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Chris Boyne is a senior lecturer in information management at the University of Brighton, UK. He studied philosophy at Sussex University before moving to the University of Kent to research in the theory of knowledge. His interest in computers stems from the ways these devices affect human behavior, human organization and human information structures. He is married with two children.

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The late **June Lazander-Reed** was a doctoral student in the School of Computing at Staffordshire University in the UK. She combined a master’s degree in management with experience as a nurse and hospital manager. She was enrolled on the school’s PhD programme to study the effectiveness of e-commerce training in the UK Midlands when she contracted terminal cancer. Her contribution to this chapter is acknowledged.

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Judith Masthoff received her PhD in 1997 from Eindhoven University of Technology (the Netherlands) on the topic of an agent-based adaptive instruction system (awarded 1997 SNS bank prize for best applied thesis of the university in that year). For three years, she was employed by Philips Electronics’ research laboratory in the UK, working on adaptive multimodal interfaces for the medical imaging domain. She is currently a senior lecturer at Brighton University (UK), where she teaches topics in usability and artificial intelligence. She is deputy course leader of the MSc in digital television management and production. Her research interests are adaptive interactive systems, Web-based education systems, gerontechnology, medical informatics, and interactive television.

Julie A. McCann received her DPhil in 1992 from the University of Ulster. This research looked at measurement and prediction tools for parallel database systems. From the same university, she obtained a BSc (Hons) degree in computing science and information systems. From 1986-87, she worked in the Bank of Ireland, Computing Centre, as a technical performance analyst specialising in IMS database systems. Previous to this, she has also worked as a programmer in the health sector. In 1992, Dr. McCann joined City University, London, Computer Science Department, where she became the leader of the Systems Architecture Research Centre, managing many operating system, database and distributed systems research projects. In July 2001, she joined the Computing Department of Imperial College of Science, Technology and Medicine in London, as a senior lecturer. Here, she continues her research into adaptive component-based systems architectures and lectures in database systems, interoperable information systems and operating systems. Dr. McCann is a chartered engineer and a member of the British Computer Society.

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