



CHIMIT 09

Symposium on Computer-Human Interaction
for Management of Information Technology
November 7-8, 2009
Baltimore, MD

Computer-Human Interaction for Management of Information Technology



In Association With
USENIX
THE ADVANCED COMPUTING SYSTEMS ASSOCIATION

November 7-8, 2009 - Baltimore, MD

General Chairs:

Eben Haber, *IBM Research*
Wayne Lutters, *UMBC*

Program Chairs:

Jhilmil Jain, *HP Labs*
Wendy Lucas, *Bentley University*
Kirstie Hawkey, *UBC*

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Wayne Lutters, *UMBC*
Tara Matthews, *IBM*
Mustapha Mouloua, *UCF & UTF*
Frode Eika Sandnes, *University College Oslo*

Submission Dates:

July 3, 2009

Papers and Short Papers

August 7, 2009

Panels and Courses

September 11, 2009

Posters

Call for Papers, Posters, Panels, and Courses

Information Technology (IT) is central to modern life. From our homes to our largest enterprises, we are surrounded by software and hardware components that support our work and personal lives: wireless access points, network routers, firewalls, virus scanners, databases, web servers, storage and backup systems, etc. These components exist to permit us to do other things, e.g., manage inventory, communicate with friends or customers, sell products through websites, yet all too often managing the underlying IT infrastructure takes time and resources away from the real work at hand.

Started in 2007, ACM CHIMIT Symposium is the leading forum for discussing topics on IT management with a focus on people, business, and technology. At CHIMIT, researchers and practitioners share issues, solutions, and research drawing upon fields such as human-computer interaction, human factors, and management and service sciences to address cognitive, social, and technical issues in managing the increasing complexity of modern Information Technology (IT) systems.

Original unpublished contributions in the form of papers, panels, courses, and posters are sought in areas including (but not limited to):

- **User Studies** of IT infrastructure management in context.
- **Design** approaches to bring about improved, human-centered IT systems.
- **Experimental Studies** on the usage of new or existing IT systems.
- **Tools and Techniques** for improved administration, e.g., visualizations of system behavior, or collaborative interfaces.
- **Automation** approaches to reduce workload or improve productivity.
- **Organizational Knowledge** - how shared knowledge can improve IT management.
- **Processes and Practices** for improved IT management.
- **New Technologies** - how will the changing technological landscape (e.g., Cloud Computing, pervasive mobile devices, etc.) affect IT management?
- **IT Beyond the Enterprise** - what are the implications now that we're doing backups, network configuration, etc. in the home?

Further examples may be found on the Symposium website.

www.chimit09.org