

## **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.