

Managing an Academic Computer Center in Today's Reality

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And I am not the head of a CC

**THIS IS NO TECHNICAL
PRESENTATION**



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Dealing with

EXPECTATIONS

Expectations

User Expectations vs. Legal (Data Protection, Data privacy)

- **Users are unable to cope with data classifications**
- **Some users don't care about these laws "they just want to"**

Expectations

Expectations vs. Financial reality

- **People compare apples and oranges, so it is very likely that they have the feeling that some solutions are “free” because for private use (and by paying with your privacy) it is so.**

Expectations

Usability Dreams vs. Real Life

- **Thanks to good PR many think that “one does not need support if you use xx” and my son/daughter also never had problems with it.**
- **I never had any problems with my wireless LAN at home since I use product xx why don't we use this brand.**

Thoughts

- **Identify your real assets, focus on those.**
- **Don't fight a losing battle.**
- **Be realistic – the world is changing – you might as well embrace it.**



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STAFF

Staff

- **Get good staff – Money is not everything, but it helps**
- **Invest in Education**
- **Practice individualized Leadership – means treat your people as people not numbers.**



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DEPENDENCIES

Dependencies

Standards vs. Dependencies

- **The “industry standard” often a nice way of saying: I have no clue why I need this, but all my neighbors got it, so I need it too.**
- **Offering a standardized solution – easier to support but makes you depended on one software vendor (and maybe one cloud CC)**

Dependencies

Not all eggs in one basket – means: Offering two independent solutions for one problem (Zoom & Jitsi, Office and OpenOffice etc.)

Downside: More Support and training.

Ups: Less hassle with the data protection officer, the users tend to be happier (having a choice), less dependencies.



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