



# **Informatics i-Meeting**

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# “Work” or “Home” ?

- “Work” & “Home” computing are becoming inseparable
  - *at least for “commodity” computing*
  - *people don’t want to carry two laptops*
  - *or work with different applications when in the office*
- “Personal” and “Work” applications are blurring
  - *diaries hold personal & work appointments*
  - *music is handled in the same way as podcasts of talks, or videos of lectures*
  - *the same applications store personal photos and images for lectures, etc... etc ...*

# ***The institution can't control people's personal computing***

- Hardware/networking, etc. is often funded personally
  - *this is a saving for the institution!*
  - *users choose the hardware/software themselves to meet their combined work/home needs*
- Users will simply use their own equipment if it is more efficient, and ignore any “official” provision
  - *this is very similar to what happened when mainframes were replaced with departmental workstations*

# So what do we do?

- We need to support this mode of working
  - *otherwise School computing support will become irrelevant to most people*
  - *and the School will have problems with issues such as security and backups of University data*
  - *and the true “cost” of commodity computing will be hidden again (and high)*
- But “managed” systems are not appropriate
- And individual personal “support” is too expensive
  - *we have become used to the economies of extremely efficient “managed” systems*

# Some suggestions ...

- We need to consider new and “innovative” solutions
  - *these probably won't (always) be “technology-led”*
  - *computing officers won't necessarily be the experts*
- Some possibilities ...
  - *facilitating sharing of information among users*
    - *forums, wiki's - perhaps moderated*
  - *“recommended software” tested against local systems*
    - *with local operation documented*
  - *paid student helpers for more individual support*
  - *and ..... ????*