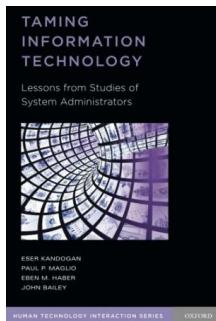


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TAMING INFORMATION TECHNOLOGY: LESSONS FROM STUDIES OF SYSTEM ADMINISTRATORS



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