

Information and Technology Manager Influence

Influence (P₁₇)

TRUST. ADMINISTRATOR DILEMMA.¹

Details Suzy Lauridsen is the site administrator² for Bryn McKenzie Clearinghouse.

Lauridsen knew that the Clearinghouse gets a lot of students working over the summer. All the permanent employees know that they are very tech savvy and are used to using any available technology to work and play without thinking much about a boundary between them. They are very efficient workers and no one pays much mind to what they do at any particular moment so long as they get the job done. Still, Lauridsen does not trust them and keeps a close eye on what they are up to.

Else Jagger a summer job employee just irritated Lauridsen; the way they dressed, the way they seemed to be dismissive of authority.

While snooping³ around Lauridsen found Jagger writing a blog for a bestiality study group, Man's best friend.

This offended Lauridsen's sensibilities.⁴, who immediately deleted the blog and tossed Jagger off the network.⁵

Jagger, initially stumped by their inability to work went to Lauridsen to report the problem.

Lauridsen's reply: "There was no network problem. When you stop doing bad things I will let you back on."

Jagger then said, "It was made clear to me when I started work here that I could do what I pleased so long as I met my quota at the end of my shift. I did nothing illegal. You don't have the right to do this."

Lauridsen: "And yet I just did. If you don't quit and not make a fuss I will create a blog threatening to blow up the building and everyone will believe you wrote it."⁶

Jagger had taken the precaution of leaving their smartphone on. When the conversation was finished Jagger went to see, their boss, Roger Burns. Burns then contacted Lynda Sullivan, Lauridsen's boss.

¹ Based on an actual event related to me and eerily similar to: <http://www.nd.edu/~rbarger/cases.html>

Cast	Role
Roger Burns	Else's boss
Else Jagger	Summer job employee
Suzy Lauridsen	Site administrator
Lynda Sullivan	Suzy's boss

Table 1: I₂ Cast

² In order to insure normal service operations, the site administrator and the operators of a computer system have access to the entire system. This means that there is not really anything on a computer network that is truly private. Files are usually protected from other users, but not from the system folks.

³ Lauridsen saw this as part of the job description.

⁴ Lauridsen: "There ought to be a law against it". Perhaps there is, somewhere.

⁵ Lauridsen thought, "It's my network, and I can do what I want with it. There is no law against what I did."

⁶ The problem here is that every file on the system is accessible to the site administrator, and they generally leave no tracks when they change a file. ("What, the 'last written date' shows I edited it? No problem, I'll just set that date back ...")