

Acknowledgment

This book draws substantially from more than a decade of research and practice on the topic and hence a multitude of influences and influencers. Unfortunately limited space and powers of recollection do not allow me to acknowledge all of them, so I apologise in advance for not doing so. Living on the cusp of research and practice is never easy and I have taken much motivation from both my “strong and weak ties” in compiling this book.

In terms of my research I had direct support from Professors James Guthrie from the University of Sydney and Natalie Gallery from Queensland University of Technology in the supervision of my PhD dissertation. Professor Les Willcocks from the London School of Economics, who kindly provided the foreword to this book, and Professor Ron Burt from the Chicago Graduate School of Business were inspirations, both through their published research and the conversations that I have been fortunate enough to have with them. From a practitioner perspective I want to acknowledge John Galloway, a true pioneer in the use of Social Network Analysis techniques and the one who introduced me to the craft over a decade ago. Since then people like Steve Borgatti, Rob Cross, Valdis Krebs, Patti Anklam, Ross Dawson, Verna Allee, Karl Erik Sveiby, David Snowden, Doug Neal, John Taylor and Peter Gloor have all influenced my thinking in one way or another though their writing and the conversations we have had. I would also like to acknowledge the folks from Computer Sciences Corporation’s Leading Edge Forum, who produce some of the most thoughtful and enduring research on IT management issues in the industry and for which I was grateful to be a small part.

On the creation of the manuscript I want to acknowledge the helpful comments of the three IGI Global reviewers, as well as Matt Moore, Richard Vines and my Optimice co-founder, Cai Kjaer for taking the time to work through the whole manuscript and provide specific feedback to me. My copy editor Lyn Tong provided a valuable service in her ability to see typographical and grammatical errors that defied my detection. Last but not least my family has provided the stable home life that is important when undertaking a project like this. My wife Julie and my now adult children Erin and Gavin had learnt to live with me locked away in my office for long hours. Hopefully they will be able to see now that I was doing more than just surfing the Internet!