Taming Information Technology: Lessons from Studies of System Administrators (Human Technology Interaction Series)

Eser Kandogan, Paul Maglio, Eben Haber, John Bailey

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Information technology is at the center of modern life. It supports most day-to-day activities: talking on the phone, getting money from an ATM, or working in the office. Whether for work, commerce, or fun, we interact with computers, networks, and databases -- all sorts of information technology. How does it work? Certainly, technological advances helped create this world. But what keeps it running? The answer is people. These people -- computer system administrators -- are the unsung heroes of the modern age. This book, ten years in the making, is the result. It tells the story of system administration through the narratives of real system administrators. It documents dynamic systems of people and machines, of specialists working together to tame hugely complex information technology infrastructures, developing and adapting their own tools and practices over time to create productive work environments. The authors hope *Taming Information Technology* will lead the way to a future in which the important work of these IT workers is better appreciated, better understood, and better supported.

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