

VU Research Portal

Improving the agility of IT service networks

Vlietland, J.J.

2015

document version

Publisher's PDF, also known as Version of record

[Link to publication in VU Research Portal](#)

citation for published version (APA)

Vlietland, J. J. (2015). *Improving the agility of IT service networks*. [PhD-Thesis - Research and graduation internal, Vrije Universiteit Amsterdam].

General rights

Copyright and moral rights for the publications made accessible in the public portal are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognise and abide by the legal requirements associated with these rights.

- Users may download and print one copy of any publication from the public portal for the purpose of private study or research.
- You may not further distribute the material or use it for any profit-making activity or commercial gain
- You may freely distribute the URL identifying the publication in the public portal

Take down policy

If you believe that this document breaches copyright please contact us providing details, and we will remove access to the work immediately and investigate your claim.

E-mail address:

vuresearchportal.ub@vu.nl

Acknowledgements

Many people warned me in advance about the massive amount of required time and energy to obtain a PhD degree. It is one of the rare moments in life that I consider myself lucky afterwards for not listening. Working 20 to 30 hours a week for six years on a doctorate concurrently with full-time international consultancy and three entrepreneurial initiatives sometimes felt as a mission impossible. Now reaching the end of the endeavor I look back on the past six years with relief, pride and humility. I am so grateful for having met and worked with so many fascinating people. It is because of the help of all these people, I was able to realize my dissertation. I feel grateful for having these people as friends, colleagues and clients; they are forever in my heart.

First of all I thank Hans van Vliet for his everlasting support in getting me to the finish line. I am so grateful for having him as my mentor, coach and teacher. Furthermore I thank Paul Ghijsen and Rob Kusters for their mentoring and support during my Master and first stage of the PhD. I also thank Rini van Solingen for bringing me in touch with companies and for his supplementary advice. Lastly I thank my research colleagues for their discussions, reviews and also for just being around.

5

Furthermore I thank the decision makers and all the great people of the organizations under study. Unfortunately I cannot personally express my gratitude to these people here due to non-disclosure agreements. Still they so much deserve a personal expression of gratitude. By giving me the opportunity to collect the required empirical data I was able to contribute to science and develop my dissertation.

I also thank my parents and family for listening to my endless (research) stories and their support whenever needed. I also thank my daughters Roxanne and Jennifer for their patience and understanding for hardly having me around for so long. I also thank Susan for being a great mother and taking care of our kids. To conclude, I thank Roxanne for her crisp illustrations about the research topic.

