

# Acknowledgments

The editor would like to acknowledge the help of all involved in the collection and review process of this book on IT evaluation, without whose support the project could not have been satisfactorily completed. A further special note of thanks goes also to all staff at Idea Group Publishing, whose contributions throughout the whole process from inception of the initial idea to final publication have been invaluable. I especially thank my colleague Mehdi Khosrowpour for his encouragement to start working on this book. I also appreciate Jan Travers' and Michele Rossi's efforts in managing the project and making sure that it is printed on time. They both were great in prodding via e-mail for keeping the project on schedule.

I wish to thank all the authors for their insights and excellent contributions to this book. I also want to thank the authors for assisting me in the review process.

I appreciated support provided for this project by the Business Faculty of the University of Antwerp (UFSIA). I also would like to thank my undergraduate students at the University of Antwerp and the University of Leuven; my executive students at the University of Antwerp Management School, the Graduate School of Business of the University of Stellenbosch, and the Institute of Business Studies in Moscow, who provided me with many ideas on the subject of IT evaluation and the balanced scorecard concepts.

In closing, I want to thank my wife Hilde and my two daughters, Astrid and Helen, for their support throughout this project. I apologize for the repeatedly used excuse during the summer of 2000: "I am sorry, but I have to work on the IT evaluation book."

Wim Van Grembergen, PhD  
Antwerp, Belgium  
August, 2000