
4.	Keynote speaker 4. PR. Paolo Spagnoletti (30') "ACTION DESIGN RESEARCH IN IS: A PRACTICE FOR ORGANIZING CHANGE AND THEORY BUILDING"
5.	Keynote speaker 5. (Concluding remarks) (10') PR. Maurizio Cavallari "VALUE CO-CREATION IN ICTO: OPPORTUNITIES & CHALLENGES"
ICTO General Meeting 03:30PM -04:00PM	Meeting
	ICTO Annual Report and ICTO election

Parallel sessions 3

Thursday March 16, 2017 - 4:30PM-6:00PM

Session 3.1 ICT usage, resistance, and impact Chair: PR. Fabrizio D'Ascenzo (Thursday March 16, 2017 - 4:30PM-6:00PM) LOCATION: Room B15
Paper 32. Osama Isaac, Zaini Abdullah, Ramayah Thurasamy, Ahmed Mutahar and Adnan Aldholay. Antecedents and Outcomes of Internet Usage within Organizations in Yemen: An extension of the Unified Theory of Acceptance and Use of Technology (UTAUT) Model
Paper 52. Ravichandran Krishnamurthy. SME- Gateway for the growth of UAE
Paper 50. Peter Bou Saba and Mario Saba. There must be a reason why many of them are rejecting the IT tool
Paper 37. Jessy Nair and Balaji Singh. Empowering farmers in India through e-government services

Session 3.2 Responsabilité sociale et TIC Chair: PR. Béatrice Bellini (Thursday March 16, 2017 - 4:30PM-6:00PM) LOCATION: Room B16
Paper 24. Charbel Chedrawi et Souheir Osta. Les TIC et la Responsabilité Sociale dans le secteur bancaire au Liban; vers une reconquête de la confiance auprès des parties prenantes : Cas de la Banque Audi
Paper 13. Bessem Boubaker. Rôle des TIC dans l'innovation du tourisme : Constats et réflexions
Paper 69. Sélim Mekdessi, Danie Khawaja et Nadine Dubruc. Appartenance aux réseaux : élément-clé de la RSE pour les PME libanaises ?
Paper 47. Wadi Tahri and Abdelbari El Khamlichi. Communication et divulgation de l'information RSE, entre théorie et pratique : Cas d'une banque marocaine

Thursday March 16th, 2017 Dinner / Jeudi, 16 Mars 2017 Diner

ICTO2017 Social Dinner

The Conference social dinner will be organized on the parisien boat cruise "Bateaux Mouches" on "le Zouave de l'Alma"





Compagnie des Bateaux-Mouches®
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Pont de l'Alma, Rive droite
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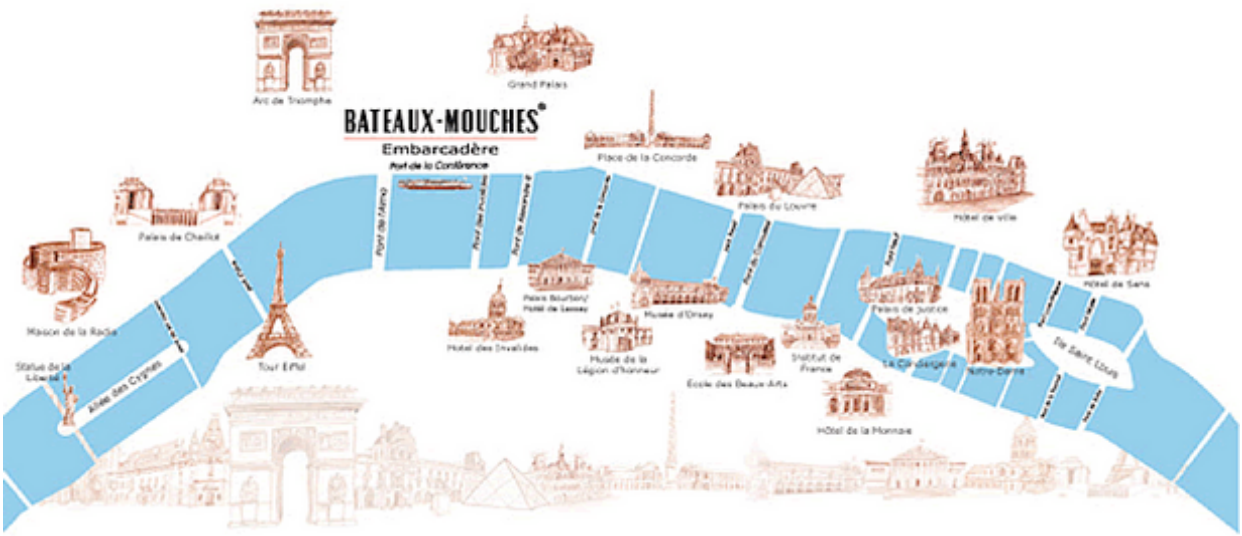
Bus 28, 42, 49, 63, 72, 80, 83, 92
RER C : station Pont de l'Alma
Parking gratuit pendant la durée du parcours



Friday March 17th, 2017 Morning / Vendredi 17 Mars 2017 Avant-midi

Time / Heure	Event / événement	LOCATION / Lieu
9:00AM-10:30AM / 9h00-10h30	Parallel Sessions 4 / Sessions Parallèles 4	Room B15 & Room B16 - Blg B
10:30AM-11:00AM / 10h30-11h00	Coffee Break / Pause café	Hall Blg B
11:00AM-12:30PM / 11h00-12h30	Parallel Sessions 5 / Sessions Parallèles 5	Room B15 & Room B16 - Blg B
11:00AM-12:30PM / 11h00-12h30	Roundtable / Tables ronde	Salle du conseil - Blg B
12:30PM-14:00PM / 12h30-14h00	Lunch / Déjeuner	Hall Blg B

Parallel sessions 4

Friday March 17, 2017 - 9:00AM-10:30AM

Session 4.1 E-marketing & Social networks Chair: PR. Pauline de Pechpeyrou (Friday March 17, 2017 - 9:00AM-10:30AM) LOCATION: Room B15 - Blg B	Session 4.2 Adoption des TIC Chair: PR. Nadia Tebourbi (Friday March 17, 2017 - 9:00AM-10:30AM) LOCATION: Room B16 - Blg B	Session 4.3 Social business and ICT Chair: PR. Tetsuo Noda (Friday March 17, 2017 - 9:00AM-10:30AM) LOCATION: salle du conseil
Paper 19. Chiara Meret, Michela Iannotta and Mauro Gatti. The power of web 2.0 storytelling to overcome knowledge sharing barriers	Paper 14. Charbel Chedrawi, Bissane Harb et Mariam Saleh. L'e-banking et l'adoption des innovations dans une perspective des coûts des transactions: Cas des plus grandes banques commerciales au Liban	Paper 48. Sabrina Bonomi, Francesca Ricciardi and Cecilia Rossignoli. ICT in collaborative network to improve the quality of life: a case of fruit and vegetables redirection.
Paper 46. Tatiana Dauxert. Online consumer reviews in the hotel sector: why and how to answer?	Paper 38. Zahoua Roland Ahouman et Rongting Zhou. Les réalités e-Society en Afrique Sub-saharienne : Le Cas de la Cote d'Ivoire	Paper 26. Petra Turkama. Building inclusive digital societies through the use of open source technologies
Paper 64. Nor Aziati Abdul Hamid and Nor Hazana Abdullah. Does Persuasive E-Commerce Website Influence Users' Acceptance and Online Buying Behaviour?	Paper 31. Antoine Harfouche et Soraya Ezzeddine. Culture, Ethique et Acceptation du e-ticketing: Cas du Liban	Paper 4. Daria Plotkina, Sarah Richard and Hélène Saurel. Disabled people empowerment through Information and Communication Technologies: a valuable opportunity or a new "white elephant"?
Paper 20. Claude Chammaa and Alessandra Lazzazara. The impact of culture on emarketing acceptance by millennials : The lebanese-italian case	Paper 81. Imed Nasr. Comment conditionner le processus psychique de l'internaute lors de la visite du site web et quel rôle pour le type de comportement ?	Paper 33. Antoine Harfouche et Karine Aoun. Windows of opportunity, a neo-institutional lens to study e-government implementation in developing economies: Riding the waves management to benefit from ICT for development

Friday March 17th, 2017 Morning / Vendredi 17 Mars 2017 Avant-midi

Parallel sessions 5

Friday March 17, 2017 - 11:00AM-12:30PM

Session 5.1 E-health for a better life Chair: PR. Cecilia Rossignoli (Friday March 17, 2017 - 11:00AM-12:30PM) LOCATION: Room B15
Paper 62. Ashley Hamblin and Alice Robbin. Vaccine Health Communications for Older Adults and Information Behavior Outcomes
Paper 65. Roberta Pinna, Pierpaolo Carrus, Francesca Frexia and Marta Musso. Telemedicine: Opportunities to improve quality of care and patient safety
Paper 72. Francesco Bellini, Fabrizio D'Ascenzo and Iana Dulskaia. Big Data Driven Healthcare Platform for Patients Record Management
Paper 83. Nikos Vasilakis and Nancy Pouloudi. Heroic Individuals Leading Good Practice at a Local Level in a Disorganized Context: the Case of Health Information Systems in Greece

Session 5.2 Mobile Apps for a better life Chair: PR. Youcef Baghdadi (Friday March 17, 2017 - 11:00AM-12:30PM) LOCATION: Room B16
Paper 30. Ahmed Muatahr, Norzaidi Daud, Ramayah Thurasamy, Osama Isaac and Adnan H. Aldholay. Examining the effect of awareness and perceived risk on the technology acceptance model (TAM) to explain the clients' intention to use mobile banking in Yemen
Paper 25. Elie Nasr, Elie Kfoury and David Khoury. A Pervasive IoT Scheme to Vehicle Overspeed Detection and Reporting
Paper 35. Kassem Danach, Joumana Al Haj Hassan and Abbas Tarhini. Mobil hospital routing for prioritized patients: an intelligent variable neighbourhood approach
Paper 79. Maurizio Cavallari and Francesco Tornieri. A research into Security approaches of MicroServices against Virtual Machines

Roundtable Chair: PR. Imed ben Nasr (Friday March 17, 2017 - 11:00AM-12:30PM) LOCATION: salle du conseil
Quel rôle du numérique dans l'innovation pédagogique



Friday March 17, 2017 Afternoon / Vendredi 17 Mars 2017 Après-midi

Time / Heure	Event / événement	LOCATION / Lieu
02:00PM - 03:30PM / 14:00-15:30	Parallel Sessions 6 / Sessions Parallèles 6	Room B15 & Room B16 - Blg B
02:00PM - 03:30PM / 14:00-15:30	Roundtable B / Tables ronde B	Salle du conseil - Blg B
03:30PM - 04:00PM / 15:30-16:00	Coffee Break / Pause	Hall Blg B
04:00PM - 05:30PM / 16:00-17:30	Parallel Sessions 7 / Sessions Parallèles 7	Room B15 & Room B16 - Blg B
05:30PM - 06:00PM / 17:30-18:00	Conference conclusion / Cénémonie de clôture	Salle du conseil - Blg B

Parallel sessions 6

Friday March 17, 2017 - 2:00PM-3:30PM

Session 6.1 ICT and social impact Chair: PR. Daniele Pederzoli (Friday March 17, 2017 - 2:00PM-3:30PM) LOCATION: Room B15
Paper 60. Hugo Savoini, Federico Carli and Maria Elena Manzotti. New market creation for technological breakthroughs: commercial drones and the disruption of the Emergency market
Paper 80. Maurizio Cavallari. Non-compliant behavior and ICT in Organization
Paper 77. Giuseppe Perna, Luisa Varriale and Maria Ferrara. Sport and disability: The role of technology in promoting social inclusion
Paper 82. Daniele Pederzoli. In search a new paradigm for the Technology Acceptance Model and the increasing role of communities in the retail sector

Session 6.2 E-learning Chair: PR. Francesco Bellini (Friday March 17, 2017 - 2:00PM-3:30PM) LOCATION: Room B16
Paper 42. Adnan H. Aldholay, Zaini Abdullah, Thurasamy Ramayah, Osama Isaac and Ahmed M. Mutahar. Online Learning Usage and Performance among Students within Public Universities in Yemen
Paper 18. Illa Sabbatelli, Maria Menshikova, Alberto Romolini and Marco De Marco. The role of ICT and web-based training in the banking sector: An analysis of an Italian banking group's experience
Paper 11. Sidani Dina and Sayegh May. Big data at the service of universities towards a change in the organizational structure and the decision-making processes
Paper 61. Nor Hazana Abdullah, Eta Wahab, Alina Shamsuddin and Nor Aziati Abdul Hamid. Virtual Team: Drivers and Barriers

Session 6.3 ICT, Finance and performance Chair: PR. Georges Aoun (Friday March 17, 2017 - 2:00PM-3:30PM) LOCATION: Room salle du conseil
Paper 27. Hafiz Imtiaz Ahmad and Khaled Aljifri. Choosing Valuation Models in the UAE
Paper 54. Amal Dabbous and Abdallah Nassereddine. The Impact of ICT on Financial Inclusion: Evidence from Arab Countries
Paper 39. Sajida Chamas, Hussein Hazimeh, Jawad Makki, Omar Abou Khaled and Elena Mugellini. Lexicon based Sentiment Analysis Approach for Ranking Event Entities
Paper 16. Abdullah Azhari and Xiaowen Fang. A lexical analysis of online reviews of social media applications

Friday March 17, 2017 Afternoon / Vendredi 17 Mars 2017 Après-midi

Parallel sessions 7

Friday March 17, 2017 - 4:00PM-5:30PM

Session 7.1 Enterprise Architecture & SOE Chair: PR. Abbas Tarhini (Friday March 17, 2017 - 4:00PM-5:30PM) LOCATION: Room B15
Paper 3. Youcef Baghdadi. A Framework for Enterprise Interactions: Conceptualization, Ontology, Architectures, and Technologies
Paper 76. Fatema Al Hadidi and Youcef Baghdadi. Ontology for Enterprise Collaborations: Extended and Virtual Enterprises
Paper 75. Mohamad Akoum and Veronique Blum. Enterprise Architecture: A pillar in an integrated framework to measure the Internal Control Effectiveness in the Oil & Gas Sector
Paper 59. Jorge Cardoso. Impulsivity and self-awareness of dependency of use of instant messaging (IM) among college students

Session 7.2 HRSI (Human Resources IS) Chair: PR. Stéphane Bourliataux-Lajoinie (Friday March 17, 2017 - 4:00PM-5:30PM) LOCATION: Room B16
Paper 53. Teresina Torre and Daria Sarti. Job satisfaction, workload and work-life balance. The moderating role of ICT
Paper 51. Nizar Raissi. Using QFD method for assessing higher education programs: An examination of key stakeholders' visions
Paper 70. Fobang Aime Noutsa, Samuel Fosso Wamba and Jean Robert Kala Kamdjoug. Exploring Factors Affecting the Adoption of HRIS in SMEs in a Developing Country: Evidence from Cameroon
Paper 78. Wesley Palmer. Technological Innovation the Pathway to Entrepreneurs' Economic Advancement

Chair: PR. Marco De MarcO LOCATION: salle du conseil	Projects	Friday March 17, 2017 - 4:00PM-5:30PM
SCHOPPER ANR	ICT in Agriculture and forestry	Smart Class 3.0 Train responsable manager
PR. Bernard Quinio	PR. Antoine L. Harfouche	PR. Béatrice Bellini
PR. Rolande Marciniak	PR. Elie Nasr	PR. Georges Aoun
PR. Antoine Harfouche	PR. Jessy Nair	PR. Selim Mekdessi
Dr Sana Skandrani	Prof Cecilia Rossignoli	PR. Marco de Marco

Closing session / Session de cloture

Friday March 17, 2017 - 5:30PM-6:00PM

Conference conclusion / Cénémonie de clôture Session Co-CHAIRS: PR Alice Robbin, PR Antoine Harfouche (Friday March 17, 2017- 5:30PM - 6:00PM) LOCATION salle du conseil
PR. Teresina Torre: ICT for a better life and a better world
PR. Alice Robbin: Doctoral Consortium conclusion
PR. Stéphane Bourliataux-Lajoinie: Academic Professional Development Workshop conclusion
PR. Fabrizio D'Ascenzo: English session conclusion
PR. Rolande Marciniak: French session conclusion
PR. Antoine Harfouche: From ICTO2017 to ICTO2018

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