

# Organizational & End-user Information Systems—A Compendium of Resources and Materials

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*Developing the design and focus of a new curriculum is always an evolutionary process. This is particularly true in the field of information systems, which has undergone tremendous change in the past ten years. To assist educators in updating curricula, the Office Systems Research Association (OSRA) published its first model curriculum in 1986 and a revised curriculum in 1996. OSRA's goal is to help educators design a program that results in information professionals who have the skills and knowledge necessary to make quality decisions regarding organizational and end-user technologies. The title given to the model curriculum, Organizational & End-user Information Systems (OEIS), emphasizes the need to view technology as a means for reaching organizational goals and maximizing individual employee performance.*

OEIS educators are facing tremendous challenges in identifying, developing, and designing a curriculum that will prepare undergraduates for work in the next century. According to Bridget O'Connor, editor of the 1996 *Organizational & End-User Information Systems (OEIS) Model Curriculum*, "the OEIS framework for undergraduate education is designed to prepare graduates of four-year programs for entry-level positions that involve the analysis, design,

implementation, and evaluation of information technologies. In addition, the curriculum design gives great attention to the individual, group, and organizational side of the information revolution." (Curriculum Revision Group, 1996. P. 53).

The purpose of this article is to provide OEIS educators resources, including current textbooks, journals and publications, videos, web sites, and certification information. These resources may assist an OEIS faculty member in better designing and implementing programs geared toward preparing information technology graduates.

Because course titles, content, and levels differ from one institution to another, the OEIS model curriculum codes/titles are used as a base. The appropriate course for a resource is identified by the code assigned to the model curriculum course.

The courses in the OEIS model curriculum are listed in Figure 1.

**Figure 1: OEIS Courses\***

Code	Course Title
OEIS-1	OEIS Concepts
OEIS-2	End-user Technology Solutions
OEIS-3	OEIS Planning & Design
OEIS-4	OEIS Implementation & Evaluation
OEIS-5	Designing & Managing Organizational Training
OEIS-6	Communications Technologies
OEIS-7	Cases in OEIS
OEIS-8	Information & Media Management
OEIS-9	Special Topics
OEIS-10	Business Process Redesign
OEIS-11	Internship

\* OEIS course references are taken from *The 1996 Model Curriculum in Undergraduate Education for Information Technology*.

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## OEIS-Related Textbooks

The list of textbooks included in Table 1 is not meant to be all-inclusive. The listing provides at least two current textbooks for each course in the OEIS Curriculum.

## OEIS-Related Publications

The journals/publications listed in Table 2 are provided to assist both the instructor and student in learning more about the discipline of organizational & end-user information systems (OEIS). The publications are a sampling of the professional and trade journals available in the information technology field. As well as providing information for course preparation, the publications may be an outlet for sharing organizational & end-user information systems research and teaching methods. Current editors and brief journal descriptions are cited from the 1997 *Cabell's Directory of Publishing Opportunities in Management and Marketing* (which also includes information systems related journals).

## Resources Provided by OSRA

The Office Systems Research Association provides at no cost important resources for the OEIS instructor. One is a special research project, *Bringing Office Information Systems into Focus*. A second is the complete curriculum model for undergraduate education in information technology, *Organizational and End-user Information Systems*. A third is a special issue of the *OSRJ* that was devoted to the curriculum.

1. Regan, E. A. (author). (1993). Bringing office information systems into focus. [Special Issue]. *Office Systems Research Journal*, 11(3).

Abstract: Regan defined office information systems as a specialized academic area within the domain of information systems (IS). She developed this report through a series of reviews by a Delphi panel of experts. She differentiated office information systems from

other IS areas of study and from other fields such as office or administrative management. The entire journal issue was devoted to describing the evolution of office systems and end-user computing as an academic area and how it parallels the development of computer technology.

2. O'Connor, B. N. (Ed.). (1996). *Organizational and end-user information systems model curriculum*. Springfield, MO: OSRA.

Abstract: Educators and business and industry representatives developed the OEIS Model Curriculum. The model depicts how [primarily] schools of business can prepare graduates of four-year programs for positions involving the analysis, design, and implementation of end-user information systems often referred to as "office information systems." Ten courses are included in the model. Each course outline contains a course description, outcomes, approach, content, and resources.

3. O'Connor, B. N. (Ed.). (1996). Special curriculum issue. [Special Issue]. *Office Systems Research Journal*, 14(1).

Overview: This journal includes refereed articles that describe the field of organizational and end-user information systems, the development of the model curriculum, and strategies for implementation. It also includes the entire model curriculum. Following is a listing of articles and their authors.

Regan, E. A. Organizational and end-user information systems: Defining the field.  
 Bronner, M. Curriculum development: The need for business/education cooperation.  
 O'Connor, B. N. The organizational and end-user information systems model curriculum: Its development process.  
 Moses, D. R. & Rehwaldt, S. S. The OEIS model curriculum: A template for implementation.

**Table 1: Textbooks to Support OEIS Curriculum for Undergraduate Education in Information Technology**

Course	Author(s)	Title	Publisher	Year	Pages	Supple- Mentary Materials	Contents
OEIS-1	Charles Ray, Janet Palmer & Amy Wohl	Office Automation: A Systems Approach	International Thompson	1995	577	Yes	An introductory text including four sections. The sections are Introduction to Office Automation, Office Systems and Technologies, Systems Strategies for Office Automation, and Changes and Challenges for Office Automation.
OEIS-1	Rosemary Fruehling, Constance Weaver & Victoria Lyons	Office Systems: People, Procedures, and Technology	EMC Paradigm	1992	612	Yes	A basic level text to develop decision-making, communications, and technical skills needed to effectively solve business problems.
OEIS-1 and OEIS-2	Elizabeth A. Regan & Bridget N. O'Connor	End-user Information Systems: Perspectives for Managers and IS Professionals.	Prentice-Hall	1994	704	Yes	The first half of the text provides an introduction to the technologies, applications, problems, and opportunities related to the introduction of office systems and end-user computing into an organization.
OEIS-2	Gary Shelly, Thomas Cashman & Misty Vermaat	Office 97 Introductory Concepts and Techniques	Course Technology	1997	1044	Yes	Text provides an introduction to computers including computer hardware and software concepts and information on how to purchase, install, and maintain a PC. Word, Excel, Access, PowerPoint, Outlook, the Internet, World Wide Web, and intranets are also presented.
OEIS-2	Nita Rutkosky	Microsoft Office Professional	EMC Paradigm	1997	800	Yes	Text guides students through Word, Excel, Access, and PowerPoint.
OEIS-2	Robert Shepherd	Introduction to Computers and Technology	EMC Paradigm	1998	344	Yes	Provides a contemporary view of the digital world. It covers new developments in hardware, networking, application software, and telecommunications.
OEIS-2	Kelly Services	PinPoint 2000	Macmillan Publishing/ Que Education & Training	1999	CD-ROM	Yes	This is a trainer and evaluation product in CD-ROM format that allows the end user to develop advanced microcomputer competencies in Office 2000 without a hardcopy textbook. Also, the product allows (on the same CD-ROM) the instructor to evaluate and assess the learner using a performance-based testing procedure.
OEIS-2	Roberta Baber & Marilyn Meyer	Computers in Your Future-98 Interactive Edition	Que Education & Training	1998	CD-ROM	Yes	This product provides students with a unique, discovery-based learning tool. The text (in CD-ROM format) includes interactive multimedia explorations on microcomputer hardware/software topics as well as seamless integration of the WWW, personalized study guides, and electronic review exercises with e-mailable results to the instructor.

**Table 1: Textbooks to Support OEIS Curriculum for Undergraduate Education in Information Technology (continued)**

Course	Author(s)	Title	Publisher	Year	Pages	Supple- Mentary Materials	Contents
OEIS-2	James O'Brien	Introduction to Information Systems: A Networked Enterprise Perspective	Irwin, McGraw-Hill	1998	608	Yes	An introductory text that focuses on the Internet, intranets, extranets, electronic commerce, Java, and other new developments in technology. Real world cases are included in each chapter.
OEIS-3	Gary Shelly, Thomas Cashman & Harry Rosenblatt	Systems Analysis and Design	Course Technology	1998	426	Yes	Text provides broad coverage of the five phases of the system development life cycle and present fundamentals of systems analysis and design topics including strategic planning, feasibility studies, fact-finding techniques, data flow diagrams, structured English, decision tables, decision trees, and CASE tools.
OEIS-3	Jeffrey Whitten & Lonnie Bentley	Systems Analysis and Design Methods	Irwin McGraw-Hill	1997	590	Yes	The text has five sections including; The Context of Systems Analysis and Design Methods; Systems Analysis Methods; Systems Design and Construction Methods; Beyond Systems Analysis and Design; Cross Life Cycle Activities and Skills.
OEIS-3 and OEIS-4	Elizabeth A. Regan and Bridget N. O'Connor	End-user Information Systems: A Perspective for Managers and IS Professionals	Prentice Hall	1994	704	Yes	The text provides a comprehensive treatment of information technology in the workplace. The second half of the text includes a project methodology that is used to create a framework for assessing job performance, work process redesign, organization issues, and technology analysis and design.
OEIS-3 and OEIS-4	Jim Fuller	Managing Performance Improvement Projects	Jossey-Bass	1997	236	No	The essential aspects of project development are addressed and the process is broken down into preparing for the project, planning the project, and implementing the plan.
OEIS-4	James O'Brien	Management Information Systems: Managing Information Technology in the Networked Enterprise	Irwin, McGraw-Hill	1996	752	Yes	Uses cases to help students learn how information technology provides them with powerful managerial resources. Its goals are to have students propose and participate in developing information systems solutions to business problems.
OEIS-4 and OEIS-5	Thomas Davenport & Laurence Prusak	Working Knowledge: How Organizations Manage What They Know	PBS Press	1998	187	No	The authors provide a general perspective on how firms work and how managers can improve performance.
OEIS-5	Bill Brandon, et al.	Computer Trainer's Personal Training Guide	Que E&T	1996	290	No	The book is designed for beginning and experienced trainers. It provides techniques for working with adults, determining training needs, assessing training effectiveness, and developing course materials.
OEIS-5	Bridget N. O'Connor, Michael Bronner & Chester Delaney	Training for Organizations	South-Western Educational Publishing	1996	346	Yes	The text gives an overview of the many roles of a corporate trainer. The text presents a systems approach to training and places strong emphasis on needs analysis and planning for the evaluation of training interventions.

**Table 1: Textbooks to Support OEIS Curriculum for Undergraduate Education in Information Technology (continued)**

Course	Author(s)	Title	Publisher	Year	Pages	Supple- Mentary Materials	Contents
OEIS-5	Elaine Weiss	The Accidental Trainer	Jossey-Bass	1996	175	No	Practical strategies for improving the performance of people who work in automated work environments.
OEIS-5	Robert Craig, Editor	ASTD Training and Development Handbook	McGraw-Hill	1996	864	No	Chapters cover the basics of adult learning theory, instructional design, and evaluation. New trends in instructional media, outsourcing, and technical skills training are explored in depth.
OEIS-5	Brandon Hall	Web-Based Training Cookbook	John Wiley & Sons	1997	482	Yes	An introductory text to designing web-based training. It includes criteria for evaluating the training, legal issues to consider, and online curriculum providers.
OEIS-6	Gary Shelly, Thomas Cashman & Judy Serwatka	Business Data Communications	Course Technology	1997	352	Yes	The textbook reflects trends in business data communications and addresses basic concepts such as local area networks, protocols, network and internet management, and network software.
OEIS-6	Joe Levy	Telecommunications and the Internet	South-Western Publishing	1997	146	Yes	A non-technical, end-user approach to understanding telecommunications. Emphasis on using the Internet.
OEIS-6	Novell Inc.	Certified Novell Administrator Curriculum	South-Western Publishing	1997	288	No	Text introduces the concepts and terminology used in the computer networking field. The focus is on workgroup systems and popular network configurations. It prepares students for the Certified Novell Administrator exam.
OEIS-6	John Vargo & Ray Hunt	Telecommunications in Business: Strategy and Application	Irwin, McGraw-Hill	1996	576	Yes	Explains the primary principles of how networks may be used as strategic tools in business. Through case studies students analyze networking requirements and select a network solution to fit an organization's needs.
OEIS-6	Houston Carr & Charles Snyder	The Management of Telecommunications	Irwin/McGraw-Hill	1997	752	Yes	Textbook explores all facets of being a telecommunications end-user. It stresses the importance of the decision-making by using an integrated continuing case approach.
OEIS-7	Amy Wohl & Steven Hunt	Managing Integrated Business Systems: A Case Approach	South-Western Publishing	1991	528	Yes	The text uses cases to help students identify the influences and interrelationships of office systems as a subsystem of the business as a whole. A case is included with each chapter for student analysis.
OEIS-7	Jay Liebowitz & Medhi Khosrowpour	Cases on Information Technology Management	Idea Group Publishing	1997	334	No	Compilation of cases describing information technology experiences in both domestic and international organizations. Each case provides background information, project description, current status, successes and failures, lessons learned, and questions for discussion.
OEIS-8	Betty Ricks, Ann Swafford & Kay Gow	Information and Image Management	South-Western Publishing	1992	557	Yes	Provides a systematic approach to managing information resources from creation to final disposition.
OEIS-10	Arun Maira & Peter Scott-Morgan	The Accelerating Organizations: Embracing the Human Face of Change	McGraw-Hill	1996	306	No	Emphasis is placed on focusing on goals and bringing about change while avoiding performance disruptions. A practical, how to approach.

**Table 1: Textbooks to Support OEIS Curriculum for Undergraduate Education in Information Technology (continued)**

Course	Author(s)	Title	Publisher	Year	Pages	Supple- Mentary Materials	Contents
OEIS-10	Omar Sawy	The Business Process Reengineering Workbook	Irwin, McGraw-Hill	1997	256	Yes	A practical how-do guide leads students through the steps of redesign and improvement. Text is packaged with Windows-based BPR Workflow software.
OEIS-10	Andrew DuBrin	Reengineering Survival Guide	Thomson Executive Press	1996	300	No	An overview of reengineering and the downsizing process is provided. Numerous case examples are provided.
OEIS-10	David Carr & Kelvin Hard	Managing the Change Process	McGraw-Hill	1995	272	No	A description of change management strategies and examples of how the strategies were applied in major organizations.

Caouette, M. J. & Lutz, C. The status of model curricula development: A look at the efforts of ACM, DPMA, and OSRA.

Hart, M., Morris B, & Cochrane, D. Training in industry and education: Training's role in the OEIS curriculum.

Regan, E. & Hunt, S. Business process redesign (reengineering) directions for the next century.

The OSRA organizational and end-user information systems model curriculum.

To obtain a copy of these documents, contact Donna McAlister Kizzier, OSRA Executive Director. <http://www.osra.org>

Phone: 402-472-3647

Fax: 402-472-5907

Email: [dkizzier@unlinfo.unl.edu](mailto:dkizzier@unlinfo.unl.edu)

Mail: University of Nebraska  
529A Nebraska Hall  
Lincoln, NE 68588-0515

## Web Sites

Table 3 offers a sampling of OEIS-related web sites that provide information related to information systems hardware and software, publications and news, training, planning and design, and information management.

## Certification

Certification is one means by which computer professionals provide evidence of their knowledge and skill levels to potential clients and employers. The following discussion includes certification by the Institute of Certification of Computer Professionals (ICCP), Microsoft Certified Professional Program (MCP), Microsoft Office User Specialist Program (MOUS), and Sybase Certified Professional Program.

*ICCP:* The Institute for Certification of Computer Professionals offers a single certification option, Certified Computing Professional (CCP). To receive the certification an individual must pass examinations, have at least two years of professional experience, and agree to comply with ICCP codes of ethics, conduct and good practice.

The examinations are offered at Sylvan Technology Centers throughout the United States. The exams consist of a core examination and two specialty exams. The specialty exam areas are listed below.

- Office Information Systems
- Business Information Systems
- Data Resource Management
- Microcomputing and Networks
- Management
- Procedural Programming
- System Development

**Table 2: Journals and Publications Regarding Information Technology Education**

<i>Title</i>	<i>Editor</i>	<i>Phone</i>	<i>Cost</i>	<i>Type of Review</i>	<i>Topics of Interest</i>
<i>Business Education Forum</i>	Regina McDowell National Business Education Association 1914 Association Drive Reston, VA 22091-1596	(703) 860-8300 Fax: (703) 620-4483	Free to Membership \$50.00 Annually	Editorial	Topics focus upon business and marketing education, communication, general and global business, office information systems, and accounting. Also, technology innovation, instructional strategies, and curriculum development are often cited.
<i>Case Research Journal</i>	George Puia North American Case Research Association 117 13 <sup>th</sup> Street Columbus, GA 31901	(706) 324-5565 Fax: (706) 324-0784	\$75.00 Annually	Blind Review	Articles and cases on any business discipline including office information systems and end-user computing.
<i>CIO Magazine</i>	Abbie Lundberg CIO Communications Inc. 492 Old Connecticut Path PO Box 9208 Framingham, MA 01701-9208 Lundberg@cio.com	(508) 872-0080	Free to qualified subscribers	Editorial	Contains timely articles on information technology-related topics such as outsourcing, IT careers and staffing, globalization, and electronic commerce. Articles available on-line can be found at <a href="http://www.cio.com/CIO/">http://www.cio.com/CIO/</a>
<i>Communications of the ACM</i>	Diane Crawford Communications of the ACM 1515 Broadway, 17 <sup>th</sup> Floor New York, NY 10036 crawfordd@acm.org	Fax : (212) 869-0480	\$86 membership \$126 Non-membership	Blind Review	A prestigious journal for practitioners and academicians from every known computing area. The journal publishes topics that begin new IT discussions, add significant new points to previous discussions, or are highly time sensitive. It includes general interest, case studies, as well as technical commentaries.
<i>Computerworld</i>	Paul Gillin PO Box 9171 Framingham, MA 01701	(508) 879-0700 Fax: (508) 875-8931	Free to qualified subscribers	Editorial	Weekly newspaper devoted to information and technology issues. National and international issues are covered. Summaries of print articles and daily news items can be found on line at <a href="http://www.computerworld.com">http://www.computerworld.com</a> .
<i>Datamation</i>	Roger Plant 275 Washington St. Newton, MA 02158 rplant@datamation.cahners.com	(617) 558-4297 Fax: (617) 928-4297	Free to qualified subscribers and free on line at <a href="http://www.datamation.com">http://www.datamation.com</a>	Editorial	Practical articles and industry news for corporate computing professionals. Includes buyer guides and product reviews.
<i>Delta Pi Epsilon Journal</i>	James Calvert Scott The Department of Business Information Systems & Education  Utah State University Logan, UT 84322-3515 Jcscott@b202.usu.edu	(435) 797-2345 Fax: (435) 797-2351	\$48.00 Individual \$54.00 Foreign \$15 Single issue	Blind Review	Articles dedicated to research, scholarship, and leadership in business education.
<i>Information Week Magazine</i>	John Soat InformationWeek 600 Community Drive Manhasset, NY 11030	(516) 562-5326	Free to qualified subscribers	Editorial	Weekly magazine contains articles on how to use technology to meet corporate goals and make strategic decisions. Full-text on-line articles are available at <a href="http://www.informationweek.com">http://www.informationweek.com</a> .
<i>Informing Science</i>	Eli Cohen <a href="http://www.gise.org">http://www.gise.org</a>	(616) 785-0041	Web Site Free <a href="http://inform.nu">http://inform.nu</a>	Blind Review	Articles that provide insight into how best to inform clients using information technology. Articles are published on the web immediately ( <a href="http://inform.nu">http://inform.nu</a> ) and in print quarterly.

**Table 2: Journals and Publications Regarding Information Technology Education (continued)**

<i>Title</i>	<i>Editor</i>	<i>Phone</i>	<i>Cost</i>	<i>Type of Review</i>	<i>Topics of Interest</i>
<i>Information Resources Management Journal</i>	Mehdi Khosrowpour 1331 E. Chocolate Avenue Hershey, PA 17033-1117 m1k@psu.edu	(717) 533-8845 Fax: (717) 533-8661	\$75.00 Individual \$145.00 Institution	Blind Review	Emphasis on the managerial and organizational aspects of information resources and technology management: strategic use of information resources, organizational impact of IT, management of human resources, education, distributed processing, expert systems.
<i>International Business Schools Computing Quarterly</i>	Robert Lynch IBS Computing Quarterly College of Business University of Northern Colorado Greeley, CO 80639 Lrbrant@unco.edu	(970) 351-2764 Fax: (970) 351-1119	\$25.00 Annually	Blind Review	Specific topics include business information systems, computer technology, data processing, and employing technology in teaching of business administration, i.e. multimedia.
<i>Journal of Business &amp; Training Education</i>	Donna Redmann Louisiana State University School of Vocation 1142 Old Forestry Building Baton Rouge, LA 70803-5477 voredm@lsuvm.sncc.lsu.edu	(504) 388-2465 Fax: (504) 388-5755	\$10.00 Annually	Blind Review	This journal provides information to business academicians regarding trends, issues, and problems in training & development, computing, information systems education, global business, curriculum design and development, as well as business & marketing education.
<i>Journal of Education for Business</i>	Isabella Owen Heldref Publications 1319 Eighteenth Street, N.W. Washington, DC 20036-1802	(202) 362-6445 Fax: (202) 296-5149	\$35.00 Annually	Blind Review	Journal entertains articles that deal with significant trends and issues affecting education for business. Research on curriculum development and evaluation, and the process of instruction in the functional areas of business, and topics on microcomputers, office systems, and information processing are reviewed.
<i>Journal of Decision Sciences</i>	Lee J. Krajewski The University of Notre College of Business Administration Notre Dame, IN 46556-0399 decsci.1@nd.edu	(219) 631-9084 Fax: (219) 631-9281	\$95.00 Annually	Blind Review	Topics include the functional areas of business—advertising and promotion management, business information systems (MIS), human resource management, public administration, technology/innovation, strategic management policy, purchasing/materials management, and organizational theory and behavior.
<i>Journal of Computer Information Systems</i>	Jeretta Nord College of Business Oklahoma State University Stillwater, OK 74078	(405) 744-5090 Fax: (405) 744-5180	\$50.00 Individual \$75.00 Institution	Blind Review	Specific topics include instructional and/or pedagogical research, trends, and innovations associated with the area of computer information systems.
<i>Journal of Education for MIS</i>	Dennis Bialaszewski Dept of Systems and Decision Sciences Indiana State University Terre Haute, IN 47809-5402 D-Bialaszewski@indstate.edu	(812) 237-2112 Fax: (812) 237-7675	\$15.00 Single Issue	Blind Review	Only papers submitted to the IAIM Conference will be considered for publication. Journal is devoted to bringing quality advances in MIS education to those in higher education. It includes advances relevant to specific IS courses, the impact of IS on any higher education course, as well as advances in methodology and/or pedagogy.
<i>Journal of End-User Computing</i>	Mo Adam Mahmood University of Texas, El Paso College of Business Administration El Paso, TX 79968 mmahood@utep.edu	(915) 747-7754 Fax: (915) 747-5126	\$75 Individual \$175 Institution	Blind Review	Specific topics included are managerial applications of technology, end users and microcomputer technology, end-user developed systems including executive and decision support, local area networks, training, and security/control issues.

**Table 2: Journals and Publications Regarding Information Technology Education (continued)**

<i>Title</i>	<i>Editor</i>	<i>Phone</i>	<i>Cost</i>	<i>Type of Review</i>	<i>Topics of Interest</i>
<i>Journal of Global Information Management</i>	Felix Tan Management Science & Information Systems School of Business & Economics The University of Auckland Private Bag 92019 Auckland, New Zealand f.tan@auckland.ac.nz	(800) 345-4332  Fax: (717) 533-8661	\$75.00 Individual  \$145.00 Institution	Blind Review	Articles focus on research findings and expert advice on the planning, development, utilization and management of global information technology. The major emphasis is on disseminating knowledge about the application of global information technology. Transborder data flow issues/electronic data interchange, cultural/societal impacts, and telecommunication applications are included.
<i>Journal of Information Systems Education</i>	Creative Perspective 310 East Main Street, Suite 220 Charlottesville, VA 22902	(804) 971-6795	\$35.00 Annually	Blind Review	Journal publishes articles on current topics of interest to information systems educators including curriculum design and implementation issues. Other topics related to computer information systems are reviewed. Older issues on-line at <a href="http://gise.org/JISE">http://gise.org/JISE</a> .
<i>Journal of Information Technology Impact</i>	Stamos Karamouzis Campus Box 14 Loyola University New Orleans 6363 St. Charles Avenue New Orleans, LA 70118 www.jiti@loyno.edu	(504) 865-2498  Fax: (504) 865-3883	Free for inaugural years of 1998 and 1999	Blind Review	This journal's scope includes the effects of information technology on business, socialization, entertainment, and education. Original research articles, short experimental reports, monograph reviews, and commentaries are included.
<i>Journal of International Information Management</i>	Patrick J. McInturff California State University Dept of Information & Decision Sciences San Bernardino, CA 92407 pmcintur@wiley.csusb.edu	(909) 880-5723  Fax: (909) 880-5994	\$55.00 Annually	Blind Review	This journal accepts manuscripts that examine issues related to the management of information technology especially from end-user systems perspective. Articles focusing on information concepts, theory, and analysis, information processing and application, as well as current practices in the IS industry are reviewed.
<i>Journal of Systems Management</i>	Charlene Dykman, Editor University of Houston-Downtown One Main Street Houston, TX 77002 Cadykman@dt.uk.com	(713) 221-8578  Fax: (713) 226-5238	\$65.00	Blind Review	Articles offer practical solutions or advice that business professionals can apply to the use and management of IS systems. Practices, new systems and their applications, and controversial issues related to information systems management will be reviewed.
<i>Kentucky Business Education Association Journal</i>	Dr. Kenneth W. Utley 6290 Scottsville Road Bowling Green, KY 42104	(502) 842-2849	\$5.00 Annually	Blind Review	Topics include business and marketing education, communication, and office administration/management as well as technological innovations associated with business curricula development.
<i>LAN Technology (recently, renamed to Network Magazine)</i>	Henry Holt 411 Borel Ave., Ste. 100 San Mateo, CA 94402	(415) 358-9500  Fax: (415) 358-9749	\$25.00 Annually	Editorial	Practical advice and how-to articles written for the network specialist. Product reviews are included.
<i>MIS Quarterly</i>	Susan Scanlan Carlson School of Management, MISRC University of Minnesota 321 19 <sup>th</sup> Ave. South Minneapolis, MN 55455 s.scanlan@som.umn.edu	(612) 624-2029  Fax: (612) 624-2056	Call for quote	Blind Review	Application articles should be written with the MIS practitioner audience in mind and theory and research articles should be addressed to the MIS academic audience. A limited number of articles are accepted that deal with the end-user computer management area.

**Table 2: Journals and Publications Regarding Information Technology Education (continued)**

<i>Title</i>	<i>Editor</i>	<i>Phone</i>	<i>Cost</i>	<i>Type of Review</i>	<i>Topics of Interest</i>
<i>Managing Office Technology</i>	Kelli Meyer 10200 Grogan's Mill Road, Suite 150 The Woodlands, TX 77380 kdmeyer@motmag.com	(281) 732-9191  Fax: (281) 292-8833	\$80.00 Annually  Free to qualified subscribers	Editorial	Articles on manufacturers' product news including features and performance claims.
<i>NABTE Review</i>	Ann Remp PO Box 307 Willis, MI 48197 be_remp@online.emich.edu	(734) 487-4330  Fax: (734) 487-8755	\$35.00 Annually	Blind Review	Topics include business and marketing education, business information systems (MIS), communications, and marketing theory and applications. The content should be of interest to the business teacher educator.
<i>Network Computing</i>	Gary Bolles CMP Publications Inc. 600 Community Drive Manhasset, NY 11030	(516) 562-5000  Fax: (516) 562-5055	\$65.00 Annually	Editorial	The main focus of the magazine is on practical articles for network managers. The publication includes how-to articles, buyer guides, and product reviews.
<i>Office Systems Research Journal</i>	Bridget O'Connor New York University 239 Greene Street, Suite 300 New York, NY 10003 bridget.oconnor@nyu.edu	(212) 998-5488  Fax: (212) 995-4041	\$35 Institution	Blind Review	Journal seeks manuscripts dealing with research concerning managing, planning and implementing end user computing. Ergonomics, multimedia, networking and telecommunications, GroupWare applications, training, technology assimilation, as well as other areas related to electronic commerce and information technology are included.
<i>PC Week</i>	Eric Ludquist Ziff-Davis One Park Avenue, 5 <sup>th</sup> Floor New York, NY 10016	(212) 503-3500  Fax: (212) 503-5317	\$195.00 Annually	Editorial	This publication presents news articles on the latest technology. The issue usually includes topics on software, networking, systems software, hardware, servers, and business columns.
<i>Records Management Quarterly</i>	J. Michael Pemberton University of Tennessee School of Information Sciences Knoxville, TN 37996	(423) 974-6509  Fax: (423) 974-4967	\$60.00 Individual  \$53.00 Institution	Editorial	This journal includes practical articles for record or office managers. Includes development, automation, management, and legal/ethical responsibilities of record management.
<i>Technological Horizons in Education (THE Journal)</i>	Sylvia Charp 150 Camino Real, Suite 112 Tustin, CA 92780-3670	(714) 738-4011  Fax: (714) 738-3739	\$29.00 Annually	Editorial	This journal provides educators with a nationwide forum in which they can share their successful experiences in employing technology to improve learning and its administration.
<i>Technology and Learning</i>	Peter Li Education Group 330 Progress Road Dayton, OH 45449	(937) 847-5900  Fax: (937) 847-5910	\$24.00 Annually	Editorial	This journal contains articles containing features, software reviews, computing ideas, new product news, trends and technologies.
<i>Training &amp; Development Journal</i>	Patricia Galagan 1640 King Street, Box 1443 Alexandria, VA 22313-2043 pgalagan@astd.org	(703) 683-8100  Fax: (703) 683-9203	\$85.00 Annually	Blind Review	This journal includes topics relating to career development, instructional design, organizational change, strategic management, and training.
<i>Training Tomorrow</i>	Pete Maxted Waterside House Ponsharden Falmouth, TR10 8BE UK		929.00 UK	Editorial	Topics include business education, office administration/management, organization behavior and theory, organization development, and training/training policy. Serious articles with a light or even humorous style are welcome. Reader audience includes training agents, managers, consultants, and academicians.

**Table 3: Related Website Resources for Instruction and Research in Information Technology and OEIS**

<b>Topical Area</b>	<b>URL</b>	<b>Name of Site</b>	<b>Description</b>
IS Periodicals & News	<a href="http://www.pcworld.com">http://www.pcworld.com</a>	PC World Magazine	Computing news, features and product reviews
	<a href="http://www.zdnet.com">http://www.zdnet.com</a>	Ziff-Davis publications: Computer Shopper, PC Week, PC Magazine, Internet User	Computing news, downloads and searchable archives of Ziff-Davis publications
	<a href="http://www.techweb.com">http://www.techweb.com</a>	Technology news site	Computing news, reviews, special features and a searchable archive
	<a href="http://home.cnet.com">http://home.cnet.com</a>	The Computer Network	Internet news, games, browsers, downloads, and shareware
Hardware & Software	<a href="http://www.pricewatch.com">http://www.pricewatch.com</a>	Price Watch Corporation	Computer products, street price search engine
	<a href="http://www.shopper.com">http://www.shopper.com</a>	CNET Shopper	On-line purchasing of computer equipment
	<a href="http://www.pricescan.com">http://www.pricescan.com</a>	Guide to Computer Prices	A computer price search engine
	<a href="http://www.bigc.com">http://www.bigc.com</a>	Search Tool for Computer Products	Search engine for computer products
IS Planning & Design	<a href="http://www.osha.gov">http://www.osha.gov</a>	Department of Labor: Occupational Safety & Health Administration	Media releases, publications, programs, services and information
	<a href="http://www.interface-analysis.com/ergoworld/office.htm">http://www.interface-analysis.com/ergoworld/office.htm</a>	Ergo-World-Office Ergonomics	Links to sites with information relating to office ergonomics
	<a href="http://www.steelcase.com">http://www.steelcase.com</a>	Steelcase Inc.	Workplace-related research and products. Includes case studies and reports
	<a href="http://www.reengineering.com">http://www.reengineering.com</a>	Reengineering Resource Center	Software, consulting services, articles and topic archives
	<a href="http://www.awa.com">http://www.awa.com</a>	Downtown: The Virtual City	Cooperative commercial venture with a real economy
Training	<a href="http://www.astd.org">http://www.astd.org</a>	American Society for Training and Development	Legislative updates, ASTD news, programs and products
	<a href="http://www.aect.org">http://www.aect.org</a>	Association for Educational Communications & Technology	Organization's news, publications, governance divisions and chapters
	<a href="http://www.ez-ref.com">http://www.ez-ref.com</a>	Computing Training Courseware Center	Links to computer training resources and computer training products and samples
	<a href="http://www.examttools.com">http://www.examttools.com</a>	Exam Tools: Creates tests	Evaluative tools to assess the knowledge and skills of employees
	<a href="http://www.shrm.org">http://www.shrm.org</a>	The Society for Human Resource Management	On-line library of human resources-related periodicals and daily news
IS-Related Films/Videos and Education Resources	<a href="http://www.films.com">http://www.films.com</a>	Films for the Humanities & Sciences	Educational videos and CD-ROMs
	<a href="http://www.insight-media.com">http://www.insight-media.com</a>	Insight Media	Videos and CD-ROMs for education
	<a href="http://www.cambridgeol.com">http://www.cambridgeol.com</a>	Cambridge Training & Development	On-line catalogs, videos, CD ROM's, posters, product search and tech support
	<a href="http://www.utexas.edu/world/lecture">http://www.utexas.edu/world/lecture</a>	World Lecture Hall	Links to pages created by faculty worldwide to deliver class materials via the Web
	<a href="http://www.mhhe.com/business/mis/videos">http://www.mhhe.com/business/mis/videos</a>	Irwin/McGraw-Hill Video Library	Video library–free to adopters of business texts
Information Management	<a href="http://gise.org">http://gise.org</a>	Global Informing Science Education	Site has numerous resources including shareware, software reviews, papers, and articles from <i>Informing Science</i> and the <i>Journal of Computer-Mediated Communication</i>
	<a href="http://www.irch.com">http://www.irch.com</a>	Information Requirements Clearinghouse	Records retention and legal requirements for records and information management programs
Certification	<a href="http://www.arma.org">http://www.arma.org</a>	Association of Records Managers and Administrators	Professional resource catalog, placement services, events calendar
	<a href="http://www.iccp.org">http://www.iccp.org</a>	Institute for Certification of Computer Professionals	Examination fees and content as well as testing sites
	<a href="http://www.OfficeCert.com">http://www.OfficeCert.com</a>	Microsoft Office User Specialist Exam	Information on exam and resources
	<a href="http://education.oracle.com">http://education.oracle.com</a>	Oracle Certification and Masters Programs	Information on two levels of professional certification and courses available
	<a href="http://education.novell.com">http://education.novell.com</a>	Novell professional certifications	Provides educational institutions offering training and information on types of certification and exam content
	<a href="http://slc.sybase.com">http://slc.sybase.com</a>	Sybase	Information on Sybase Professional Program exams and approved centers

- Communications
- Systems Programming
- Software Engineering
- Systems Security

Information on the examinations, fees, and testing sites can be obtained by writing the Institute for Certification of Computer Professionals, 2200 East Devon Street, Suite 247, Des Plaines, IL 60018 or by calling (847) 299-4227. Detailed information is also available at the ICCP web site at <http://www.iccp.org>.

*MCP:* There are seven Microsoft Certified Professional (MCP) certifications.

1. Microsoft Certified Systems Engineer and Internet
2. Microsoft Certified Systems Engineer
3. Microsoft Certified Solution Developer
4. Microsoft Certified Professional and Site Building
5. Microsoft Certified Professional and Internet
6. Microsoft Certified Professional
7. Microsoft Certified Trainer

The exams can be taken at any Sylvan Prometric Testing Center located worldwide. Details on the skills being measured by the exam and practice tests are available through the Microsoft web site at <http://www.microsoft.com/mcp>. Information is also available by calling (800) 636-7544. As new Microsoft products are introduced, new examinations must be taken to maintain the certification status.

*MOUS:* The Microsoft Office User Specialist program (affectionately called mouse) is designed for the office specialist using Office 95 or Office 97 applications including Word, PowerPoint, Excel, Access, FrontPage, and Outlook. There are two levels of certification, proficient and expert. Training centers, schools, and organizations can be approved as testing centers. Details on becoming an approved center can be found at <http://www.mous.net>. To find local testing centers call (800) 933-4493. Information on the exams and resources are available at the <http://www.OfficeCert.com>.

*Sybase:* The Sybase Certified Professional

Program has two certifications relating to Sybase technology and products. One of the certification programs is PowerBuilder 6.0 & ASE 11.5. Two levels of certification are offered—associate and professional. Specialty areas can be selected at each level. For example, under both the associate and professional levels, PowerBuilder Developer is one of the specialty certification options. The second certification area is PowerBuilder 5.0 & SQL Server 11. It also has two levels, called professional and developer, and special certification options can be selected. Details on the exams and the Sybase Authorized Education Centers can be found at <http://slc.sybase.com>.

## Concluding Comments

Locating appropriate OEIS instructional materials may be a major challenge for educators. The resources included here are just a sampling of available materials. It is important for professionals involved with existing OEIS programs to help others in developing appropriate courses (Perreault & Hunt, 1993). The OSRA group provides support by publishing a journal and a newsletter and by bringing professionals together at an annual national conference. Also, the OSRA website at <http://www.osra.org> provides information to the OEIS academician. Another method for gathering information is to contact institutions with growing OEIS programs. Examples—to name a few—include Ball State University, Bloomsburg University, Eastern Illinois University, Indiana University of Pennsylvania, Morehead State University, Pace University, Tennessee State University, Southern Illinois University-Carbondale, University of Massachusetts-Dartmouth, and University of Wisconsin-Whitewater.

With the organizational dependence on information technology projected to increase exponentially into the next millennium, the escalating demand for information technology professionals is at an all time high. As educators, it is our duty to look beyond the traditional paradigms and continue to develop new curricular innovations that will assist graduates in the next millennium. OEIS is in a state of constant flux,

and is an exciting field of study that can provide undergraduates with numerous professional opportunities. Hopefully, the materials and suggestions contained in this article will provide assistance and encouragement.

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