

Acknowledgments

The authors would like to thank the University of Auckland, the head of the Department of Information Systems and Operations Management, the dean and faculty of the School of Business, and all those too many to mention here for their contributions and/or support in producing this book. We would also like to personally thank Smokecloak Limited, Esphion Limited, and Professor H. Wolfe for their gracious contributions towards this book.

Special thanks are directed to our families who were deprived of our mental presence during the time of writing this book.

LJ & AC