ICASIT

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➤ **Jiwan Giri**

➤ **David Melia**
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➤ **Cory Nishi**

➤ **Min Shi**
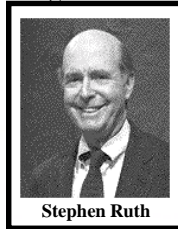
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Check out the ICASIT Web site to learn more about ICASIT projects.

What's New At ICASIT?

Partnerships are booming! Since our last newsletter, ICASIT has formed nearly a dozen new partnerships. Here are a few of them. We now have a **project with George Washington University** that makes us equal partners in their widely respected technical forecast. Dean Kingsley Haynes and GW's Business School Dean, Susan Phillips, sent out a joint letter in February inaugurating this linkage. Our first project is a survey of Electronic Commerce. ICASIT manager David Melia has been part of a **partnership with the Institute of Conflict Analysis and Resolution** (ICAR) that developed a Web-based conflict management inventory tool. We worked with a team from GMU's CS department,

Stephen Ruth

led by Peter Denning, in **delivering a new IT curriculum to the University of the United Arab Emirates**. We have recently set up Knowledge Management **partnerships with the National Defense University**, with SPP colleagues David Armour, Jim Finklestein, Mark Addleson, Tojo Joseph and Ann Baker. Recently we met with Dr. Michael Hudson, director of Georgetown University's Center for Contemporary Arab Studies, to examine **ICASIT's potential role in Internet diffusion studies** with his team. ICASIT's **partnership with UNESCO's forced migration network** has resulted in connecting many refugee centers to the Internet, most recently in Irbid, Jordan. We also have a **very successful distance learning cost model** developed jointly with Dr. John Milam of University of Virginia. There are many more, like our **Knowledge Management Round Tables**, managed by Dr. Virgil Frizzell, which have over one hundred local business partners. We hope to continue and accelerate this trend—working with other organizationsis an important part of ICASIT activity.

Stephen Ruth
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Improved KM Site Unveiled

The Knowledge Management (KM) website has been redesigned to better serve visitors. ICASIT is confident that these changes will provide users much more accessibility and ease of use. Enjoy access to hundreds of KM resources as ICASIT continues to expand our knowledge base. New implementations include easier navigation of the site and increased intergration of the built-in search engine. We hope you find these changes helpful and welcome your comments so that we may continue to improve this site. ❑

The revised website can be seen at

www.icasit.org/km

New Distance Learning Model

Dr. Steve Ruth, ICASIT director, announced the completion of a two year effort aimed at developing a replicable model that can be used at any US university to deliver an accurate assessment of the costs of distance learning (DL). Developed under a $400,000 grant from the Andrew W. Mellon Foundation, the "GMU Model" uses data available in a university's normal accounting system to compare DL with traditional delivery approaches. To validate the model, Ruth and his team set up seven college courses offered in the Commonwealth of Virginia and evaluated the results in DL and traditional settings. Dr. John Milam, of the University of Virginia, who was responsible for the model's design and integration, and Dr. Ruth presented the results at a meeting of the Mellon Foundation's board on November 8th, 2000, at Columbia University. Ruth feels that the GMU model is a milestone, since it combines the best attributes of two important cost assessment schemes: microcosting and activity based costing, in the same model.

"John Milam has presented the GMU model at many meetings around the country as well as to GMU senior administrators—all very serious audiences—and they agree that this is an important methodology,"
says Ruth.

The GMU model is now included in the *Flashlight Cost Handbook*, used at most US universities, so Ruth and Milam are hoping to extend their results to regional clusters of universities, possibly in the
Commonwealth of Virginia. ❑

For further information visit online
www.icasit.org/model.htm

ICASIT Assists In Developing IT Curriculum In UAE

Dr. Peter Denning, professor of Information Technology and Computer Science in GMU's Computer Science Department, managed a project funded by the United Arab Emirates (UAE) to design a state-of-the-art curriculum for the new UAE University technology program. Over the summer and fall of 2000, Denning and a group of IT specialists from GMU developed a complete program that will be used by the UAE University. Professor Steve Ruth, ICASIT director, provided business-oriented curriculum recommendations, and David Melia, ICASIT manager, set up a website making it possible for researchers to examine the committee's results.

"It's the first project for ICASIT in that region and we learned a lot," says Ruth. "This project presented an unique opportunity. We started with a clean slate; there were no initial curriculum design constraints. I particularly enjoyed working with CS

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INTERNATIONAL CENTER FOR APPLIED STUDIES IN INFORMATION TECHNOLOGY

The Knowledge Management Roundtable

Since the academic year started, the Knowledge Management Roundtable (KM RT) has addressed two topics of interest to KM practitioners in the region. A meeting hosted by The World Bank on November 30 started with an overview of the use of story telling as a component of KM, but predominantly addressed the metrics of KM from several perspectives. Panelists addressed: a typology for evaluating KM/OI, the metrics of KM at The MITRE Corporation, how to measure intellectual capital and create business value, and key techniques for KM metrics.

A meeting hosted by The MITRE Corporation on February 8 addressed topics related to certification of KM practitioners. It consisted of an overview of a two-day seminar that had been held at the National Defense University in December, described KM course work offered by six organizations represented at that meeting, presented several different perspectives of KM, and demonstrated the wide range of sub disciplines that comprise the field.

Held in conjunction with the School of Pub-lic Policy at GMU and Virginia's Center for Innovative Technology (CIT), the KM RT seeks to broaden the application and advance the effectiveness of KM practice in organizations. Over the past several months, the KM RT transitioned to become a regional advocate for KM processes in both private and governmental organizations in Virginia, Maryland, and the District of Columbia, and CIT confirmed its support of KM processes by partially funding KM RT activities for the next 12 months. With the two events reported on here, eight meetings have been held since initiation of the KM RT two years ago. Some 215 practitioners representing 100 organizations are now involved in the KM RT program. ❑

Reports on these meetings may be viewed at

www.icasit.org/km/kmrt

ICASIT Assists in Negotiator Project

Beginning last fall, ICASIT entered into an agreement with the Institute for Conflict Analysis and Resolution (ICAR) at George Mason University to provide technical assistance with ICAR's Negotiator Assistant software. Negotiator Assistant is a program intended to provide a diagnosis of the extent to which the parties involved in a negotiation are flexible. Developed under the supervision and research of Dr. Daniel Druckman, Professor of Conflict Resolution at ICAR, the software analyzes user responses in up to five section areas pertaining to the negotiation: Issue Questions, Party Questions, Delegation Characteristic Questions, Situation Questions and Process Questions. Using a weighted formula, the program projects a possible outcome based on the information entered by the user. The software was originally developed for use on the Macintosh platform in the mid-1990s by a team organized by Dr. Druckman.

ICASIT's role in the Negotiator Assistant project has been to assist in an initiative to make the software more easily accessible and user-friendly. To accomplish these goals, ICASIT manger David Melia is working with Dr. Druckman and his associates to create a Web enabled version of the software. ICASIT has provided technical advice on the development of this new version, which will be accessible via a standard Web browser. In particular, ICASIT has developed the Web interface for the software, which has made the software more user-friendly, and is providing hosting services for the Negotiator Assistant software. The software is currently undergoing beta testing, and ICASIT is working with Dr. Druckman on further enhancements to the Negotiator Assistant package. ICASIT is proud to be a part of this collaborative effort between departments at George Mason University and looks forward to other collaborative efforts currently under development. If you are interested in learning more about ICASIT's collaborative projects, please contact ICASIT. ❑

ICASIT Assists in Opening Research Site in Jordan

ICASIT's projects for the Andrew W. Mellon Foundation have encompassed twenty seven countries on four continents. The latest, at Yourmonk University in Irbid, Jordan, was completed last month. The following note was received from Dr. Ali Zahgal, project manager.

"This is to thank you for your sincere efforts in forwarding funds specified in our plan for the establishment of an internet lab which in turn made the electronic connectivity for the UNESCO Unitwin Network on Forced Migration, after some time, possible. As you know, things do not always depend only on the availability of funds, for realizing goals, like ours; but, also needs time, efforts and determination. During all this long period of time, since we received the funds, the process of the procurement of the main components of the internet lab (PC's, and manpower) has gone through an exhausting process. We now have realized the Networks' goal; an internet lab, comprising six pcs and two laser printers. An administrator, who supervises the lab, has been also appointed. The lab is open for the Yarmouk University Students, as well as, researchers, students of scientific research and higher studies and any other people interested in refugees displaced people or forced migration studies, to come and navigate in a purely scientific atmosphere, all this for free.

Without your sincere efforts and the financial support, neither the Internet Lab, nor the electronic connectivity, also, would have been possible. Again, I would like to express my gratitude for Mason University and Mellon Foundation for their generous contributions." ❑

Snapshots

ICASIT Welcomes
Three New Members

Jiwan Giri

Jiwan is presently pursuing a Ph.D. in Information Technology at George Mason University. He received an MS in Project Management from George Washington University, a Bachelors in Business Administration degree from Webber College, and both a diploma in Education and an intermediate degree in Japanese from Tribhuwan University, Kathmandu, Nepal.

Min Shi

Min is currently a Ph.D. student in the School of Public Policy at George Mason University. As a research assistant at ICASIT, his interests include Information Policy, Technology Policy and Economic Development. Min received his Bachelor's Degree from the Department of Economics at Zhejiang University (Hangzhou, China) and his Master's Degree from the Department of Law at East China University of Politics & Law (Shanghai, China). Min is certified as a Chinese Lawyer.

Cory Nishi

Cory is currently a sophomore at George Mason University and seeks to obtain a BS in Decision Sciences and Management of Information Systems. Cory's interests at ICASIT include graphic design, web development, and research in emerging technologies. On his spare time, he has his spine re-adjusted at jujitsu.

ICASIT Congratulates
One of Our Own

Bhaskar Choudhury

Bhaskar Choudhury, a major participant in many ICASIT technology projects, has moved to Charlotte, North Carolina. Bhaskar was responsible for establishing several ICASIT data bases along with various research responsibilities. He and Professor Ruth recently completed a study of distance learning metrics in developing nations which has been accepted for publication later in 2001. Bhaskar and Li Lin Lee were recently married in Charlotte. We wish them the best.

~ Editors ~
Cory Nishi & David Melia