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Monterey, California. Naval Postgraduate School

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Dr. Tom Housel specializes in telecommunications, information technology, value-based business process reengineering, and knowledge value measurement. He is currently a Professor for the Information Sciences (Systems) Department. His areas of teaching include: decision support systems, knowledge management, electronic business, telecommunications, and reengineering. Prior to joining NPS, he also was a Research Fellow for the Center for Telecommunications Management and Associate Professor at the Marshall School of Business at the University of Southern California. Tom has been the Chief Business Process Engineer for Pacific Bell, where he completed numerous reengineering projects and developed a new objective method for measuring the value-added by reengineering. His last assignment in the corporate world was as the Chief of Consumer Market Research for Telecom Italia in Venice, Italy where he developed new methods for predicting the adoption rates for new interactive multimedia broadband applications. He is Managing Partner for Business Process Auditors, a firm that specializes in training Big Six consultants, large manufacturing and service companies in the Knowledge Value-Added methodology for objectively measuring the return generated by corporate knowledge assets/intellectual capital.

He received his Ph.D. from the University of Utah in 1980. He won the prestigious Society for Information Management award for best paper in the field in 1986. His work on measuring the value of intellectual capital has been featured in a Fortune cover story (October 3, 1994) and Investor's Business Daily, numerous books, professional periodicals, and academic journals. His latest books include: "Measuring and Managing Knowledge" and "Global Telecommunications Revolution: The Business Perspective" with McGraw-Hill (both in 2001).