

## ***Proceedings of the 21<sup>st</sup> Annual OSRA Conference***

### **FOREWORD**

For the second year the *Proceedings* for the annual conference have been published online. The Organizational Systems Research Association has established a leadership role in the field of information technology; therefore, in recognition of this role, the OSRA Executive Board voted to publish the proceedings electronically.

This year's proceedings provide an overview of the 21<sup>st</sup> Conference. These papers reflect critical research in the IT field. Some of the topics presented include critical issues dealing with distance education, technologies occurring in the workplace, necessary skills for information systems professionals, and factors involved in doing business on the Internet.

All papers submitted for presentation went through a blind-refereed process and were evaluated by three reviewers. Those individuals whose papers were chosen for presentation at the conference submitted manuscripts to be published in these *Proceedings*. The author of the paper with the highest score from the reviewers received the "Best Paper Award" at the conference.

We want to thank all those who submitted papers for review and those who provided manuscripts for publication in these proceedings. We also want to give a special thanks to the reviewers, whose effort and hard work reflect their commitment and dedication to the profession.

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