

Editorial

Edson Luiz Riccio, Editor

Dear Readers

In this last issue, September – December of 2014, we are pleased to present a selection of 10 highly relevant articles

The articles cover important issues of:

- Customer Satisfaction
- Information Security Policies and Security Information
- Systems Management
- Context Management
- Benchmarking and Innovative process
- Environmental Scanning and Strategic Behavior
- Information Architecture
- Reverse Engineering
- Virtual Learning

JISTEM maintains the high quality and visibility in both national and international sectors. In addition to authors from Jordan, Ghana, Marocco, France, Algeria and Colombia, we also present Brazilian authors from Rio de Janeiro, Santa Catarina and São Paulo

We thank all authors and reviewers and wish you a pleasant reading.

Editorial

Edson Luiz Riccio, Editor

Caros Leitores,

Nesta última edição de Setembro a Dezembro de 2014, temos o prazer de apresentar uma seleção de 10 artigos altamente relevantes.

Os artigos cobrem os seguintes tópicos principais:

- Customer satisfaction
- Information Security policies and Security Information
- Management Systems
- Context Management
- Benchmarking and Innovative process
- Environmental scanning and Strategic Behavior
- Information Architecture
- Reverse Engineering
- Virtual Learning

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Agradecemos a todos os autores e revisores e desejamos a todos uma agradável leitura.