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End user effects of centralized data control

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Abstract. Within distributed technologies there is a need to manage and control the data stored on devices for it to be useful. This control can include limiting what data is stored on the device, applying software updates from different sources and even accessing the private data that is stored on the device. Different approaches have been taken to manage the content on distributed technologies and some of these methods have the potential to negatively impact their usefulness to the end user. In this paper we look at approaches for managing data within the contexts of either the end user or a centralized server and their effects on the usefulness of the support to the end user. Following this we discuss advantages and disadvantages and give examples of technologies that utilize different methods of data control and discuss our conclusions within the context of end user support.