Acknowledgment

The process of editing a book is a hard and time consuming task, but also a compensating and enriching experience! We definitely could benefit from the contacts made with authors and reviewers, the discussions and exchange of ideas, and the challenge of selecting and organizing the contents, among other interesting activities. The main challenge was creating a book that meets the public expectations, ranging from non-technical project managers and business process managers, to purely technical IT solutions, from cloud computing services to decision-making support systems. This task could not have been accomplished without a great help and support from many sources.

First of all, we would like to thank the on-going support from the team of professionals of IGI-Global. A very special “Thank you!” goes to Jamie Bufton, Managing Editor, for his patience, highly professional support and friendly words of advisory, encouragement, and prompt guidance.

We are grateful to all authors, for their insights and excellent contributions to this book, and also for their quick responses in solving all details involved in this editing process. A word of gratitude and encouragement goes also to all who acceded to contribute to this project, some of them with high quality chapter proposals, but unfortunately, due to several constraints could not have seen their work published. Thank you for making this a hard choice for us!

We also thank all reviewers and external referees, for their valuable remarks, prompt collaboration, and constructive comments.

Thank you all for making this book happen!

The Editors,

João Varajão
University of Minho, Portugal

Maria Manuela Cruz-Cunha
Polytechnic Institute of Câvado and Ave, Portugal

Ricardo Martinho
Polytechnic Institute of Leiria, Portugal