

Volume 11: Number 3 / Volume 11: Número 3	2014
<b>Content / Índice</b>	<b>515-516</b>
<b>Editorial</b>	<b>517-518</b>
1 <b>THE IMPACT OF E-TICKETING TECHNIQUE ON CUSTOMER SATISFACTION: AN EMPIRICAL ANALYSIS</b>	<b>519-532</b>
Mazen Kamal Qteishat, Albalqa Applied University, Amman, Jordan Haitham Hmoud Alshibly, Albalqa Applied University, Amman, Jordan Mohammad Atwah Al-ma'aitah, Albalqa Applied University, Amman, Jordan	
2 <b>DETERMINING FACTORS OF BANK EMPLOYEE READING HABITS OF INFORMATION SECURITY POLICIES</b>	<b>533-548</b>
Willian Allassani, University of Professional Studies, Department of Information Technology, Legon-Accra, Ghana	
3 <b>THE CASE OF INCA'S NATIONAL TUMOR BANK MANAGEMENT SYSTEM IN BRAZIL</b>	<b>549-568</b>
Antonio Augusto Gonçalves, Instituto Nacional de Câncer - INCA (Brazilian National Cancer Institute) Information Technology Division, Rio de Janeiro – RJ, Brazil Claudio Pitassi, Faculdades Ibmecc-RJ, Rio de Janeiro – RJ, Brazil Valter Moreno de Assis Jr. Faculdades Ibmecc-RJ, Rio de Janeiro – RJ, Brazil	
4 <b>CONTEXT MANAGEMENT: TOWARD ASSESSING QUALITY OF CONTEXT PARAMETERS IN A UBIQUITOUS AMBIENT ASSISTED LIVING ENVIRONMENT</b>	<b>569-590</b>
Débora Cabral Nazário, Federal University of Santa Catarina - UFSC - Florianópolis, Santa Catarina, Brazil, Santa Catarina State University – UDESC - Joinville, Santa Catarina, Brazil Mário Antônio Ribeiro Dantas, Federal University of Santa Catarina - UFSC - Florianópolis, Santa Catarina, Brazil José Leomar Todesco, Federal University of Santa Catarina - UFSC - Florianópolis, Santa Catarina, Brazil	
5 <b>PROPOSITION OF AN ALUMNI PORTAL BASED ON BENCHMARKING AND INNOVATIVE PROCESS</b>	<b>591-610</b>
Gislaine Cristina dos Santos Teixeira, UNINOVE University, SP, Brazil Emerson Antonio Maccari, UNINOVE University, São Paulo, SP, Brazil	
6 <b>ENVIRONMENTAL SCANNING, STRATEGIC BEHAVIOR AND PERFORMANCE IN SMALL COMPANIES.</b>	<b>611-628</b>
Éverton Luís Pellizzaro de Lorenzi Cancellier, State University of Santa Catarina Itacorubi, Florianópolis/SC Elton José Blageski Junior, University of Vale do Itajaí, Biguaçu/SC, Brazil Carlos Ricardo Rossetto, University of Vale do Itajaí, Biguaçu/SC, Brazil	
7 <b>ARCHITECTURE D'UN SYSTEME D'INFORMATION DECISIONNEL ORIENTEE VERS LE PROCESSUS ELECTORAL ARCHITECTURE OF AN ELECTION-ORIENTED BUSINESS INTELLIGENCE SYSTEM</b>	<b>629-644</b>

Youssef Taher, Centre d'Orientation et de Planification de l'Education- Rue  
Azzaitoune, RABAT, Morocco

- 8 **L'INFORMATION BREVET AU SERVICE DE L'INDUSTRIE  
PETROLIERE: CAS DE CONCEPTION ET OPTIMISATION DES  
TREPANS PAR INGENIERIE INVERSEE** **645-676**  
*THE PATENT INFORMATION FOR OIL & GAS INDUSTRY: CASE STUDY  
OF DRILL BITS DESIGN AND OPTIMIZATION BY REVERSE  
ENGINEERING*  
Abdelkader Baaziz, IRSIC Laboratory, Aix-Marseille Université, Marseille,  
France  
Luc Quoniam, University of Sud Toulon-Var, France  
Abdenacer Khoudi, ENSP - Direction Fabrication & Travaux, Alger, Algeria
- 9 **STANDARDIZATION INITIATIVES IN THE PRODUCTION OF  
VIRTUAL LEARNING OBJECTS** **677-716**  
*INICIATIVAS DE ESTANDARIZACIÓN EN LA PRODUCCIÓN DE OBJETOS  
VIRTUALES DE APRENDIZAJE*  
Jhon Francined Herrera Cubides, Universidad Distrital Francisco José de  
Caldas Bogotá, Colombia.  
Nancy Yaneth Gelvez García, Universidad Distrital Francisco José de Caldas  
Bogotá, Colombia.  
Juan Manuel Sánchez Céspedes, Universidad Distrital Francisco José de Caldas  
Bogotá, Colombia.
- 10 **SECURITY INFORMATION IN PRODUCTION AND OPERATIONS: A  
STUDY ON AUDIT TRAILS IN DATABASE SYSTEMS** **717-734**  
*SEGURANÇA DA INFORMAÇÃO DE PRODUÇÃO E OPERAÇÕES: UM  
ESTUDO SOBRE TRILHAS DE AUDITORIA EM SISTEMAS DE BANCO DE  
DADOS*  
Rodrigo Roratto, Federal University of Santa Maria, RS/Brazil  
Evandro Dotto Dias, Federal University of Santa Maria, RS/Brazil
- Events / Eventos* **735**
- Contributions / Submissão de Artigos* **736-737**
- Editorial Information 2014 / Informações Editoriais 2014** **738- 751**