

## Stirling's top 10 issues

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## Reduction of support costs

- Coping with more resource without more staff
- Centralised PC purchasing opportunity
- Reducing poliferation

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## Funding rolling system replacement

- Hand to mouth historically
- Inclusion in capital programme alongside buildings
- How to fund?

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## Portals

- Who owns it?
- What goes behind it?
- What technology?

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## Freedom of Information

- Major impact on operations
- University not prepared for deadline
- Publication scheme and web impact – portal / content management

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## SPAM

- Impossible amounts to control
- Use SpamAssassin
- Increasing amount escapes; some valid email is marked
- Is it safe to change defaults?

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## Protection against user misuse

- Downloading music, pornography, ...
- Business Software Alliance, British Phonographic Industry
- Balance between draconian control and academic freedom

## Improving resilience

- Need to increase availability
- How to get issue taken seriously when it's all pretty reliable

## Pressure on development staff

- Pressure for new applications
  - Student, finance, property management
- Regulatory pressures
- Can we share? Issue seems to be administrative department customers

## Web ownership

- Communications & Development has responsibility for external (marketing) website
- We run the infrastructure
- Internal web or portal?

## Library re-modelling

- Opportunity for 21<sup>st</sup> Century facilities
- Include IT access, integrated Information Centre and 7x24 access
- What is a modern "Library"?