The outside in: questioning the use of electronic information services in organizations
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At the beginning of this research project - exactly ten years ago in 1994 - the Internet started to emerge outside the academic and military institutions and in commercial organizations and households. Since then, times have been turbulent. Before I thank all of those who helped me to start, continue, and foremost finalize this dissertation, I would first like to acknowledge all of those who helped in creating the Internet hype and all of those who helped in bursting the Internet bubble. The first because it made it easier for me to convince organizations and publishers to participate in our research project and the second group, because the end of the hype made expectations about the impact of the Internet more realistic and this dissertation more topical and relevant. I hope this dissertation will help to understand why it is (still) difficult to fully benefit from all the opportunities that information and communication technologies provide.

A lot has happened in the last ten years – not only concerning the technologies of the (present) future, but also in my life. Many have crossed my path and therefore many deserve to be thanked in helping me with our research project and also in giving me all the distractions that make life so enjoyable (and writing a dissertation a seemingly endless process).

First I would like to thank Harry Bouwman, Paul Slaa, Jan de Ridder en Jan van Cuilenburg. Harry and Paul first spurred my interest as a student in the study of information and communication technologies in an organizational context and stimulated me to start this research project. Harry has helped me the most during my time at the University of Amsterdam. Jan van Cuilenburg accepted my application and has since been a very supportive but most of all a sharp and critical supervisor and Jan de Ridder has proven to be a very patient, involved and loyal companion and the most constant factor in my life as a writer of a dissertation. Ten years ago I started at the University of Amsterdam as a research associate together with a group of very inspiring (uhuh, to quote one) colleagues with whom I had a very good time at the office and its surroundings. I would like to especially thank Patrick Hendriks, Simone Bergman, Bart van den Hooff and Edith Smit for making research so much fun. I also would like to thank all the participating organizations and the students who have helped me with my research project, especially Sherida Alvares, Inge Alphenaar, Marianne Herbert and Lieke Oderwald.

By 1998, KPN came along as my new employer. I would like to thank all my former colleagues at KPN, especially Rob Hakvoort, Annette Ottolini and Willem Visscher for providing me such a pleasant working environment that it has seriously hampered me in getting to work on the dissertation. But they have also always supported me by allowing me occasionally a few weeks off...
for writing, which I did at the offices of BPK in Almere for which I owe John van der Kooy and Margon van Toor much gratitude. And in the end I have to thank the CEO of KPN for making my job at KPN redundant which has given me the necessary free time to finally finish my dissertation in 2003.

In 2003 I started to work for Kluwer Legal Publishers - one of the main departments of Wolters Kluwer. They have given me a renewed reality check, showing how the publishing industry is slowly grasping the opportunities of electronic publishing. They have also given me the opportunity to put my ideas into practice and put practice into my ideas. Special thanks go to Joachim Driessen, Annette van de Walt-Meijer and Rogier Mulder who have given me the chance to be the publisher of my own book.

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So, thanks to you all! These are surely interesting times.