Acknowledgments

Many of these cases are written by practitioners who had to do these cases on their own time with no expectation of rewards other than the satisfaction of sharing their experiences with readers. I very much appreciate their willingness to contribute to this effort. Likewise, the academics who contributed to the book also deserve praise for their willingness to employ time-consuming qualitative methods necessary to construct their case studies.

Each of the cases in this book received anonymous reviews. In many cases, the authors of the cases studied acted as reviewers for each others' studies. But I also want to thank other reviewers who contributed their time and expertise to the reviewing effort: Victor Ambroziak, Drew Awsumb, Doug Bingenheimer, Susan Cable, Julia Cedillo, Pete Collins, David Connelly, Dina Desiderio, Sam Ferguson, David Haradon, John Nitz, Jane Norris, Molly Norton, Lee Plate, Jeffrey Roy, Genie Stowers, Chris Westgor, and Liangfu Wu. Thanks also to all of my students in my Spring 2006 Information Management and Government course at NIU who provided valuable feedback on the cases: John Anderson, Eric Deloy, Brandon Dieter, Samantha Fisher, Michael Garrity, Michael Marzal, Janel Oelstrom, Michelle Pankow, Nyoka Polyak, James Richter, Patrick Rigg, Jason Slowinski, Gwendolyn Veasey, Matt Supert, and Ben Wehmeier. I would also like to thank certain organizations and listservs that were kind enough to allow me to recruit participants for the book including the Government Information Management Science Association, the Innovations Group Organization, and the Citywebmaster listserv.

I would not have been able to successfully complete the project without outstanding help from Kristin Roth, the Development Editor at Idea Group Inc. (IGI). She answered countless questions throughout the project, quickly, with expertise and good humor, and I appreciate her assistance very much. Jan Travers of IGI also provided important help on the project. Ellen Cabrera of the Division of Public Administration has shared generously of her time and expertise in preparing the manuscript. I would like to thank my wife, Georgette, for her love, support, and assistance, not only with this project but throughout my career.

Bruce Rocheleau Northern Illinois University, USA