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/PRIVACY AND SECURITY
OF
AN INTELLIGENT OFFICE FORM/

by

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CONTENTS

1. Chapter 1: Introduction.....	2
1.1 Form-Based Office Automation Systems.....	3
1.2 Abstract Data Types.....	5
1.3 Form Definition/Manipulation Languages.....	6
1.4 Office Activities.....	7
1.5 Intelligent Data Object.....	8
1.6 Security and Privacy	11
1.6.1 Security - Access Rights.....	13
1.6.2 Security - Abstract Data Type.....	14
1.6.3 Security - Authentication and Identification.....	15
1.6.4 Security - Authorization Rules.....	15
1.6.5 Security - Integrity Constraints.....	16
1.6.6 Security - Data Encryption.....	16
1.7 Statement of Problems.....	17
1.8 Overview.....	18
2. Chapter 2: Definition of an IOF.....	19
3. Chapter 3: Security System of an IOF - Requirements.....	25
3.1 Requirements - User Profile.....	25
3.2 Requirements - Time Stamping.....	26
3.3 Requirements - Data Encryption.....	29
4. Chapter 4: Security System of an IOF - Design.....	31
4.1 Design - User Profile.....	31
4.2 Design - Time Stamp.....	33
4.3 Design - Data Encryption.....	37
5. Chapter 5: Implementation of the Security System of an IOF.....	39
5.1 Introduction.....	39
5.2 Implementation of User Profile.....	41
5.2.1 Introduction.....	41
5.2.2 USER.parms.....	41
5.2.3 USER.disk.....	41
5.2.4 USER.inits.....	42
5.3 Implementation of Time Stamp.....	44
5.3.1 Introduction.....	44
5.3.2 Stamp.edit.....	44
5.3.3 Stamp.proc.....	46
5.4 Implementation of Data Encryption.....	48
5.4.1 Introduction.....	48
5.4.2 Encrypt.....	48
5.4.3 Decrypt.....	48

**THIS BOOK
CONTAINS
NUMEROUS PAGES
WITH DIAGRAMS
THAT ARE CROOKED
COMPARED TO THE
REST OF THE
INFORMATION ON
THE PAGE.**

**THIS IS AS
RECEIVED FROM
CUSTOMER.**

5.5 Summary.....	49
6. Chapter 6: Conclusion and Extensions.....	52
6.1 Conclusion.....	52
6.2 Extensions.....	54
7. Bibliography.....	56
8. Appendix 1 - Source Code Listings.....	65
9. Appendix 2 - Source Code Structure Chart.....	90

LIST OF FIGURES

Figure 1.	The Employment Verification Procedure in IDO [mcb83].....	22
Figure 2.	The modified ICN for the Employment Verification Procedures in IOF.....	24
Figure 3.	Files Executed by User Profile of a Node.....	32
Figure 4.	Executing transactions with time stamps.....	35
Figure 5.	Data Encryption.....	38
Figure 6.	The Directory Layout of an IOF Security System.....	40
Figure 7.	Files/Command Executed by User Profile of a Node.....	43
Figure 8.	UNIX System Command/File Called by Stamp.edit/Stamp.proc.....	45
Figure 9.	Structure Layout of a Stampctl Record Used in Stamp.edit.....	46
Figure 10.	Structure Layout of a Stampctl Record Used by Stamp.proc.....	47
Figure 11.	UNIX System Command Executed by Encrypt and Decrypt.....	49

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1. Chapter 1: Introduction

Currently, a great deal of interest is directed towards automating of the office environment [fikes81]. [Zis78] defines office automation as "... the application of computer technology, communication technology, system science and behavioral science to the vast majority of less structured office functions ... ". The functions of an office involve text editing, filing, organization, copying, transforming, analyzing, storing and transmission of text [ell80, lad80]. These functions can be automated to reduce clerical work load and thereby reducing total expenditure.

Office automation leads to widespread use of electronic equipments such as word processing systems, communication equipments, data processing systems, etc. For the most part, these systems are not integrated and thereby leading to inefficiency. The challenge of an office information system is to integrate the above components in order to reduce the complexity of the users' interface to the system, control the flow of information and enhance the overall efficiency of the office [ell80]. Electronic forms, to be discussed later, enable this kind of integration. As a result of integration, different groups