



Centre for Organisational and Social Informatics (COSI)

Annual report

2008

<http://www.infotech.monash.edu.au/research/centres/cosi/index.html>

Overview

Director: Professor Sue McKemmish

Deputy Director: Associate Professor Julie Fisher

The Centre for Organisational and Social Informatics (COSI) has had a very busy and successful year. As detailed later in this report we have been successful in attracting more than \$550,000 in research funding from the Australian Research Council, have had six PhD students and one masters research student graduate, and have had more than 70 books, book chapters and papers published. Our Advisory Board has met regularly, our lead research group has grown and other researchers have joined the Centre.

We would like to take this opportunity to thank our lead researchers, our research members, our honorary staff, our students, our Advisory Board, and our community and industry partners for their contribution throughout 2008 and we looked forward to continued success in 2009.

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COSI Values Statement

Our aim is to become one of the world's leading centres in organisational and social informatics and we express this aim through our values.

Overarching values statement

Research conducted within COSI is undertaken with an understanding that information and communications technologies are inherently socio-technical and contextual. We cannot therefore know how to successfully use, develop or implement ICTs unless we engage with the complexities of people and their organisational and social dimensions. This foundational understanding not only describes COSI's disciplinary *domain*, but also influences COSI's *approach* to research

Domain specific values

Our research is usually located in a social context – an organisation or work group, a community of practice, identity or place. Therefore we value research grounded in *consultation* with our community partners including research aims, methods and judged to meet community values and their needs and participate in community initiated research. We therefore, research *with*, rather than *for* or *about* the people who comprise these groups. Further, we aim to develop and maintain collaborations which reposition 'research subjects' as co-producers of research.

Research specific values

We aim to grow COSI's capacity to undertake partnered and community-based research of high quality and to be able to offer expertise in this emergent approach to research to the wider Monash research community. Within this approach of co-produced research therefore:

- we value *quality* research – as measured by various methods of peer scrutiny.
- we value *high impact* research – as judged by our community and industry research partners with reference to its relevance to them, the impact it has on them, its benefits;
- we value *interdisciplinarity* and seek to involve others who bring skills and expertise different from ours
- we value *internationalisation* and seek to engage in research that has an international focus.

As we engage with our community and industry partners as co-producers of the research their experience and perspectives shape our research in several respects and we therefore assess the benefits of our research by asking ourselves the following questions

- How do we define the problem in relation to the research questions we address?
- How do we measure the success of our research?
- How do we report our research particularly to our research partners?
- How do we build a commitment to longer-term collaborations based on a relationship of trust?

Summary of the Year

2008 saw members of COSI involved in a wide range of activities.

The COSI retreat for 2008 focused on developing COSI's research platforms and clarifying our proposed areas of research strength. Members of COSI including some Advisory Board members attended the day. The morning focused on developing our Community and Industry Engagement plan and in the afternoon the group worked on better describing our platform research areas. The retreat proposed four potential platform research foci for COSI. These were:

- Education and ICT – encompassing research in education specifically in relation to teaching about and with technology
- Community Centred IMS – focus is on research on the use of technology in communities
- Business/community Information Systems Design & Development – specific focus on people and technology in organisations and research to improve how people and organisations' needs can be better met in developing systems.
- Information Services for the Expert Consumer – this research is focused on developing information services for consumers and helping with organisation and retrieval of information.

A forum, 'IT for Social Inclusion: Research Problems and the Big Question' Facilitated by Prof Eric Ketelaar, was held in August. The forum involved a panel of representatives from different communities reflecting on their experience of community-centred research and a discussion of issues relating to:

- Community research frameworks and traditions - different ways of knowing
- Participatory models of research agenda setting and governance - who decides?
- Building research partnerships with communities - shifting paradigms: from community research subjects to community research partners
- Negotiating mutual rights in research data - ownership, privacy, copyright, access, IP
- Protocols and ethics - What constitutes ethical community research? How might communities be better engaged with university ethics regimes?
- The transformative nature of community-centred research.

2008 also saw the awarding of the first three research grants from the Jean Whyte Fund.

COSI introduced a formal program of events to support our HDR students and in particular to foster a sense of community amongst our students. The events included morning teas for all our HDR students. The work is now supported with an emailing list set up and regular meetings.

We hosted a number of overseas visitors of high standing in our community. Our visitors presented seminars and ran workshops during their visits.

Our Advisory Board was active during the year and met four times. We would like to take the opportunity to thank the contributions of our Advisory Board through 2008. The Advisory Board has helped us with our research directions, contributed to our Community and Industry Engagement Plan and helped us frame our concept of community. Michael Piggott, Andrew Treloar, and Margaret O'Connor have left the board and we thank them for their contributions. Shannon Faulkhead joined the Board on behalf of the Centre for Australian Indigenous Studies and Professor Lynette Russell.

We welcomed two new lead researchers to our group, Dr Zane Ma Rhea (Faculty of Education) and Professor Ian McLoughlin (Faculty of Business and Economics, Head Department of Management).

Finally our website has undergone a major revamp and update with all information about COSI and our research now included. Details of all current projects is available from our website. <http://www.infotech.monash.edu.au/research/centres/cosi/index.html>

Overview of 2008 Achievements

Members of COSI were successful in obtaining in excess of \$550,000 in external research funding during 2008 including one ARC Discovery Indigenous Researchers Development, two ARC Linkage grants and an Australian Learning and Teaching Council grant. Eight PhD graduations and one Masters by Research student graduated.

In addition COSI researchers were very productive publishing:

- Five edited books
- 14 Book chapters
- 31 Journal articles
- 22 Conference papers

COSI People

Following is a list of people who contribute to our Centre. Lead Researchers are researchers who have a strong research record, particularly in publications and grants, and/or represent a research group or campus. Some are external to FIT but are people who have a strong research background and interest in COSI research. COSI Researchers are other academics and research staff members working at Monash University whose research connects strongly with COSI. Honorary Professors have a high profile and are external. Honorary members are previous researchers with COSI, other invited researchers and previous PhD students, PhD and Masters by Research students (full list in Appendix C).

Lead Researchers

Prof	McKEMMISH, Sue
A/Prof	BURSTEIN, Frada
A/Prof	FISHER, Julie
A/Prof	HURST, John
A/Prof	JOHANSON, Graeme
Dr	DAWSON, Linda
Dr	LINGER, Henry
Dr	MA RHEA Zane (Fac of Education)
Prof	McLOUGHLIN Ian (Fac Business and Economics)
Dr	MORGAN, Michael
Dr	SHEARD, Judy
Dr	STEYN, Jacques
Dr	WRIGHT, Steve

COSI Researchers

Mr	BUTLER, Matt
Dr	CARBONE, Angela
Dr	CASEY, Des
Ms	ELLIS, Kirsten
Dr	EVANS, Joanne
Ms	FOSTER, Sue
Ms	FRASER, Janet
Ms	HOWARD, Cheryl Anne Errol
Dr	MARKHAM, Selby
Dr	MEYER, Jan
Ms	SCHUHMACHER, Margot
Dr	STILLMAN, Larry
Dr	TANNER, Kerry
Dr	VAN DER VYVER, Braam
Dr	WEEDING Stephen

Honorary members

Mr	AVRAM Christopher
Dr	BARDEN Andrew
Dr	IACOVINO, Livia
Dr	TURNER Rodney
Mr	UPWARD, Frank

Emeritus Professor

SCHAUDER, Don

Honorary Professors

Prof	KETELAAR, Eric
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COSI Advisory Board

Name	Organisation
Judith Ellis (Chair)	Managing Director Enterprise Knowledge Pty Ltd
Prof Nick Crofts (Deputy Chair)	Nossal Institute for Global Health at the University of Melbourne
Lynda Bredin	Glen Eira Council
Carlo Carli	Chair of Scrutiny of Acts Scrutiny of Acts and Regulations Committee
Ian Dennis	Chairman, ACS Vic, Exec Director, Centre for Innovative Industry Economic Research, Chairman, Whitehorse Strategic Group Limited
Rita Ellul	Senior Project Officer, eLearning, Learning and Teaching Branch, Student Learning Programs Division, Department of Education.
Shannon Faulkhead	On behalf of Prof L. Russell CAIS
Julie Fisher	Deputy Director COSI
Cathrine Harboe-Ree	University Librarian, Monash Library
Mary Hawkins	Head of Technology, Sustainability and Community, ANZ Bank
Justine Heazlewood	Director and Keeper of Public Records, Public Record Office Victoria
Marina Henley	Sector Development Manager, Victorian Council of Social Service (VCOSS)
Dr Andrew Howard	National Manager, Community and Health, NEC Business Solutions
Margot Ingoldby	Manager, ICT Investment & Business Development, Multimedia Victoria
Prof Michael Piggott	University of Melbourne, Archivist
Prof Sue McKemmish	Director COSI
Cath Smith,	Executive Officer, VCOSS

Achievements - Projects and Grants

ARC Research Grants

A list of all other current ARC and other large projects can be found in Appendix B

Name	Investigators	Industry Partners	Funding	Years	Type of Grant
Koorie Archiving	Dr S Faulkhead; Prof LW Russell; Prof SM McKemmish		\$190,000	2009 -10	Discovery Indigenous Researchers Development
Digital Divas: Designing approaches to enthuse girls' interest in ICT studies and ICT careers	A/Prof J Fisher; Dr C Lang; A/Prof HJ Forgasz; Mrs A Craig; Ms RT Ellul; Ms B Harlos	ACS Vic ICT for Women DEECD Netspace Brentwood SC	\$396,000 (\$286,000 ARC, \$110,000 industry partner contribution)	2009 -11	Linkage
Enhancing Patient Management at the Point of Care Using Electronic-Based Clinical Pathways	Dr LL Dawson; Dr VM Plummer; A/Prof J Fisher; Dr AP Howard; Mr RM Ribbons; Mrs TM Harlem	NEC PMP	\$116,000 (\$81,000 ARC \$35,000 industry partner contribution)	2009- 10	Linkage

Other Funded Research

Name	Investigators	Funding	Years	Type of Grant
Changing the Culture of Teaching and Learning in ICT and Engineering (led by QUT)	John Hurst, Judy Sheard	\$216,421	2008- 10	Australian Learning and Teaching Council
Investigating the effectiveness of Networks for Women in ICT.	Julie Fisher	\$7,500	2008	Research
Studies into the Chinese in Prato	Graeme Johanson	\$42,000	2008	International Strategic Initiatives Fund from the Office of the DVC (International)
Protocols for ensuring participation by all stakeholders in e-Research repositories, and encouraging the articulation of their many interests in e-Repositories.	Graeme Johanson	\$21,000	2008	Monash e-Research Repository

Completions

PhD	Masters by Research
Barnden, Andrew	Ionescu, Ligia
Craig, Anna Maria	
Fernando, Juanita	
Hillier, Mathew	
Nguyen, Tuyen	
Williamson, Andy	

Further details in Appendix C

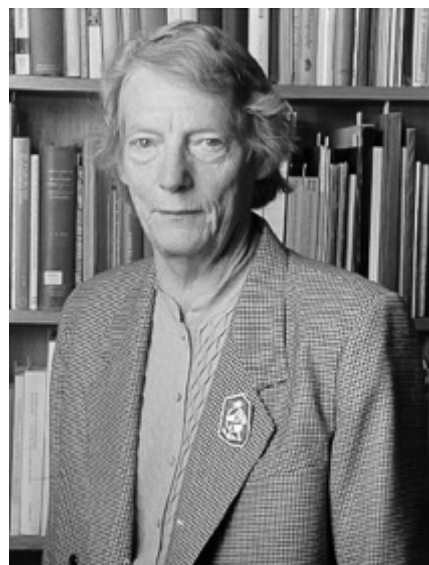
Awards

- Roongrasamee Boondao is an Endeavour Award scholarship holder, awarded by the Australian Government Department of Education, Employment and Workplace Relations (DEEWR).
- Dr Gillian Oliver has won a Literati Network Award for Excellence 2008 sponsored by the UK Emerald Group Publishing Limited which publishes leading journals in the Information Management and Science fields. Each year Emerald invites its journals' Editorial Teams to nominate the most Outstanding Paper published in their journal. Gillian's paper entitled "Implementing international standards: First know your organisation", based on her thesis and published in the Records Management Journal, has been chosen as an Outstanding Paper Award Winner at the Literati.
- Dr Joanne Evans VC Commendation for Excellence in Research.

Jean Whyte Fund Grant Scheme

The memory of Jean Whyte lives on through libraries and information management following the bequests of Jean and her sister Phyllis Whyte to the Monash University, which support librarianship, archives and records research . The first recipients of the Jean Whyte Fund were:

- Tom Denison (PhD candidate), Associate Professor Graeme Johanson (Mentor) Project Title: Libraries engaging communities: shared collection building using Web 2 technologies Awarded \$19,116
- Professor Eric Ketelaar, Dr Livia Iacovino - Research Fellow Project Title: Rethinking archival and legal frameworks for records of Indigenous Australian communities of memory: a participatory model of rights and responsibilities. Awarded \$11,975
- Jozefina Deserno, (PhD candidate), Project Title: Corporate social transparency and recordkeeping: the evidence base for sustainability reporting, Awarded \$3,975.



Scholarships PhD and Masters

Student	Scholarship
Abdul Gapar ABU BAKAR	Govt. of Malaysia
Ambica DATTAKUMAR -	APA
Shane GRIGSBY	Departmental
Ekaterina LAZARENKO	MGS and MIPRS
Natalie PANG	MGS
Fonny SUJANTO	APAI
Jue (Grace) XIE	MGS
Richard ZANNER	Departmental

Other Research and Activity

Visitors

- Roongrasamee Boondao Faculty of Management Sciences at Ubonrajathani University, Ubon Ratchathani, Thailand
- John Davies UK
- Hans Hofman senior advisor on digital longevity at the Nationaal Archief of the Netherlands.
- Prof Gordon Hunter, The University of Lethbridge, Canada
- Prof Juhani Iivari, Oulu University, Finland
- Prof Eric Ketelaar Professor of Archivistics (Archival Science) Department of Mediadstudies (Archive and Information Studies) University of Amsterdam
- Prof Karl Heinz Kautz, Copenhagen Business School, Denmark
- Dr David Schwartz from Bar Ilan University sabbatical visit.

Conferences Workshops and other Events

- Workshop with Frada Burstein and David Schwartz 'Publishing in A level journals'.
- COSI Forum 'IT for Social Inclusion: Research Problems and the Big Question'. Attended by COSI Advisory Board members and the wider COSI community.
- Workshop 'Working with communities'. Chaired by Eric Ketelaar and held at Caulfield.
- Larry Stillman 'Doing IT Better' One Day conference, Caulfield in conjunction with VCOSS.
- Larry Stillman ran two workshops in Pretoria, SA focusing on the Digital Doorways project.
- Prof Karl Heinz Kautz one day workshop 'Student workshop on course design'
- Frada Burstein AIS SIG DSS Pre-ICIS Workshop on "Supporting real time decision-making: The role of context in decision support on the move" - RTDMC'08.
- Judy Sheard delivered a workshop on quantitative methods in computing education research at Helsinki University of Technology.

- Graeme Johanson and Larry Stillman ran 5th Prato Community Informatics & Development Informatics Conference 2008: ICTs for Social Inclusion: What is the Reality? Held at the Monash Centre, Prato Italy. In addition Graeme managed a Workshop, 'Building Communities: the Chinese in Prato' after the conference.
- Graeme Johanson and Tom Denison managed a workshop on 'The Chinese in Melbourne and Prato'. Sponsors: Asian Business and Economics Research Unit, Faculty of Business and Economics and the Centre for Community Networking Research, Faculty of Information Technology. Held at Caulfield.
- Graeme Johanson hosted the 11th Annual Australian Conference on Knowledge Management and Intelligent Decision Support (ACKMIDS 2008) at Ballarat University.

Invited Presentations/ Keynote Addresses and Other Appointments

- Frada Burstein Doctoral Consortium ACIS 2008, Christchurch.
- Frada Burstein presentation at Laboratoire d'Informatique de Grenoble, University of Grenoble. Seminar title: "Smart Information Portals - a viable strategy for easing healthcare information overload?"
- Frada Burstein key note at IFIP WG8.3 CDM'08 conference for a Doctoral colloquium: "Getting Your Work Published".
- Henry Linger appointed executive chair ISD
- Graeme Johanson and Dr Tom Denison invited presentation 'The Role of New Technologies in Global Societies: Theoretical Reflections, Practical Concerns, and Its Implications for China', Conference at the Department of Applied Social Sciences, The Hong Kong Polytechnic University, HKSAR, China.

Strategic Plan – Operational Plan 2008-10 Summary of achievements against targets

FIT Objectives	Centre Priority Actions	Measures/Targets	Actual 2008
<p>Build strong, pervasive, inclusive research culture</p>	<p><i>Organise</i> research forums and conferences</p> <p><i>Develop</i> collaborative research projects related to building research communities and working together with communities, e.g. research into models, ethics, governance structures, long-term relationship building for user-centred/participatory research/community research/multidisciplinary research</p> <p><i>Build</i> relationships between COSI research groups, and with MSA SIT – exchange, joint supervision, conference participation .</p>	<ul style="list-style-type: none"> • 6 forums pa • 1 conference biannually • 1 DP or LP09 re community building • 1 DP or LP pa involving researchers from across COSI groups • Participation by other COSI members in MSA conference (June 08) • Staff exchange – 1 MSA & 1 Monash Australia pa 	<p>6 seminars run. ACKMIDS conference 1 Discovery Indigenous Researcher Development focusing on Indigenous community</p> <p>2 LPs were across groups and inter faculty.</p>
	<p><i>Develop</i> a statement of values, code of conduct, ethics, practice within COSI and with communities and collaborators</p> <p><i>Run</i> workshops re community-centred, participatory research – initially for COSI staff and PhDs, then offer to others</p>	<ul style="list-style-type: none"> • Framework and draft code of conduct and ethics developed. • 2 workshops for COSI • 1 workshop pa for others 	<p>2 workshops run</p>
	<p><i>Grow</i> National Competitive Grant Income through mentoring, reviewing and workshops coordinated by Faculty.</p> <p><i>Grow</i> Research income from other sources</p>	<ul style="list-style-type: none"> • 2 DP09, 2 LP09 Linkage, \$650K(\$300 industry), • 2 DP10, 3 LP10 \$825 K (\$450 Industry), • 3 DP11 , 3 LP \$1m (\$450 Industry). • Other \$150,000 p a 	<p>1 DP (\$190,000) 2 LP (\$367,000)</p>

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Conduct research of high quality and impact	<p><i>Develop</i> definitions of and metrics for quality and impact in COSI research in consultation with all stakeholders</p> <p><i>Build capacity</i> of COSI researchers – through small research grants; develop publication strategies; develop skills in interdisciplinary and community based research.</p> <p><i>Identify and source</i> research support needs (grant applications, web site, publicity etc)</p> <p><i>Participate</i> in Faculty ECR and HDR support schemes.</p> <p><i>Engage</i> pro-actively with RQF process, including journal ranking.</p>	<ul style="list-style-type: none"> • Definitions and metrics for COSI quality and impact • COSI researchers, including ECRs meeting FIT research activity benchmarks. • Forums at peer level to discuss, share and critique research activity. 	<p>ECR support scheme established.</p> <p>Mentors appointed.</p> <p>2 Forums and workshops organised</p>
	<p><i>Develop</i> strategy re staff recruitment, Post Docs and Prof Fellows</p>	<ul style="list-style-type: none"> • COSI Post Doc • COSI Prof Fellow 	<p>DIRD Post Doc (50% CAIS; 50% COSI)</p>

<p>Broaden and strengthen collaboration with other Monash groups and external research partners</p>	<p><i>Engage</i> international campuses and centres to build relationships with other partners – to assist the linking process</p> <p><i>Map</i> existing projects, strengths and collaborations, environment, potential collaborators (Monash, locally, globally – academic, industry, professional, community), trends in government, business and civil society, R&D needs in our constituencies, relevant national and international policies and priorities,</p> <p><i>Identify, target and prioritise</i> research partners and projects (one criterion – projects that engage COSI researchers from across research groups; another relates to FIT agenda re IITB, Sichuan and eResearch; within Monash – Law, Arts, Education, BusEco, MONRAS, Global Movements, Asia Institute;</p> <p><i>Build</i> research agendas and investigate funding sources, e.g. LPs & AusAID, through industry and community forums and summits</p> <p><i>Develop</i> statement of COSI consultancy/industry capability</p> <p><i>Articulate and publicise</i> COSI activities, research strengths and achievements – web site, flyers, media, forums, listservs, wikis</p>	<ul style="list-style-type: none"> • Complete Mapping Project • Business Plan for Collaboration • Implement Business Plan • Established process for COSI web site and publicity. Identified publishing outlets to target. • Host 2 visiting professors pa 	<p>C&IE plan partially completed</p> <p>Website completed.</p> <p>Two professors visited</p>
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<p>Provide HDR students with high-quality supervision, infrastructure, and administrative and technical support to enable best-practice research skills development in Australia</p>	<p><i>Provide</i> a research environment that engages and supports HDR students by:</p> <ul style="list-style-type: none"> • Facilitating HDR network run by students, including social events • Establishing a mechanism for HDR student feedback including review of current questionnaire. • Establishing mentoring of HDRs (separate from supervision). <p><i>Contribute</i> to development of cross faculty research supervision strategy, including joint supervisions MSA SIT.</p> <p>Contribute to redevelopment of research methods training (multidisciplinary, community/participatory models etc – see also above under Objective 1)</p> <p><i>Recruit</i> high quality HDRs by</p> <ul style="list-style-type: none"> • Identifying and communicating potential HDR projects • Nurturing of Hons and Masters students • Publicising research forums and events to potential HDRs (via MUSO; include report on seminar in assessment) • Targeting AusAid internationals <p><i>Develop</i> Metric to optimise supervision</p>	<ul style="list-style-type: none"> • HDR students network established • Mechanism for consultation and obtaining feedback in place. • Feedback indicates HDR students’ needs being met • Established mentoring arrangements • Yearly HDR symposium • Research methods units in place which address needs of COSI style research • Metric developed for supervision. 	<p>Network established and a number of HDR events ran including seminar and informal meetings.</p>
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Appendix

Appendix A - Publications

Edited Books

- Burstein, F. and P. Brezillon, Eds. (2008). *Proceedings of the SIG DSS Pre-ICIS Workshop on REal Time Decision Support (RTDMC 2008)*. Caulfield, Vic, Australia, Centre for Organisational and Social Informatics (COSI), Monash University.
- Burstein, F. and C. W. Holsapple, Eds. (2008). *Handbook on Decision Support Systems 1: Basic Themes*. Berlin, Germany, Springer-Verlag.
- Burstein, F. and C. W. Holsapple, Eds. (2008). *Handbook on Decision Support Systems 1: Variations*. Berlin, Germany, Springer-Verlag.
- Burstein, F., G. Johanson and H. Thompson, Eds. (2008). *Harnessing Knowledge Management to Build Communities: Proceedings of the 11th Australian Conference on Knowledge Management and Intelligent Decision Support (ACKMIDS08')*. Caulfield, Vic, Australia, Centre for Organisational and Social Informatics (COSI), Monash University.
- Burstein, F. and H. Linger, Eds. (2008). *Integrating 'Doing' and 'Thinking': Knowledge Management as Reflective Practice*. Melbourne, Vic, Australia, Australian Scholarly Publishing.

Book Chapters

- Burstein, F. and S. Carlsson (2008). Decision support through knowledge management. *Handbook on Decision Support Systems 1: Basic Themes*. F. Burstein and C. W. Holsapple. Berlin, Germany, Springer-Verlag: 103-120.
- Burstein, F. and J. Cowie (2008). Mobile decision support for time-critical decision making. *Encyclopedia of Decision Making and Decision Support Technologies*. F. Adam and P. Humphreys. Hershey, PA, USA, Information Science Reference: 638-644.
- Burstein, F., J. Cowie, A. Zaslavsky and J. San Pedro (2008). Support for real-time decision making in mobile financial applications. *Handbook on Decision Support Systems 2: Variations*. F. Burstein and C. W. Holsapple. Berlin, Germany, Springer-Verlag: 81-106.
- Casey, D. (2008). U-Learning: Educational models and system architectures. *Handbook of Research on Instructional Systems and Technology: Volume 1*. T. T. Kidd and H. Song. Hershey, PA, USA, Information Science Reference: 381-394.
- Dick, M., J. Sheard and M. Hasen (2008). Prevention is better than cure: Addressing cheating and plagiarism based on the IT student perspective. *Student Plagiarism in an Online World: Problems and Solutions*. T. S. Roberts. Hershey, PA, USA, Information Science Reference: 160-182.
- Ma Rhea, Z., Atkinson, B., 2008, I'm Black ... Apart from that I Enjoy School: Aboriginal Children in Australia, in *Voices from the Margins: School Experiences of Indigenous, Refugee and Migrant Children*, eds Eva Alerby and Jill Brown, Sense Publishers, The Netherlands, pp. 89-108.
- Markham, S.J., Hurst, A.J., Re-assessing validity and reliability in the light of e-Learning, chapter in *E-Learning Technologies and Evidence-Based Assessment Approaches*, eds. Lajbcygier, P., Spratt, C., IGI-Global, 2008.
- Medeni, T. and H. Linger (2008). Integrating practice and learning: The role of reflection and refraction. *Integrating 'Doing' and 'Thinking': Knowledge Management as Reflective Practice*. F. Burstein and H. Linger. Melbourne, Vic, Australia, Australian Scholarly Publishing Pty Ltd: 128-142.
- Pang, N. (2008). Cultivating communities through the knowledge commons: The case of open content licenses. *Intellectual Property Protection for Multimedia Information Technology*. N. Pang. Hershey, PA, USA, Information Science Reference: 260-277.
- Pang, N., T. Denison, K. Williamson, G. Johanson and D. Schauder (2008). Augmenting communities with knowledge resources: The case of the knowledge common in public libraries. *Augmented Urban Spaces: Articulating the Physical and Electronic City*. A. Aurigi and F. De Cindio. Aldershot, England, Ashgate Publishing Limited: 185-200.
- Stillman, L. and R. Stoecker (2008). Community informatics. *Handbook of Research on Public Information Technology*. D. G. Garson and M. Khosrow-Pour. Hershey, PA, USA, Information Science Reference: 50-60.

- Steyn, J., 2008, Alternative design goals for a general music markup language, in *Interactive Multimedia Music Technologies*, eds Kia Ng and Paolo Nesi, Information Science Reference, Hershey PA USA, pp. 133-150.
- Steyn, J., 2008, Challenges of designing a markup language for music, in *Interactive Multimedia Music Technologies*, eds Kia Ng and Paolo Nesi, Information Science Reference, Hershey PA USA, pp. 111-132.
- Sujanto, F., A. Ceglowski, F. Burstein and L. Churilov (2008). An integrated framework for comprehensive collaborative emergency management. *Collaborative Decision Making: Perspectives and Challenges*. P. Zarate, J. P. Belaud, G. Camilleri and F. Ravat. Amsterdam, Netherlands, IOS Press: 127-138.
- Zanner, R. (2008). Deliberate inter-organisational knowledge transfer: Recognition and effective utilisation of complimentary social and technological channels. *Integrating 'Doing' and 'Thinking': Knowledge Management as Reflective Practice*. F. Burstein and H. Linger. Melbourne, Vic, Australia, Australian Scholarly Publishing Pty Ltd: 180-198.

Journal Articles

- Ainsworth, A. B., J. Sheard and C. Avram (2008). "The Monash Museum of Computing History: Part 1." *Inroads - SIGCSE Bulletin* **40**(2): 31-34.
- Ainsworth, A. B., J. Sheard and C. Avram (2008). "The Monash Museum of Computing History: Part 2." *Inroads - SIGCSE Bulletin* **40**(4): 31-34.
- Burstein, F., J. Cowie, A. Zaslavsky and J. San Pedro (2008). "Support for real-time decision making in mobile financial applications." *Information Systems and E-Business Management* **6**(3): 257-278.
- Burstein, F. and C. W. Holsapple (2008). "Decision support systems in context [Editorial]." *Information Systems and E-Business Management* **6**(3): 221-223.
- Burstein, F. and C. W. Holsapple (2008). "New horizons at the core of information systems: Decision support system advances [Editorial]." *Information Systems and E-Business Management* **6**(2): 109-115.
- Chen, G., J. Warren and J. Evans (2008). "Automatically generated consumer health metadata using semantic spaces." *Conferences in Research and Practice in Information Technology* **80**: 9-15.
- Couchman, P., **McLoughlin, I.P.**, Charles, D.R. (2008) 'Lost in Translation: Building science and innovation city strategies in Australia and the UK', *Innovation: Management, Policy and Practice* Special Edition on 'Innovation and the City and Innovative Cities', 10 (2-3).
- Craig, A., C. Lang and J. Fisher (2008). "Twenty years of *Girls into Computing* days: Has it been worth the effort?" *Journal of Information Technology Education* **7**: 339-352.
- Dawson, L. (2008). "Active exploration of emerging themes in a study of object-oriented requirements engineering: The 'evolutionary case' approach." *The Electronic Journal of Business Research Methods* **6**(1): 29-42.
- Ellis, K. A., Quigley, M., Power, M. W., 2008, Experiences in ethical usability testing with children, *Journal of Information Technology Research*, vol 1, issue 3, IGI Global, Hershey PA USA, pp. 1-13.
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Appendix B – Current projects

The following is a list of research projects current in 2008 undertaken by members of COSI. Links are provided for more information on each project.

Trust & Technology Project (ARC Linkage)

Chief Investigators - Monash University

Professor Lynette Russell
Professor Sue McKemmish
Associate Professor Graeme Johanson (2005-)
Emeritus Professor Don Schauder
Dr Kirsty Williamson (2003-2004)

<http://www.infotech.monash.edu.au/research/centres/cosi/projects/trust/>

Smart Information Portals (ARC Discovery)

Chief Investigators

Associate Professor Frada Burstein (Monash University)
Associate Professor Julie Fisher (Monash University)
Professor Sue McKemmish (Monash University)
Professor Jim Warren (University of Auckland)

<http://www.infotech.monash.edu.au/research/centres/cosi/projects/sip/team.html>

Heart Health Online (Beyond Blue)

Chief Investigators

Dr Ciaran Pier (Deakin University)
Prof. Leon Piterman (Monash University)
A/Prof Frada Burstein (Monash University)
A/Prof Julie Fisher (Monash University)
Professor Andrew Tonkin (Monash University)
Dr Britt Klein (Swinburne University)
Prof Andrew Murphy (Monash University)

Doing IT Better (anonymous Bequest)

Chief Investigator

Larry Stillman
www.doingitbetter.net.au

Appendix C - Students

Degree	Title	Student
PhD Comp	Ms	ABDUL LATIF, Rubijesmin
PhD Comp	Mr	ABU BAKAR, Abdul Gapar
DBA	Mr	AGOMBAR, Stanley Edward
PhD Comp	Ms	ALI, Irena
PhD Comp	Ms	ANWAR, Misita
PhD Comp	Mr	BARCA, Jan Carlo
PhD Comp	Mr	BARNDEN, Andrew
PhD Comp	Mr	BURCH, Anthony
PhD Comp	Mr	BUTLER, Matthew Wayne
PhD Comp	Mr	CHEUK, Ka Po
MIT(Res)	Mr	COLLER Matthew
PhD Comp	Ms	CRAIG, Annemieke
PhD Comp	Mr	CUNNINGHAM, Steven
PhD Comp	Mr	DENISON, Tom
PhD Comp	Ms	DESERNO, Ineke
PhD Comp	Ms	DUTTAKUMAR, Ambica
PhD Arts	Ms	FAULKHEAD, Shannon
PhD Comp	Ms	FERNADO, Juanita
PhD Comp	Ms	FIRMIN, Sally
PhD Comp	Ms	FOSTER, Sue
PhD Comp	Ms	FRASER, Janet
PhD Comp	Ms	FRENCH, Rebecca Lea
PhD Comp	Mr	GRIGSBY, Shane
PhD Comp	Mr	HILLIER, Matthew
PhD Comp	Ms	JOSCHKO, Lucie
PhD Comp	Mr	KUANG, Jomond
PhD Comp	Ms	LAZARENKO, Kate
PhD Comp	Ms	MANASZEWICZ, Rosetta
PhD Comp	Ms	MILLER, Jan
PhD Comp	Mr	MOSLEHI, Adel
PhD Comp	Mr	NGUYEN, Viet, Bang
PhD Comp	Ms	NINH, Thi Kim Thoa
PhD Comp	Ms	OWEN, Jill
PhD Comp	Ms	PANG, Lee San Natalie
PhD Comp	Mr	PLANTINGA, Paul Sicco
PhD Comp	Ms	SCHUHMACHER, Margot
PhD Comp	Mr	SKIDMORE, Darren
PhD Comp	Ms	SUJANTO, Fonny Yuliana
PhD Comp	Mr	TING, Sherman, Wen Hoa
PhD Comp	Mr	UPWARD, Franklyn
PhD Comp	Mr	WILLIAMSON, Andrew
PhD Comp	Mr	WONG, Anthony
PhD Comp	Ms	XIE, Jue (Grace)
PhD Comp	Mr	ZANNER, Richard

Appendix D - HDR student completions

PhD Completions

Last name	Initials	Supvrs.	Thesis Title
Nguyen	Tuyen	D. Schauder , G. Johanson, S. Wright	Seeking Thachsanh's rice bowl: an exploration of knowledge, ICTs and sustainable economic development in Vietnam
Barnden	Andrew	D. Hamilton, L. Dawson	Effects of longer term ERP use on business process change capability
Hillier	Mathew	J. Fisher (M. Metcalfe (external Uni SA)	T.O.P.(2) Systemic Perspectival Thinking
Craig	Anna Maria	J. Fisher, L. Dawson	Attracting Women to Computing: A Framework for Evaluating Intervention Programmes
Williamson	Andy	G. Johanson, W. Taylor (External)	A model for emergent citizen-focussed local electronic democracy
Fernando	Juanita	L. Dawson, E. Heslop (Fac Med)	An analysis of current clinician practices while using health information system security in Australian public hospitals

Masters (Research) Completion

Ionescu	Ligia	F. Burstein, H. Linger	Knowledge Management Strategies in Australia: An Exploratory Study of the Organisational Uptake and Understanding with a Public-Private
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Appendix E – Seminars

Name	Topic
Gordon Bell	MyLifeBits - an Experiment in Lifetime Storage
Dr Roong Boondao	Cultural Influences in Learning Styles
Dr John Davies	IT4 Communities UK
Ineke Deserno	
Ms Anna Eckerdal	Ways of Thinking and Practicing in Introductory Programming
Hans Hofman	Electronic Recordkeeping and Metadata Standards: The State of the Art
Prof Gordon Hunter	Qualitative Research Methods: Recent Field Experience in north America
A/Prof John Hurst	A demo of the Learning Tool PebblePad
Prof Juhani Iivari	Theory building as scientific idealization, and a generic model of Individual use of IT applications
Prof Karl Heinz Kautz	Open Innovation in the IT industry - Customization as a Case of Open Innovation
Dr Selby Markham	Learning Anarchy: A new epistemology?
Dr Selby Markham	Education + ICT = CyberSocial Pedagogy: Exploring a paradigm shift

Appendix F – Ongoing appointments

Editorial Boards

- F. Burstein Area Editor for the DSS Journal.
- F Burstein Associate Editor: Journal of Decision Systems and International Journal of KM.
- J. Fisher Editor Journal of Information Systems and Small Business

Other appointments

- F. Burstein member of the Executive Australasian Council of Heads and Professors of Information Systems.
- J. Fisher Secretary and member of the Executive Australasian Council of Heads and Professors of Information Systems.