**Dr. Gabriel Costello**

Gabriel J. Costello is a Lecturer in Engineering at the Galway-Mayo Institute of Technology ([www.gmit.ie](http://www.gmit.ie)). Prior to this he worked for twenty years in the telecommunications industry where he held engineering, new product introduction and product line management positions. He completed a PhD in Management Information Systems at the J.E. Cairnes School of Business & Economics,National University of Ireland, Galway. Research interests include: Innovative Enterprises and Systems, Speech-enabled self-service IT systems, and using IS to support RUE (Rational use of Energy) in organisations. His publications include: *Journal of* *Information Technology, International Federation for Information Processing (IFIP),* *European Conference on Information Systems,* *and European Academy of Management Conference.*