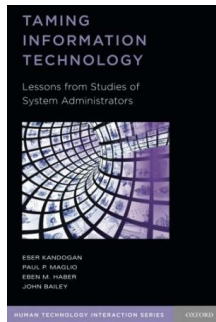


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## TAMING INFORMATION TECHNOLOGY: LESSONS FROM STUDIES OF SYSTEM ADMINISTRATORS



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- Authored by Eser Kandogan, Paul P Maglio, Research Staff Member Eben M Haber
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