- 5. Computing Operations Management: DP Management, use of performance monitors, operations personnel, production focus.
- \*\* Aasgaard, D. O., Cheung, Puilam R., Hulbert, Bradley J., and Simpson, Morgan C., "An Evaluation of Data Processing `Machine Room' Loss and Selected Recovery Strategies," University of Minnesota, Graduate School of Business Administration, MISRC, Working Paper No. 79-04, June 1979, 31 pages.
- \*\* Barber, Raymond E., and Lucas, Henry C. Jr., "System Response Time, Operator Productivity, and Job Satisfaction," Center for Research on Information Systems, Graduate School of Business Administration, New York York University, Working Paper Number CRIS-31, June 1982, 33 pages.
  - \* Batiste, John L., "The Application Profile," MIS Quarterly (10:3), September 1986, pp. 207-213.
- \*\* Bitton, Dina, DeWitt, David J., and Turbyfill, Carolyn,
  "Benchmarking Database Systems: A Systematic
  Approach," University of Wisconsin (Madison), Computer
  Sciences Technical Report #526, December 1983, 41 pages.
  - Couger, J. Daniel, and Zawacki, Robert A., "Something's Very Wrong with DP Operations Jobs," <u>Datamation</u>, March 1979, pp. 149-158.
- \*\* Doherty, W. J., and Kelisky, R. P., "Managing VM/CMS Systems for User Effectiveness," IBM Systems Journal (8:1), 1979, pp. 143-163.
- \*\* Hanes, Lewis F., and Ramage, William W., "Productivity Measurement for Computing and Information Services," Ninth Annual SMIS Conference, pp. 81-86.
  - Haring, Guenter, and Posch, Reinhard, "On the Use of a Synthetic OnLine/Batch Workload for Computer Selection,"

    Information and Management (3:3), September 1980, pp. 95102.
  - Ives, Blake, and Chervany, Norman L., "Alternative Data Entry Technologies and Settings: Impact on Worker Attitudes and Behavior," <u>Information and Management</u> (6), 1983, pp. 37-47.
- \*\* Ives, Blake, and Olson, Margrethe, "Manager or Technician?
  The Nature of the Information Systems Manager's Job," MIS
  Quarterly (5:4), December 1981, pp. 48-63.