About the Contributors

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Vladanka S. Acimovic-Raspopovic received her B.Sc. (1976), M.Sc. (1984) and Ph.D. (1995) degrees in electrical engineering, all from the University of Belgrade, Serbia. She is professor at the University of Belgrade, Faculty of Transport and Traffic Engineering – Department for telecommunication traffic and networks. Dr. Acimovic-Raspopovic managed or participated in a large number of research projects and studies concerning radio and optical transmission systems and telecommunication networks design and implementation, as well as pricing and economic aspects of networks. Her scientific, research and professional work encompasses the field of telecommunication traffic and networking (planning, resource control, security management, quality of service implementation in NGN, pricing communication networks). She also deals with communication systems and infrastructure in intelligent transportation...
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**Kulbhushan C. Saxena** is an expert on business process innovation/management, business process outsourcing strategies, e-governance, and knowledge management. Currently he is a senior Professor in the Information Systems and Management area at Fortune Institute of International Business (FIIB), New Delhi, India. He has more than 40 years of academic and diversified industrial experience in information systems management, business process management and strategic information management, including 14 years of teaching, research and consulting experience at Erasmus University, Rotterdam, the Netherlands and Hong Kong Polytechnic University, Hong Kong. He has also been a visiting faculty at Delft University of Technology, Delft, Netherlands and University of Tampere, Finland.

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