JISTEM Journal of Information Systems and Technology Management
Revista de Gestão da Tecnologia e Sistemas de Informação
Vol. 11, No.3, Sep/Dec. 2014, *pp. 515-516*
ISSN online: 1807-1775

Volume 11: Number 3 / Volume 11: Número 3 2014

Content / Índice **515-516**

Editorial **517-518**

1 **THE IMPACT OF E-TICKETING TECHNIQUE ON CUSTOMER SATISFACTION: AN EMPIRICAL ANALYSIS** **519-532**
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 **DETERMINING FACTORS OF BANK EMPLOYEE READING HABITS OF INFORMATION SECURITY POLICIES** **533-548**
Willian Allassani, University of Professional Studies, Department of Information Technology, Legon-Accra, Ghana

3 **THE CASE OF INCA´S NATIONAL TUMOR BANK MANAGEMENT SYSTEM IN BRAZIL** **549-568**
Antonio Augusto Gonçalves, Instituto Nacional de Câncer - INCA (Brazilian Nacional Cancer Institute) Information Technology Division, Rio de Janeiro – RJ, Brazil
Claudio Pitassi, Faculdades Ibmec-RJ, Rio de Janeiro – RJ, Brazil
Valter Moreno de Assis Jr. Faculdades Ibmec-RJ, Rio de Janeiro – RJ, Brazil

4 **CONTEXT MANAGEMENT: TOWARD ASSESSING QUALITY OF CONTEXT PARAMETERS IN A UBIQUITOUS AMBIENT ASSISTED LIVING ENVIRONMENT** **569-590**
Débora Cabral Nazário, Federal University of Santa Catarina - UFSC - Florianopolis, Santa Catarina, Brazil, Santa Catarina State University – UDESC - Joinville, Santa Catarina, Brazil
Mário Antônio Ribeiro Dantas, Federal University of Santa Catarina - UFSC - Florianopolis, Santa Catarina, Brazil
José Leomar Todesco, Federal University of Santa Catarina - UFSC - Florianopolis, Santa Catarina, Brazil

5 **PROPOSITION OF AN ALUMNI PORTAL BASED ON BENCHMARKING AND INNOVATIVE PROCESS** **591-610**
Gislaine Cristina dos Santos Teixeira, UNINOVE University, SP, Brazil
Emerson Antonio Maccari, UNINOVE University,, São Paulo, SP, Brazil

6 **ENVIRONMENTAL SCANNING, STRATEGIC BEHAVIOR AND PERFORMANCE IN SMALL COMPANIES.** **611-628**
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 **ARCHITECTURE D'UN SYSTEME D'INFORMATION DECISIONNEL ORIENTEE VERS LE PROCESSUS ELECTORAL** **629-644**
ARCHITECTURE OF AN ELECTION-ORIENTED BUSINESS INTELLIGENCE SYSTEM

(cc) BY

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**

(cc) BY