

Dr. William H. Money

The Citadel
Full Professor
Management and Entrepreneurship
(843) 953-5167
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Professional Positions

Professor of Management and Management Information Systems, The Citadel, Baker School of Business, Management and Entrepreneurship Department. (August 16, 2021 - Present).

BSB Representative to the AI Minor (or Minor in AI / Applied Machine Intelligence), College, approximately 25 hours spent per year. (November 1, 2021 - December 1, 2022).

Applied for Promotion to Full Professor, The Citadel, Baker School of Business, Management and Entrepreneurship. (August 1, 2020 - November 19, 2020).

Editor of the AACSB Report, College, approximately 25 hours spent per year. (January 1, 2018 - December 31, 2019).

Associate Teaching Professor of Information Systems, The George Washington University. (2012 - 2014).

Director Exec. Master of Science in Info. Systems Program, The George Washington University. (2005 - 2014).

Associate Professor of Information Systems, The George Washington University. (September 1, 1992 - August 31, 2014).

Assistant Professor of Information Systems, American University. (September 1, 1986 - May 31, 1987).

Assistant Professor, Kent State University. (September 1, 1976 - May 31, 1980).

Visiting Assistant Professor, Purdue University. (September 1, 1975 - August 15, 1976).

Research Associate, Northwestern University. (September 1, 1974 - August 31, 1975).

Education

PhD, Organization Behavior, Systems Analysis and Design. Northwestern University, 1977.

MBA, Management, Finance. Indiana University, 1969.

BA, Political Science, Public speaking. University of Richmond, 1968.

Licensures and Certifications

PMP Certification (Not renewed), Project Management Institute. (August 2005 - August 2008).

Professional Memberships

Association of Information Technology Professionals. (September 1, 2019 - December 31, 2023).

Southeast Case Research Association. (October 30, 2017 - December 31, 2023).

Track Chair, The International Academy for Information Management. (January 1, 2016 - December 31, 2023).

Member, Information Systems & Computing Academic Professionals | Education Special Interest Group. (November 1, 2017 - November 1, 2023).

Southern Management Association. (February 3, 2023 - January 31, 2023).

Paper reviewer, Conference on Information Systems Applied Research; EDSIG Conference on Information Systems and Computing Education (EDSIGCON). (July 2018 - November 1, 2020).

Project Management Institute. (2005 - 2009).

Awards and Honors

Beta Gamma Sigma, Baker School of business. (December 2017).

US Coast Guard Meritorious Team Commendation, US Coast Guard. (2007).

Omicron Delta Kappa Society, Kent State University. (April 13, 1980).

Media Appearances and Interviews

Charleston Regional Business Journal. (May 18, 2015).

Publications

Kaisler, S. H., Money, W. H., Armour, F. (2025). *A Design Proposal for Self-Adapting Analytic Systems: Properties and Transformation*. Honolulu: University of Hawaii at Manoa.

Money, W., Money, K. E. (2024). A review of natural resource extraction industries and their influence on the occurrence of poverty. *Journal of Strategy and Management*.

Money, W., Thanetsunthorn, N. (2024). *A Proposed Study of Factors Moderating Degree of Trust in LLM and ChatGPT-like Outputs*. Wilmington, NC: ISCAP.

Money, W., Thanetsunthorn, N. (in press). *A proposed study of factors moderating degree of trust in LLM and ChatGPT-like outputs*. Information Systems & Computing Academic Professionals (ISCAP).

Sharma, A., Joshi, D., Money, W., McWilliams, D. (2024). *The Effectiveness of Fitness Wearable Technologies: Applying Big-Data Techniques to Analyze User Experience and Perception* (57th ed.). Honolulu, HI: Hawaii International Conference on System Sciences (HICSS).

Money, W. H. (in press). *Time to Change My Job, Again?* (vol. southeast Case Research Association 32nd Annual Meeting Myrtle Beach, South Carolina February 22-24, 2024).

- Pembroke, NC: Southeast Case Research Association (SECRA), The University of North Carolina at Pembroke.
- Mew, L. Q., Money, W. H. (2023). *Leveraging ChatGPT for Higher Education Course Offerings* (pp. 4901+). Wilmington NC: Information Systems and Computing Academic Professionals (ISCAP).
- Money, W. H., Mew, L. Q. (2023). *Robotic Process Automation: Beyond Financial Metrics*. Bowling Green, KY: International Association for Applied Management, 1574 Mallory Court, Bowling Green, KY.
- Money, W. H. (2023). A Proposal for Combining Project Based Learning and Lean Six Sigma to Teach Robotic Process Automation Development and Enhance Systems Integration. *Information Systems Education Journal*, 21(2), 2.
- Money, W. H., Mew, L. Q. (2023). A Proposed Methodology to Teach Robotic Process Automation Analysis, Design and Development by Combining Project Based Learning and Lean Six Sigma. *Information Systems Education Journal (ISEDJ)*, V.21 56-68(No. 2), pp. 56-68.
- Kaisler, S. H., Espinosa, J. A. A., Armour, F., Money, W. H. (2023). *Big Data and Analytics: Issues and Challenges for the Past and Next Ten Years*. (vol. 2023, pp. 805-814). Honolulu, HI: The University of Hawaii at Manoa, Shidler College of Business.
- Money, W. H. (in press). *Enterprise CRM: Ethical Questions and Technical Responsibilities*. Pembroke, NC: Southeast Case Research Association (SECRA), The University of North Carolina at Pembroke.
- Money, W. H. (in press). *Enterprise CRM: The Evolve CPA Audit and Internal Controls*. Pembroke, NC: Southeast Case Research Association (SECRA), The University of North Carolina at Pembroke.
- Money, W., Riggle, R. (in press). Enterprise CRM: Ethical Questions and Technical Responsibilities. *Southeast Case Research Journal*, Forthcoming.
- Money, W. H. (2022). The Promise and Challenge of Automating Processual Integration. *APPLIED MANAGEMENT JOURNAL (ISSN: 2575-9434)* i, 22, pp. 42-68.
- Money, W. H. (in press). E-government centres of excellence empower robotics process automation implementations. *International Journal Business Information Systems*.
- Money, W. H. (2021). Integration of Information Systems: Robotic Process Automation. *Journal of Information Systems Applied Research*, Vol. 14(No. 4), pp. 4 - 12.
- Money, W. (2021). *Book Review of: Mackenzie, K. D. (2019). Group and Organizational Processes, Volume IV: A Better Science for Managing*. (vol. 21:1, pp. 136-41). Bowling Green, Kentucky: Applied Management Journal. Center for Advanced Studies in Management.
- Money, W. H. (2021). *Resolving Pressure and Stress on Governance Models from Robotic Process Automation Technologies* (No 5570 ed., vol. 14, pp. 1- 12). Wilmington, NC: Information Systems & Computing Academic Professionals | Education Special Interest Group.
- Money, W. H., Kaisler, S. H., Cohen, S. J. (2021). Understanding Failed Software Projects through Forensic Analysis. *Journal of Computer Information Systems*, 1-14.

- Money, W. H. (in press). The Promise and Challenge of Automating Processual Integration. *Applied Management Journal*, Vol. 22(1).
- Kaisler, S. H., Money, W., Cohen, S. J. (2021). *Forensic Analysis of Failing Software Projects Issues and Challenges*. Online, Hawaii: Hawaii International Conference on System Sciences (HICSS-54).
- Money, W. H., Mew, L. Q. (2020). Knowledge Management System Development Approaches: Evolution or Stagnation? *Journal of Information Systems Applied Research*, 33(3), 11-20. 171 Moultrie St
- Money, W. (2020). *Integration of Information Systems: Robotic Process Automation*. North Carolina: Computing Education + Information Systems Applied Research. ISCAP-EDSIG Conferences 2020.
- Money, W. (in press). *Integration of Information Systems: Robotic Process Automation*. Afzal Rahim, IAAM Center for Advanced Studies in Management: 27th Virtual Annual Conference of the International Association for Applied Management.
- Money, W. H., Cohen, S. J. (2020). Knowledge Management: Recognizing Threats from Unknown Real-Time Big Data System Faults. In M. Jennex (Ed.), *Current Issues and Trends in Knowledge Management, Discovery, and Transfer* (pp. 331 - 366). Hershey, PA: IGI-Global.
- Money, W., Mew, L. Q. (in press). *Knowledge Management System Development: Handling Evolution from Explicit to Tacit and Social*. North Carolina:.
- Money, W., Mew, L. Q. (2019). *Knowledge Management System Development Approaches: Evolution or Stagnation?* (pp. 8).
- Money, W. H., Dean, B. P. (2019). Incorporating Student Population Differences for Effective Online Education: A Content-Based Review and Integrative Model. *Computers & Education: An International Journal/Elsevier*, 138, 57-82. <https://www.journals.elsevier.com/computers-and-education>
- Money, W. H., Cohen, S. J. (2019). *Leveraging AI and Sensor Fabrics to Evolve Smart City Solution Designs*. AW4City 2019 Proceedings of the AW4CITY 2019: 5TH INTERNATIONAL SMART CITY WORKSHOP at the Web Conference. <https://www2019.thewebconf.org/workshops>
- Espinosa, J. A., Kaisler, S. H., Armour, F., Money, W. H. (2019). *Big Data Redux: New Issues and Challenges Moving Forward*. (pp. 10). Proceedings of the 52nd Hawaii International Conference on System Sciences..
- Mew, L., Money, W. H. (2018). In S. Hunsinger & T. Janicki (Eds.), *Cloud Computing: Changing Paradigms for Information Systems Development Service Providers and Practitioners* (3rd ed., vol. 11, pp. 35-47). Wilmington, NC: <http://jisar.org/2018-11/n3/JISARv11n3p35.html>
- Money, W. H. (2018). In A. Rahim (Ed.), *A Review of Group and Organizational Processes, Vol. II By Kenneth D. MacKensie* (vol. 19, pp. 3). Hoboken, NJ: Applied Management Journal,.
- Money, W. H., Cohen, S. (2018). In M. Jennex (Ed.), *Our Knowledge Management Hubble May Need Glasses* (1st ed., vol. 14, pp. 12). Hershey, PA:.

- Mew, L., Money, W. H. (2017). *Cloud Computing: Implications for Information Systems Development Service Providers and Practitioners*. (vol. CONISAR 2017, pp. 10). Wilmington, NC: Information Systems & Computing Academic Professionals (ISCAP). <http://proc.conisar.org/2017/>
- Money, W. H. (in press). In A. Rahim (Ed.), *A Review of Group and Organizational Processes, Vol. III. By Kenneth D. Mackenzie* (vol. 19 (possible?), pp. 3). Hoboken, NJ.: Applied Management Journal, (possibly, but editor has not been specific)).
- Kaisler, S. H., Money, W. H., Armour, F., Espinosa, J. A. (2017). In IGI-Global (Ed.), *Big Data: The Path to Maturity* (2nd ed., vol. 7, pp. 23). Hershey, PA.: <https://www.igi-global.com/article/big-data/190410>
- Cohen, S. J., Money, W. H. (2017). "Establishing Smart City Technical Standards and Guidance: A Way Forward" (pp. 7). Perth: Creative Commons CC BY 4.0 License. WWW 2017 Companion, April 3-7, 2017, Perth, Australia.. www2017.com.au/program/workshops-and-tutorials.php
- Money, W. H., S. J. (2017). *Data Systems Fault Coping for Real-time Big Data Analytics Required Architectural Crucibles* (pp. 10). Piscataway, N.J: IEEE Computer Society Press. 171 Moultrie St, Bond Hall, Rm. 355
- Money, W. H., K. S. (2017). *Big Data: Architecture and Technology Issues*. Piscataway, NJ: IEEE Press.
- Money, W. H. (2016). In A. Rahim (Ed.), *Research: Online Course Student Performance and Satisfaction*. Jacksonville, Florida: 23rd Annual International Conference on Advances in Management.
- Money, W. H. (2016). *Online Course Student Characteristics and Satisfaction*. Jacksonville, Florida: Global Conference on Advances in Management.
- Kaisler, S. H., Armour, F. J., Espinosa, J. A., Money, W. (2016). *Big Data and Analytics Challenges and Issues (2016)* (pp. 95). Honolulu, HI: Hawaii International Conference on Systems Sciences.
- Kaisler, S. H., Armour, F. J., Espinosa, J. A., Money, W. (2016). *Introduction to Big Data and Its Technology (2016)* (pp. 119). Honolulu, HI: Hawaii International Conference on System Sciences.
- Money, W. (2015). *Group and Organizational Processes, Vol. 1: The Quest to Discover Their Essence* By Mackenzie, K. D. No (pp. 344). Saarbrücken, Germany: LAP Lambert Academic Publishing.
- Kaisler, S. H., Armour, F., Espinosa, J. A., Money, W. H. (2015). *Obtaining Value from Big Data for Service Delivery* (pp. 188). New York, New York: Business Expert Press.
- Money, W., Cohen, S. (2015). *Developing a Marketplace for Smart Cities Foundational Services with Policy and Trust* (1st ed., vol. 3, pp. 1–12).
- Money, W. (2014). In M. A. Rahim (Ed.), *Systemic Thinking: Building Maps for Worlds of Systems* By Boardman, J. and B. Sauser (vol. 17, pp. 3). Hoboken, NJ: Current Topics in Management, Vol. 17. 2014..

- Kaisler, S., Espinosa, J. A., Money, W., Armour, F. (2014). Advanced Analytics for Big Data. In M. Khosrow-Pour (Ed.), *Encyclopedia of Information Science and Technology* (3rd ed., pp. 10). Hershey, PA: Information Resources Management Association.
- Kaisler, S., Armour, F., Money, W., Espinosa, J. A. (2014). Big Data: Issues and Challenges. In M. Khosrow-Pour (Ed.), *Encyclopedia of Information Science and Technology, 3rd Edition* (3rd ed., vol. Ch. 35, pp. 10). Hershey, PA: Information Resources Management Association.
- Cohen, S., Money, W., Quick, M. (2014). *Improving Integration and Insight in Smart Cities with Policy and Trust* (pp. Article No. 57, 9 pages). New York, NY: Proceedings of the 4th International Conference on Web Intelligence, Mining and Semantics (WIMS14).
- Money, W., Miller, G. R. (2013). *Improving Trust in Information Systems Development Using Agile and Formal Practices*. London: 20th International Conference on Advances in Management.
- Money, W., Mew, L. (2013). *Online Social Networking: Qualitative Analysis suggests Epidemic Model*. London: 20th International Conference on Advances in Management.
- Kaisler, S., Money, W. (2013). *Big Data: Issues and Challenges Moving Forward*. Hawaii: The Hawaii International Conference on System Sciences (HICSS-46).
- Money, W., Cohen, S. (2013). *Using Agile's to Create Economic Value for Society*. Hawaii: The Hawaii International Conference on System Sciences (HICSS-46).
- Money, W., Kaisler, S., Cohen, S. (2012). Cloud Computing: A Decision Framework for Small Businesses. In A. Aggarwal (Ed.), *Cloud Computing*. Hershey, PA: IGI Global.
- Kaisler, S., Money, W., Cohen, S. (2012). *A Decision Framework for Cloud Computing*. Hawaii: The Hawaii International Conference on System Sciences (HICSS-46).
- Kaisler, S., Money, W. (2011). *Service Migration in a Cloud Architecture*. Hawaii: The Hawaii International Conference on System Sciences (HICSS-44).
- Kaisler, S., Money, W. (2010). *Cloud Computing: Security Issues for Dynamic Service Migration*. Oxford: Adaptive and Resilient Computing Security Workshop: ARCS 2010 in Assoc. w/ Technology Strategy Board, UK.
- Money, W., Mew, L. (2010). Effects of Computer Self Efficacy on the Use and Adoption of On-line Social Networking. *The International Journal of Virtual Communities and Social Networking* (1st ed., vol. 2).
- Cohen, S., Money, W. (2010). *Customizing the Software Development Lifecycle with Agile and Formal Practices: Assumptions, Standards, Tools, Performance and Case Studies*. Hawaii: Hawaii International Conference on Systems Sciences (HICSS-42).
- Money, W., Bani, A., Abdullah, S., Anbari, F. (2008). Impact of Organizational and Project Factors on Acceptance and Usage of Project Management Software and Perceived Project Success. *Project Management Journal*.
- Fottler, M. D., Schermerhorn, Jr, J. R., Wong, J., Money, W. (1982). *Multi-institutional arrangements in health care: review, analysis, and a proposal for future research*. (1st ed., vol. 7, pp. 67-79).

Brown, M., Money, W. (1976). *Contract management for health care facilities*. (4th ed., vol. 2, pp. 71-8).

Brown, M., Money, W. (1976). *Contract management: is it for your hospital?* (2nd ed., vol. 29, pp. 12-6).

Brown, M., Money, D. P., Money, W. (1975). *Implications of multihospital management for Catholic hospitals*. (9th ed., vol. 56, pp. 89-92).

Brown, M., Money, W. (1975). *The promise of multihospital management*. (8th ed., vol. 56, pp. 36-42).

Presentations

Sharma, A. (Author), Joshi, D. (Author), Money, W. (Author), McWilliams, D. (Author), HICSS 57, "Effectiveness of FWTs: Applying Big Data Techniques to Analyze User Experience and Perception," Wikiki HI, Honolulu, HI, United States. (January 6, 2024).

Mew, L. Q. (Presenter, Author), Money, W. H. (Author, Presenter), EDSIG & CONISAR 2023, "Leveraging ChatGPT for Higher Education Course Offerings," Information Systems & Computing Academic Professionals | Education Special Interest Group, Hotel Albuquerque, Albuquerque, NM, United States. (November 3, 2023).

Money, W. H. (Author, Presenter), Price, L. (Author), 2023 Southeast Case Research Association Conference (SECRA), "The 8 Feathers Entrepreneurial Decision: Sell Out or All In?," Southeast Case Research Association, Ocean Reef Resort 7100 N Ocean Blvd., Myrtle Beach, SC 29572, Myrtle Beach, SC, United States. (February 24, 2023).

Money, W., Southeast Case Research Association 31st Annual Meeting Myrtle Beach, South Carolina, "The 8 Feathers Entrepreneurial Decision: Sell Out or All In?," Southeast Case Research Association, Myrtle Beach, South Carolina, Myrtle Beach. (February 3, 2023).

Kaisler, S. H. (Author, Presenter), Espinosa, J. A. (Author), Money, W., Armour, F. (Author), 56th Hawaii International Conference on System Sciences, "Big Data and Analytics: Issues and Challenges for the Past and Next Ten Years," University of Hawai'i at Mānoa Hamilton Library 2550 McCarthy Mall Honolulu, HI 96822, Grand Wailea, Maui, , Virtual, Maui, HI, United States. (January 3, 2023).

Money, W. H. (Author, Presenter), Mew, L. Q. (Presenter, Author), EDSIG & CONISAR 2022, "Combining Project Based Learning and Lean Six Sigma Methodologies to Teach Robotic Process Automation Analysis and Design," Information Systems & Computing Academic Professionals | Education Special Interest Group, Sheraton Sand Key Resort, Clearwater Beach, FL, United States. (November 25, 2022).

Money, W. H. (Author, Presenter), Allen, J. M. (Author), 2022 Southeast Case Research Association Conference (SECRA), "Salesforce: Ethical Questions and Technical Concern," Southeast Case Research Association, Ocean Reef Resort 7100 N Ocean Blvd., Myrtle Beach, SC 29572, Myrtle Beach, SC, United States. (February 25, 2022).

Money, W. H. (Presenter/Author), 28th Annual Conference of the International Association for Applied Management, "Robotic Process Automation (RP) and Lean Six Sigma," International Association for Applied Management, On Line, Bowling Green,, KY, United States. (January 8, 2022).

- Money, W. H. (Author, Presenter), Conference on Information System Applied Research, "Resolving Pressure and Stress on Governance Models from Robotic Process Automation Technologies," Information Systems & Computing Academic Professionals, Double Tree by Hilton, Crystal City. Arlington VA. Washington DC, Arlington, VA, United States. (November 4, 2021).
- Money, W. H. (Author, Presenter), 27th Virtual Annual Conference of the International Association for Applied Management, "Benefits of Process Integrations with Robotic Process Automation," International Association for Applied Management (IAAM), Online, virtual, Bowling Green, KY. (April 10, 2021).
- Money, W. H. (Author, Presenter), Kaisler, S. H. K. H. (Author, Presenterr), Cohen, S. J. (Author, Presenter), Hawaii International Conference on System Sciences. HICSS-54., "Forensic Analysis of Failed Software Projects: Issues and Challenges January 2021," The Citadel, Baker School of Business, Online - Zoom, Kiawah Island, HI, United States. (January 6, 2021).
- Money, W. H. (Author and Presenter), The 2019 ISCAP Conferences: EDSIGCON and CONISAR, "Integration of Information Systems: Robotic Process Automation," Information Systems & Computing Academic Professionals, Online, Clearwater Beach, FL. (November 4, 2020).
- Kaisler, S. H., Money, W. H., Cohen, S. J., Hawaii International Conference on System Sciences. HICSS-53., "Forensic Analysis and Recovery Strategies for Failed Software Projects," Hawaii International Conference on System Sciences (HICSS), Shidler College of Business, University of Hawaii, Grand Wailea Hotel, Grand Wailea, HI. (January 7, 2020).
- Mew, L. Q. (Author & Presenter), Money, W. H. (Author & Presenter), The 2019 ISCAP Conferences: EDSIGCON and CONISAR, "Knowledge Management System Development Approaches: Evolution or Stagnation?," Information Systems & Computing Academic Professionals, Cleveland, OH. (November 6, 2019).
- Mew, L. Q. (Author & Presenter), Money, W. H. (Author), 26th Annual Conference of the International Association for Applied Management, "MIS Capstones Relevance through Experiential Cases and Alternatives," International Association for Applied Management, Holiday Inn London – Kensington Forum 97 Cromwell Rd. (July 11, 2019).
- Espinosa, A. (Author & Presenter), Kaisler, S. J. (Author & Presenter), Armour, F. (Author & Presenter), Money, W. H. (Author & Presenter), Hawaii International Conference on System Sciences HICSS 52, "Big Data Redux: New Issues and Challenges Moving Forward," Hawaii International Conference on System Sciences, Grand Wailea, HI. (January 9, 2019).
- Kaisler, S. (Author), Money, W. H. (Author & Presenter), Cohen, S. (Author), Hawaii International Conference on System Sciences. HICSS-52., "Big Data: Smart Objects - a Pathway to the Future," Hawaii International Conference on System Sciences., Grand Wailea, HI. (January 8, 2019).
- Money, W. H. (Author), Mew, L. (Author), EDSIGCON | CONISAR 2018 Conference, "Keeping the MIS Capstone Relevant: Three Cases," Information Systems & Computing Education and Information Systems Applied Research, Norfolk, VA. (November 2, 2018).
- Kaisler, S. (Author), Money, W. H. (Author), Cohen, S. (Author), 51st Hawaii International Conference on System Sciences. HICSS-51., "Smart Objects: An Active Big Data Approach.," Hawaii International Conference on System Sciences., Waikoloa, HI. (January 4, 2018).

- Kaisler, S. (Author), Money, W. H. (Author & Presenter), Cohen, S. (Author), Hawaii International Conference on System Sciences. HICSS-51., "1/2 Day Tutorial: Smart Data - A Pathway to the Future," Hawaii International Conference on System Sciences., Waikoloa, HI. (January 3, 2018).
- Money, W. H. (Author), Mew, L. (Author), Conference on Information Systems Applied Research (CONISAR 2017), "Cloud Computing: Implications for Information Systems Development Service Providers and Practitioners.," Conference on Information Systems Applied Research (CONISAR 2017), Austin, TX. (November 6, 2017).
- Cohen, S., Money, W. H., The Hawaii International Conference on System Sciences (HICSS-50) J, "Data Systems Fault Coping for Real-time Big Data Analytics Required Architectural Crucibles," The Hawaii International Conference on System Sciences (HICSS-47) J, Hilton Waikoloa Village, HI. (January 6, 2017).
- Money, W. H. (Author & Presenter), Kaisler, S., "Big Data: Architecture and Technology." The Hawaii International Conference on System Sciences (HICSS-50), "Tutorial (1/2 day): for HICSS-50. Kaisler, Stephen, and Money, William, H. "Big Data: Architecture and Technology.," Hawaii International Conference on System Sciences, Hilton Waikoloa Village, HI. (January 5, 2017).
- Money, W. H., 23rd Annual International Conference on Advances in Management, "Research: Online Course Student Performance and Satisfaction," International Conference on Advances in Management, Jacksonville, FL. (July 19, 2016).
- Money, W. W., Global Conference on Advances in Management, "Online Course Student Characteristics and Satisfaction," Davis College of Business, Jacksonville University, Jacksonville, FL. (July 18, 2016).
- Money, W. (Presenter), Barth, M., Brown Bag Meeting - Citadel Business School, "Collegiate Learning Assessment +," Business School, Charleston, SC. (January 21, 2016).
- Money, W., Citadel Online Teaching Academy, "Research: Online Course Student Satisfaction," The Citadel, Charleston, SC. (July 25, 2015).
- Kaisler, S. H. (Presenter), Espinosa, A. (Presenter), Armour, F. (Presenter), Money, W. (Presenter), The Hawaii International Conference on System Sciences (HICSS-47), "Advanced Analytics – Issues and Challenges in the Global Environment", HICSS, Maui, HI. (January 2014).
- Money, W., Miller, G. (. (Author & Presenter), 20th International Conference on Advances in Management, "Improving Trust in Information Systems Development Using Agile and Formal Practices", ICAM, London. (July 17, 2013).
- Money, W., Lionel, M. (Author & Presenter), 20th International Conference on Advances in Management, "Online Social Networking: Qualitative Analysis suggests Epidemic Model", ICAM, London. (July 17, 2013).
- Money, W., Cohen, S. (Author & Presenter), The Hawaii International Conference on System Sciences (HICSS-46), "Using Agile's to Create Economic Value for Society", HICSS, Maui, HI. (January 6, 2013).
- Kaisler, S. (Author & Presenter), Money, W. (Author & Presenter), Cohen, S. (Author & Presenter), The Hawaii International Conference on System Sciences (HICSS-45), "A Decision Framework for Cloud Computing", HICSS, Grand Wailea, HI. (January 6, 2012).

Kaisler, S. (Author & Presenter), Money, W., The Hawaii International Conference on System Sciences (HICSS-44), "Service Migration in a Cloud Architecture", HICSS, The Grand Hyatt Kauai Resort, HI. (January 7, 2011).

Money, W., "Project Management and the Federal Environment," Defense Acquisition University. (May 2010).

Cohen, S. (Presenter), Money, W., Software Technology Track 43rd Hawaii International Conference on System Sciences, "Customizing the Software Development Lifecycle with Agile and Formal Practices: Assumptions, Standards, Tools, Performance and Case Studies", HICSS, Grand Hyatt Kauai Resort, HI. (January 8, 2010).

Money, W. (Author & Presenter), Cohen, S. (Author & Presenter), Software Technology Track, the 42nd Hawaii International Conference on Systems Sciences (HICSS-42), "Bridge Methods: Using a Balanced Project Practices Portfolio to Integrate Agile and Formal Process Methodologies", HICSS, Waikoloa, HI. (January 6, 2009).

Money, W. (Author & Presenter), Cohen, S. (Author & Presenter), The Enterprise Architecture Track, the 42nd Hawaii International Conference on Systems Sciences (HICSS-42), "Service Migration in an Enterprise Systems Architecture", HICSS, Waikoloa, HI. (January 6, 2009).

Cohen, S. (Author & Presenter), Money, W. (Author & Presenter), Software Technology Track, the 41st Hawaii International Conference on Systems Sciences (HICSS-41), "Bridge Methods: Complimentary Steps Integrating Agile Development Tools & Methods with Traditional and Formal Process Methodologies", HICSS, Waikoloa, HI. (January 9, 2008).

Contracts, Fellowships, Grants and Sponsored Research

Money, W., R. B., E. C., "Health IT Program Grant," Federal, \$4,000,000.00. (2009 - 2013).

Research Activity

"Service Centers of Excellence in IT and HR" (Planning). (November 2022 - Present).
(working title for project)

"Information systems Governance - New Technology Impacts" (Writing Results). (May 1, 2021 - Present).
This work is examining the impact of new technologies on the requirements for improved governers of enterprise systems.

"Research on the Application, Development and Benefits of RPA (Robotic Process Automation)" (On-Going). (April 1, 2020 - Present).
This work focuses on a relatively new technology (Robotic Process Automation) for solving some of the critical problems of system integration with in and among organizations. Integration has long been a critical concerns for information systems. Hasselbring (2000) that has both external and internal drivers. The external difficulties associated with system can be can be traced to the value chains that extend beyond organizational borders where external supplier and customer information systems become linked as critical parts of each other's data and information architectures.
Exchanging data among these systems and organizational units and passing data to other units to complete work processes is often complex, time consuming, and very costly if the systems are separated by departmental; or other formal organizational decision making lines with distinct process and different but equally important business purposes. Managers have found that organizational work processes cost more to perform and taking longer to complete

than ever before. The situation is alarming as the amount of work increases, budgets decrease, and the processes morph to involve more steps and procedures to ensure quality and accuracy. Greater labor costs, longer processes, increased governance, and pressures for high accuracy create a recipe for a disastrous planning, budgeting, and management brew.

The research examines the ability of RPA to improve integration, and assesses the subsequent benefits of RPA. (This resulted in RPA publication and presentations - please see these sections in the report.)

"Integration and Robotic Process Automation" (On-Going). (June 1, 2021 - December 31, 2022).
Ongoing research into the integration benefits, and expansion of this technology.

I have already published a paper and made conference presentations on RPA. This research will continue into 2023 as the technology expands and evolves.

"Knowledge Management Systems Development" (On-Going). (March 2018 - December 31, 2019).

Research, analysis of the tools, methodologies, and techniques used to develop Knowledge management systems.

"AI Drives a Continuous Knowledge Management Cycle" (Writing Results). (May 2018 - June 2019).

Abstract

This study examines the Artificial Intelligence (AI) premises comparing AI sourced knowledge and human sourced knowledge in the KMS. Knowledge production, collection, and sharing today is changing from the historic discrete to a continuous development, accumulation and dispersion process. We argue that this continuous knowledge creation model will evolve as AI technology matures. The future KMSs will themselves interact and expand as AI sourced knowledge propagates rapidly across industries. Functional requirements are viewed as KMS moderators that direct or inhibit the adoption and use of AI sourced knowledge in decision processes. We suggest that AI knowledge decisions (solutions) will be best when the business or decision environment is highly dynamic; in multiple testing and recurring decision situations (where many smaller decisions can be made that do not have an overriding functional impact or result in massive risk of failure when AI h

"Cloud Migration Management Tools, Technologies and the Changing Operations Models for Information Resource Management" (On-Going). (January 2018 - June 2018).
Impact of the Cloud Upon Systems Development, Testing, and Operations

Teaching Experience

BADM 101, Introduction to Business, 2 courses.
BADM 338, Management & Organizational Behavior, 15 courses.
BADM 417, Management Information Systems, 3 courses.
BADM 422, Strategic Management, 9 courses.
BADM 609, Foundations of Management, 1 course.
BADM 719, Information Technology Mgmt, 266 courses.
MGMT 301, Principles of Management, 1 course.
MGMT 421, Management Information Systems, 3 courses.
MGMT 449, Strategic Management, 14 courses.
MGMT 712, Information Technology Mgmt, 16 courses.
MGMT 710 Managing Innovation 1 course

Directed Student Learning

"Implementation Plan of Travel Management Solution." (June 25, 2019 - August 15, 2019).
Advised: Kristi Cowart

Mentoring

Eric Villafranca (Faculty Member). Approx. 10 hours. August 1, 2020 - October 25, 2020.

Non-Credit Instruction Taught

Tutorial, Hawaii International Conference on System Sciences, 15 participants. (January 7, 2020).

Tutorial, Hawaii International Conference on System Sciences, 45 participants. (January 6, 2019).

Tutorial, Hawaii International Conference on System Sciences, 40 participants. (January 5, 2017).

Tutorial, Hawaii International Conference on System Sciences, 40 participants. (January 5, 2016).

Tutorial, Hawaii International Conference on System Sciences. (January 5, 2015).

Tutorial, Hawaii International Conference on System Sciences. (January 5, 2015).

Tutorial, Hawaii International Conference on System Sciences. (January 6, 2014).

Tutorial, Hawaii International Conference on System Sciences. (January 6, 2014).

Tutorial, Hawaii International Conference on System Sciences. (January 2013).

Teaching Innovation and Curriculum Development

Revise Existing Course. Strategic Management MGMT 449. December 20, 2023 - December 31, 2023.

Revised to be taught in a new mode. the course has not been previously taught in a 3 times per week mode in the class room. Revised to offer if 3 times per week, and use a new version of the text.

New Course. MGMT 301 Principles of Management. November 1, 2022 - December 31, 2022.

Revised the desing, selected a textbook, and developed an outline to separate the Organization Behavior course (MGMT 303) form the Principle of Management course.

I will be scheduled to teach the course for he first time in the Spring semester 2023.

Revise Existing Course. MGMT 449 Strategic Management. September 1, 2021 - October 10, 2021.

Revised this course to fit an 8 week format for CTP students and 5th year students. Completed online module assembly - development and chapter reorganization, included the Capsim Strategy simulation and BKT, and moved the course into Canvas.

Revise Existing Course. MGMT 449 Strategic Management. November 25, 2020 - January 20, 2021.

Completed online module development for an online 14 week course for cadets, completed material reorganization, moved the course into Canvas, and met all CEITL requirements for an online curses by completing the MGMT 449 Online Course Review.

Communications received from Diana Cheshire:

1/20/2021 Will, Thank you so much. Michelle will make the changes in our system showing that your course is fully approved for 5 years! Thank you again.
Diana

1/16/ 2021 We are pleased to inform you that your online class **MGMT 449** has met 40/43 or 93% of Citadel online course review standards - Congratulations! Please note that your course has been conditionally approved and that you will need to email our office that you revised the three standards that are not met before you teach the course again. After that you will receive full approval and not need to submit it again until Fall 2025 unless you make substantial changes.

BADM 417 Management Information systems - online. September 2019.

RE-developed the course using a new 2019 text and following the required modular format of Citadel for online classes. Completed a parity table, and added a number of YouTube videos for student viewing.

BADM 719 and BADM 417 Online and Hybrid. September 2019.

Discussion Board Grading Rubric.

Discussion Board Grading Rubric.

The Discussion Board guidelines and instructions (included in the syllabus and on the DB site) assess Primary Responses (graded) on a 10 point scale by the instructor. CONTENT and CLARITY OF YOUR DISCUSSION POSTINGS IS CRITICALLY IMPORTANT. RUBRIC. Your answer/replies must be full discussions, 350+ words) substantive, i.e., simply REPEATING THE QUESTION AND SAYING THIS IS A GOOD QUESTION or THIS IS WHAT I THINK MIGHT RECEIVE A 2 – 4 OUT OF 10. Limited responses - with only ~ 200 words (and no citations) will earn a 5 - 7.

A GOOD STRONG Primary response 8 - 9, will contain positions, citations from the text that include page numbers, outside references that give full APA citations and page numbers for materials supporting a position or thought, and exceptional analysis – 10. Simply listing "references" at the end of a response (as a bibliography or list) is not a "citation."

Replies to primary response follow the same rubric and are expected to be 50 - 100 words.

BADM 719 Information Technology Management. September 2019.

Developed course wide Project as Student Learning Experiences meeting course level objectives for learning and matching chapter work assignments.

BADM 338 Management and Organization Behavior. September 2017.

Added crises management discussions with "how to respond to crises" communication discussions. (United Airlines, hurricane evacuation).

BADM 719 Information Technology Management. May 2017.

Added project assignment for student trans to prepare work products and presentations needed in information systems organizations requirements for applications/systems; process diagrams, project goals; Use case descriptions and use case diagrams).

BASM 101 Introduction to Business. January 2017.

Added Human Resources speaker (job expectations, interview process steps, and small

business lending and finance discussion); Added speaker - President of FaithStreet speaking on creating a starting a company); added presentations from BSB faculty in all the functional areas.

BADM 338 OL Management and Organizational Behavior. September 2016.

Developed an Online course for undergraduates that matches the sessions and topics covered in the F2F classroom BADM 338 for cadets. Inserted discussion questions and assignments used in the F2F class to simulate in class discussions following the Cadet schedules. Modified due dates to use a weekly reading and discussion format.

BADM 719. September 2015.

Introduction of VW ethics case for the BADM 719 FTF class and the online class (used as an added discussion board topic).

BADM 719 OL. September 2015.

Developed and added a new quiz method for the online students. It requires that students compare and contrast 10 sets of 3-4 key terms. Students must submit written discussion (not simply quotations or definitions) that identify underlying concepts that link the terms or differentiate among the terms.

BADM 338. September 2014.

Role Play - radiation (ethical decisions)

Faculty Development Activities Attended

Continuing Education Program, "PS800 Cybersecurity Awareness," George P. Schultz National Foreign Affairs Training Center, Foreign Service Institute, Arlington, VA, United States. (October 23, 2021 - October 24, 2021).

Records Management Protection Training, "PK217 Records Management for Everyone," George P. Schultz National Foreign Affairs Training Center, Foreign Service Institute, Arlington, VA, United States. (October 20, 2021 - October 24, 2021).

Security Training for National Security Information, "PK400 Mandatory Training for Classifiers and Users of National Security Information," George P. Schultz National Foreign Affairs Training Center, Foreign Service Institute, Arlington, VA, United States. (October 19, 2021 - October 24, 2021).

Intelligence - Security Training, "EX250 Annual Counter Intelligence and Insider Threat Awareness Training for cleared Americans," George P. Schultz National Foreign Affairs Training Center, Foreign Service Institute, Arlington, VA, United States. (October 21, 2021 - October 22, 2021).

Canvas Training, "Canvas Assignments and Discussion Training," CEITL, The Citadel, Charleston, SC. (July 20, 2021).

PII Training (Requirements for Handling Personal Identification Information), "PA318 - Protecting Personally Identifiable Information," George P. Schultz National Foreign Affairs Training Center, Foreign Service Institute (Privacy), Arlington, VA, United States. (November 9, 2020 - November 11, 2020).

Security Training, "EX250 Annual Counter Intelligence and Insider Threat Awareness Training for cleared Americans," George P. Schultz National Foreign Affairs Training Center, Foreign Service Institute, Arlington, VA, United States. (November 5, 2020 - November 11, 2020).

- Training for Records Management Protection, "PK217 Records Management for Everyone," George P. Schultz National Foreign Affairs Training Center, Foreign Service Institute, Arlington, VA, United States. (October 30, 2020 - November 11, 2020).
- Cybersecurity Training, "PS800 Cybersecurity Awareness," George P. Schultz National Foreign Affairs Training Center, Foreign Service Institute, Arlington, VA, United States. (November 9, 2020 - November 10, 2020).
- Continuing Education Program, "Canvas Live Streaming," The Citadel, Baker School of Business, Kiawah Island, SC, United States. (September 8, 2020).
- Continuing Education Program, "QOT3: Curriculum Mapping Alignment & Parity," The Citadel, Baker School of Business, Kiawah Island, SC, United States. (September 8, 2020).
- Continuing Education Program, "QOT4: Best Practices in Assessments," The Citadel, Baker School of Business, Charleston, SC, United States. (September 4, 2020).
- Continuing Education Program, "Optional Advanced: Quizzes In Canvas," The Citadel, Baker School of Business, Charleston, SC, United States. (June 22, 2020).
- Continuing Education Program, "Optional Advanced: Assignments and Discussions in Canvas," The Citadel, Baker School of Business, Charleston, SC, United States. (June 12, 2020).
- Continuing Education Program, "QOT1: Canvas Fundamentals," The Citadel, Baker School of Business, Charleston, SC. (June 12, 2020).
- Continuing Education Program, "QOT2: Best Practices for Teaching Online," The Citadel, Baker School of Business, Charleston, SC, United States. (June 12, 2020).
- Training - D2L - Stewardship of Children, "D2L - Stewards of Children Online Training," The National Association of Social Workers, North Charleston, SC, SC, United States. (May 11, 2020 - May 12, 2020).
- Workshop, "Train the Trainer - CAPSIM," The Citadel, and CAPSIM, Chicago, IL, United States. (January 3, 2019 - January 4, 2019).
- Training, "Citadel Online Teaching Faculty Academy," The Citadel, Charleston, SC. (June 24, 2015 - August 19, 2015).
- Training, "Electronic Capital Planning and Investment Control," Foreign Service Institute (FSI). (May 24, 2011 - May 25, 2011).
- Training, "eCPIC," Federal Government. (2006 - 2009).
- Workshop, "MS Active Directory Fundamentals Course." (October 2005).

University Service

- FTPC Voting Member (Dr. Benjamin P. Dean), Committee Representative for the Management and Entrepreneurship Promotion and Tenure Committee. (October 15, 2023 - December 31, 2023).
- FTPC Voting Member (Dr. James Bezjian), Representative for the Management and Entrepreneurship Promotion and Tenure Committee. (October 15, 2023 - December 31, 2023).

FTPC Voting Member (Dr. Kirsten Passyn), External Representative for the Accounting and Finance Promotion and Tenure Committee. (October 15, 2023 - December 31, 2023).

Member, Faculty Standards Committee, Standards Committee for the BSB. (September 30, 2023 - December 31, 2023).

Member, Interviewer, Voter College Graduate Curriculum Committee, Citadel Graduate Curriculum Committee. (September 30, 2023 - December 31, 2023).

Member, Interviewer, Voter Citadel Scholarship Committee, Citadel Scholarship Committee. (September 30, 2022 - May 15, 2023).

Chair for the Promotion to Full Professor Committee (Dr. Benjamin Dean), Cahir - Promotion and Tenure Committee. (October 15, 2022 - December 31, 2022).

FTPC Voting Member (Dr. Kevin Lim), External Representative for the Accounting and Finance Promotion and Tenure Committee. (October 15, 2022 - December 31, 2022).

Chair - Organization Behavior position search. (M&E Department), Search Committee for Organization Behavior Position. (September 1, 2022 - December 31, 2022).

Member - AOL Committee, AOL Committee, Baker School of Business. (September 15, 2021 - December 31, 2022).

Member - Senate Enrollment Committee, Senate Enrollment Committee. (August 15, 2021 - December 31, 2022).

Title IX Representative/Investigator, Other. (September 24, 2014 - December 31, 2022).

Member - The Citadel Senate, The Citadel Senate. (September 2019 - August 15, 2022).

Post-Tenure Review Member - Dr. Richard Ebling, Marketing, Supply Chain, and Economics Post Tenure Review Committee. (March 1, 2022 - April 15, 2022).

Member, Citadel Senate Enrollment Committee. (January 6, 2021 - December 31, 2021).

FTPC Voting Member (Desplaces, Wright, Sigler), MGMT Promotion and Tenure Committee. (October 15, 2021 - December 1, 2021).

Member, Graduate Curriculum Committee. (October 15, 2020 - May 15, 2021).

Chair (September 2020 - May 15, 2021), Citadel Senate Enrollment committee. (August 15, 2020 - May 15, 2021).

Probationary Review Committee Member for Dr. Kevin Lim (Accounting and Finance Department), ACFI (Accounting and Finance) Department Tenure and Promotion Committee. (November 2020 - March 2021).

TITLE IX Investigator. (January 1, 2018 - December 31, 2020).

Attendee, Meeting, Citadel College Enrollment Committee. (October 3, 2017 - December 31, 2020).

Mentor - Team teaching/Hybrid, Management and Entrepreneurship Department. (August 1, 2020 - October 25, 2020).

Committee Chair - Graduate Committee, Graduate Curriculum Committee. (August 16, 2019 - October 15, 2020).

Committee Member, AOL Committee. (September 1, 2019 - May 15, 2020).

Attendee - Completed Darkness to Light Training Course, Citadel Training Requirement - every 5 years. (May 12, 2020).

Search Committee Chair, Faculty Search Committee for Data analytics and Information Systems Position. (January 1, 2020 - March 1, 2020).

Search Committee Chair, Other. (September 1, 2019 - December 31, 2019).

Attendee Senate Meeting Representative, Citadel Faculty Senate. (August 16, 2019 - December 31, 2019).

Committee Member, Graduate Curriculum Committee. (September 2015 - August 2019).

Committee Member, Strategic Planning Committee. (August 2016 - August 2018).

Committee Chair, Instructional Resource Committee. (August 2014 - May 15, 2018).

Committee Member, Other. (August 2016 - March 18, 2018).

Committee Member, Other. (October 25, 2016 - October 1, 2017).

Committee Member, Other. (September 1, 2016 - June 1, 2017).

Committee Member, Other. (September 2015 - September 2016).

Other. (September 2015 - December 2015).

Professional Service

Editorial Review Board Member, International Journal of Systems and Service-Oriented Engineering (IJSSOE). (August 2017 - Present).

Editorial Review Board Member, Applied Management Journal, Bowling Green, KY. (November 15, 2023 - December 31, 2023).

Reviewer/Referee, Applied Management Journal, Bowling Green. (June 1, 2023 - November 30, 2023).

Reviewer/Referee, EDSIG&CONISAR 2023. Conference on Information Systems Applied Research and Education Special Interest Group, Albuquerque, NM. (July 1, 2023 - August 31, 2023).

Reviewer/Referee, Hawaii International Conference on System Sciences (HICSS 57), Honolulu, HI. (June 30, 2023 - August 2, 2023).

Reviewer/Referee, Southeast Case Research Conference - 2023 (Feb. Conference, reviewed in 2023), Myrtle Beach, SC. (January 15, 2023 - February 10, 2023).

Reviewer/Referee, Southeast Case Research Conference - 2023 (Feb. Conference, reviewed in 2022), Myrtle Beach, SC. (October 15, 2022 - December 15, 2022).

- Reviewer/Referee, EDSIG&CONISAR 2022. Conference on Information Systems Applied Research and Education Special Interest Group, Clearwater Beach, FL. (July 1, 2022 - August 31, 2022).
- Reviewer/Referee, Hawaii International Conference on System Sciences (HICSS 56), Virtual - online. (June 30, 2022 - August 7, 2022).
- Conference-Related, Technology Track, Annual International Conference on Advances in Management, Bowling Green, KY. (February 1, 2021 - January 7, 2022).
- Reviewer/Referee, Southeast Case Research Conference - 2022, Myrtle Beach, SC. (November 1, 2021 - December 15, 2021).
- Reviewer/Referee, Hawaii International Conference on System Sciences (HICSS 55), Virtual - online. (June 30, 2021 - August 5, 2021).
- Reviewer/Referee, The Americas Conference on Information Systems (AMCIS), Virtual - 2021. (June 1, 2021 - July 31, 2021).
- Reviewer/Referee, Hawaii International Conference on System Sciences (HICSS 54), Online, HI. (July 1, 2020 - September 15, 2020).
- Reviewer/Referee, Conference on Information Systems Applied Research (EDSIGCON/CONISAR 2020), online. (July 1, 2020 - August 31, 2020).
- Reviewer/Referee, Library Hi Tech (SSCI listed): Emerald Insight, Howard House, Wagon Lane, Bingley, (February 1, 2020 - March 31, 2020).
- Reviewer/Referee, European Conference on Information Systems (ECIS 2020): (November 1, 2019 - December 15, 2019).
- Reviewer/Referee, Hawaii International Conference on System Sciences, Waikola, HI. (July 2019 - August 2019).
- Reviewer/Referee, Conference on Information Systems Applied Research (EDSIGCON/CONISAR 2018), Norfolk, Virginia November 6 - November 9 2019, Cleveland, OH. (June 2019 - July 2019).
- Reviewer/Referee, Hawaii International Conference on System Sciences. (July 2018 - August 2018).
- Conference on Information Systems Applied Research (EDSIGCON/CONISAR 2018), Norfolk, Virginia October 31 - November 3 2018. (June 15, 2018 - August 15, 2018).
- Reviewer/Referee, Hawaii International Conference on Information Systems. (June 2017 - August 2017).
- Reviewer/Referee, Conference on Information Systems Applied Research (CONISAR 2017), Austin, Texas November 5-8, 2017. (July 2017 - August 11, 2017).
- Reviewer/Referee, Journal of Management Information Systems, Saddle River, NJ. (January 2014 - May 15, 2017).
- Reviewer/Referee, Hawaii International Conference on System Sciences, Honolulu, HI. (June 2016 - August 2016).

10/25/2024

Hawaii International Conference on System Sciences, Honolulu, HI. (June 15, 2015 - August 1, 2015).

Reviewer/Referee, 23rd European Conference on Information Systems (ECIS2015), Munster. (February 2, 2015).

Conference-Related, Technology Track, Annual International Conference on Advances in Management. (2001 - 2013).

Workshop Organizer, Hawaii International Conference on System Sciences, Kauai, HI. (January 5, 2010 - January 8, 2010).

Public Service

Supporter, advisor, sponsor, Charleston Ocean Racing Association (CORA) , formed in 1967, operating as a volunteer, non-profit 501c3 organization., JOHNS ISLAND, SC. (May 1, 2023 - June 3, 2023).

Supporter, advisor, sponsor, MUSC Hollings Cancer Center & CORA - Charleston Ocean Racing Association, JOHNS ISLAND, SC. (September 10, 2022).

Supporter, advisor, CORA - Charleston Ocean Racing Association, Cahrleston, SC. (May 1, 2022 - July 2, 2022).

Guest Speaker, GWSB DC Government CIO Training Program, Washington, DC. (April 24, 2015 - December 17, 2015).