



About the Authors

Mark Burgess is professor of Network and System Administration at Oslo University College. He was the first professor with this title. Mark obtained a PhD in Theoretical Physics in Newcastle, for which he received the Runcorn Prize. His current research interests include the behaviour of computers as dynamic systems and applying ideas from physics to describe computer behaviour. Mark is the author of the popular configuration management software package cfengine and is the founder and chairman of the Cfengine company. He made important contributions to the theory of the field of automation and policy based management, including the idea of operator convergence and promise theory. He is the author of numerous books and papers on network and system administration and has won several prizes for his work.

Carolyn Rowland is a Supervisory System Administrator for the Engineering Laboratory at the National Institute of Standards and Technology. Her team of sysadmins provides heterogeneous support for 500+ scientists and administrative staff. Carolyn also performs risk management, ensures IT security compliance, and outsources her team's services to other laboratories within NIST. She acts as the liaison between IT and business leaders as she pursues successful business-IT alignment. Carolyn began her professional career as a sysadmin in 1991 and moved into a leadership position in 2000.

