Subject: Re: OT The platform wars are over...
Posted by TCB on Mon, 28 Jul 2008 21:43:53 GMT
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"DC" <dc@spammersinhell.com> wrote:
>
>"TCB" <nobody@ishere.com> wrote:
>
>>And had our concerns actually come to pass, i.e. Apple going out of business
>>which was a very real possibility back then, guess who the faculty would
>>have come whining to to bail them out? We were giving prudent advice that
>>SOME people ignored and the rest got a little lucky.
>
>
>Hah! One man's luck is another man's foresight I guess.
>
>We knew it was BS. We were right. Call it luck if you like.
>
>
>>As far as I can tell the implication is that I'm charged with giving world
>>class support to my users, which I do. In return they trust that I will
>make
>>good decisions for this organization about what can and can't be supported,
>>within reason. That means that on the OS level I advise people not to have
>>WORK machines that are Vista or OS X. Right now I have to be reasonably
>conversant
>>in Solaris 8/9/10, two flavors of linux (SuSE and Red Hat), and CISCO OS.
>>I also have to be fluent in Debian, Server 2k3, and Server 2000 and have
>>projects on hand that are forcing me to learn SQL Server 2005 (in addition
>>to the Oracle 9i db stuff we already have) plus at least basic C# and ASP.NET.
>>Since there only 24 hours in the day and I still like to sleep, eat, make
>>music, and get laid, I think I'd be doing a disservice to my users if I
>suddenly
>>decided to learn a new desktop platform.
>
>Wow.   But still, if a bunch of faculty want to use macs,
>and they do, you either provide support or a nice
>vendor will.

Luckily for me where I work at the university my users are really concerned
about support, and they are willing to trust that we, the IT group, will
make smart decisions for them. A month or two ago the boss of bosses in my
office brought his daughter's broken Macbook to work. Yes, Macs do break.
I spent a few hours on it at which point he said, 'Don't worry about it,
you have more important things to do.' That kind or recognition is unusual
in the IT world, but it's not accidental. Trust is built up over time with
quality service most of the time and honest explanations when things occasionally
go wrong. If your academic IT person had generated the level of distrust

it sound like s/he did, then s/he deserved to lose the job. That speaks to
their bad professional/personal skills, not to a computer platform.

TCB

>
>>Again, what are these implications you speak of?
>
>Well in the case of the loudmouth IT guy and the PC
>nazi dept head, it was unemployment.
>
>DC