

MANAGEMENT INFORMATION SYSTEMS QUARTERLY

Table of Contents

DECEMBER 1978

Volume 2, Number 4

| | |
|-------------------------|----|
| EDITORIAL PREVIEW | ii |
|-------------------------|----|

APPLICATION

"Systems Development Quality Control,"

Dennis J. Halloran, Minneapolis Star & Tribune Company; Susan J. Manchester, Federal Reserve Bank of Minneapolis; John W. Moriarty, General Mills, Inc.; Robert E. Riley, Minnesota Gas Company; James R. Rohrman, Northern States Power Company; and Thomas B.

Skramstad, Target Stores 1

Presents some general ideas on how various aspects of the systems life cycle might be measured as one means of assessing and controlling the quality of a system.

"Cost Analysis of Computer Maintenance Contracts," Barry L. Bateman, Southern Illinois University at Carbondale and James C. Wetherbe,

Houston Oil and Mineral, Inc. 15

Describes a cost model to help users realistically negotiate vendor contracts that assure equipment performance.

"Solving Design Problems More Effectively," James A. Highsmith,

The Citizens and Southern National Bank 23

Investigates some of the psychological background of problem solving and group interaction, and describes a conceptual model to assist in harnessing and directing our latent creative energy.

"Document-Based Systems for Management Planning and Control: A Classification, Survey and Assessment," E. Burton Swanson, University of California at Los Angeles and Mary J. Culnan, University of California at Los Angeles

31

Develops a framework for the classification and assessment of document-based systems and discusses the integration of data and document processing techniques in support of management planning and control.

"The Internal Auditor's Role in MIS Developments," Charles R. Purdy, University of Minnesota

47

Discusses the potential roles of the internal auditor in the systems development process, and suggests a means of constructive interaction between EDP managers and the MIS manager of internal audits.

| | |
|------------------------|----|
| FROM OUR READERS | 59 |
|------------------------|----|

| | |
|-------------------------------|----|
| REVIEWER ACKNOWLEDGMENT | 63 |
|-------------------------------|----|

| | |
|-------------------------------|----|
| INFORMATION FOR AUTHORS | 67 |
|-------------------------------|----|

| | |
|----------------------------------|----|
| SUBJECT INDEX FOR VOLUME 2 | 71 |
|----------------------------------|----|

| | |
|---------------------------------|----|
| AUTHOR INDEX FOR VOLUME 2 | 72 |
|---------------------------------|----|