

Date: 16 December 2014 16:04:36 GMT

Subject: IT Support Request F0377366 Updated: Project Proposal for Final Year Project

From: IT Services - User Support <usersupport@surrey.ac.uk>

To: Chara Katiri <ck00113@surrey.ac.uk>

IT User Support - Request Updated (Ref: F0377366)

Dear Chara

I'm afraid there is no way to pull out 'spam & junk' email statistics for emails between Surrey students (or staff). All Surrey accounts are automatically listed as 'safe senders' as they belong to this institution, hence their emails won't be filtered as spam unless a user specifically marks a sender/item as spam, but then that would only be applicable in that user's mailbox. So I'm afraid this approach won't be applicable in our situation.

We used to have a website you've described for your project idea, I think it was called 'Noticeboard', but due to the lack of interest it was taken away. This was a good few years ago though and I suspect as the digital age has moved on dramatically, it may be very useful, especially if it's institution specific.

Please remember to include your reference number [F0377366](#) in all correspondence.

Kind Regards
Amy Viljoen

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IT User Support, University IT, University of Surrey, Guildford, Surrey, GU2 7XH

Your original request description was:

Dear IT Services team,

I'm getting in touch with you to propose a solution/new functionality that will help reduce the spam & junk emails that are being sent everyday between students and thus reduce the network traffic.

I'm a final year student studying Computer Science and I have an idea to create an 'electronic pinboard' solution for my dissertation.

Plan:

? Current situation/problem: The amount of junk/spam emails sent to students by other students advertising second-hand items and accommodation offers.

? Purpose/solution: The development of a website to allow users to post items available for selling. This will allow the advertisement of the items and help avoid the creation of spam/junk emails regarding second-hand books, room swaps.

? Other categories might include: Other second hand items, bikes, electronics, sport equipment, unwanted tickets, charity events, other announcements, free stuff, wanted items (in search for something?), lost and found.

? Idea: To create a platform that will enable students (and academics - why not?) to advertise and sell second hand/unwanted items

? Reduce of spam/junk email.

? Reduce network traffic.

? First steps towards the replacement of the actual pinboards located around the campus -> reducing paper copies -> promoting environmental friendly behaviour.

? Market/customers: students and possibly academics/staff

? Technology: The website will be developed by me.

? Place: The website must be hosted on Surrey Intranet. It shouldn't be available to the University Of Surrey website and its visitors.

? Team: Cooperation between the student (me) and the IT/IS team. The project will be managed by the student to avoid IT/IS work overload.

? Finance: The website will be developed by me for the purpose of my dissertation. No cost is associated.

I would like to meet with your team as soon as possible for a quick chat, to help me gather the initial requirements and decide if the solution is feasible/challenging enough for my final year project. As I'm still in the first steps of the idea I cannot guarantee that the development of the website will go ahead. I will confirm so after the meeting.

I'm looking forward for your response. If the User Support team cannot assist with my requirement, can you please point me to the relevant team?

Thanks in advance for your time and consideration.

Kind Regards
Chara Katiri

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Final Year Student
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Call logged and assigned to the ITSS/US/ group by mr0011
