About the Contributors

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**Andrew Connor** is a senior lecturer and associate director of the Software Engineering Research Lab in the School of Computing & Mathematical Sciences at Auckland University of Technology. His career has bridged the domains of Mechanical and Software Engineering; he has held a number of academic research positions in the UK and has worked for several years in technology consultancy. Andy's research interests relate to product and process improvement, with particular emphasis on both the management of software engineering projects and the application of artificial intelligence techniques in improving product design.

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Arno Rolf has been, since 1986, a professor of Information Systems in Organisations and Society at the University of Hamburg, Department Informatics. Among other professional activities, he worked formerly as a corporate consultant for an international software company as well as system and organisation developer for a publishing house in Hamburg. His research areas encompass informatics in environmental protection, development of systems for the management of material flow, information systems in context, work in virtual organisations and Webs, and social-oriented design theory.

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