

Acknowledgments

I would like to acknowledge the help of all involved in the preparation and review process of this book, as without this support the project could not have been satisfactorily completed. Particularly, I wish to thank all of the authors for their insight and excellent contributions to this book, and for their enthusiasm for this project. Most of the authors of chapters included in this book also served as referees for articles written by other authors. Deep appreciation and gratitude go to all those who provided constructive and comprehensive reviews. The support of the Department of Information Systems and Computing at Brunel University is also acknowledged, for providing technical resources needed for the completion of this book.

A special note of thanks goes to all the staff at Idea Group Publishing, who gave invaluable contributions throughout the whole process from the initial idea to final publication. In particular, I wish to thank Jan Travers and Michele Rossi for helping to keep the project on schedule. Above all, I would like to thank Mehdi Khosrowpour, for motivating me to accept his invitation for taking on this project.

Last but not least, I would like to thank my husband, son and parents for their unconditional love and support throughout this project.

Eur Ing Dr Vlatka Hlupic, Editor
Brunel Centre for Knowledge and Business Process Management
Brunel University
London, United Kingdom
February 2002