

# OSRA

Technological Solutions for Business

## **THE TWENTY-THIRD ANNUAL RESEARCH CONFERENCE**

### *Charting the Rivers of Technology*

Chaired by Linda F. Szul and William McPherson  
Indiana University of Pennsylvania

Edited by Richard Rowell  
Indiana University of Pennsylvania

February 5-7, 2004  
Westin Convention Center  
Pittsburgh, Pennsylvania

Copyright ©2004, Organizational Systems Research Association

## Copyright Permission

Copying without fee is permitted provided that the copies are not made or distributed for direct commercial advantage and credit to the source is given. Abstracting with credit is permitted. To copy otherwise, or to republish, requires a fee and/or specific permission. For permission to republish, write to Donna Everett, Morehead State University, UPO 2478, Department of Information Systems, Morehead, KY 40351-1689.