

With M. Goslar. (1993) "Toward an Empirical Taxonomy and a Model of Evolution for Telecommunications Technologies," *Journal of Information Technology*, Vol.8, 167-176.

A major group of information technologies pervading businesses in the 1990s are communication-based technologies. Given the diversity and complexity of these technologies, it is surprising that they have been the subject of precious little empirical research. This study examines the use of these technologies in American businesses. The data suggest preliminary patterns along which these technologies can be structured to facilitate both practice and research.