A Professional’s Guide to an Economical, Secure, and Functional Computing Environment

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Overview

- Computing Environment
- The High Qualification Model (HiQ)
- Structure & Management
- Open Source Software (OSS)
- Transition
- Cost Analysis
- Results !!!
Computing Environment Structure

- **user base**
- **local gurus**
- **tier 1: advisors**
- **tier 0: documentation**
- **tier 2: geeks**
- **management**

Diagram showing the interactions and structure of the computing environment.
The High Qualification Model

PRINCIPLE: A computing environment is as good as the professionals supporting it directly.
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9. R&D for professionals.
10. No more consultants.
First step: gradually start building the HiQ task force.
Implementation

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Fourth step: consolidate the environment.

Fifth step: plan for the future.
Cost Analysis

- The salary fund
- Software licensing costs
- Hardware costs
- User education costs
- Training of the support professionals
- Repair expenses
- Consulting expenses
- Server downtime
- Computer downtime
- Security expenses
Results

HiQ + OSS:

- Great user satisfaction
- Lower costs by one order of magnitude per computer
- No downtime
- No security problems
- No data loss