“The Proper Care and Feeding of Your IT Team”

Understanding and working with your IT Department
Who Is James C Duckett?

- Resident of Washington County for 12 ½ years
- Husband and father
- Associates in Business Management, UVU 1999
- Bachelor of Science in Business Administration: Management Information Systems, UNLV 2003
- 10 years as Technology Services Division Manager for the City of St. George.
- Got involved with records management around 2011
- Completed five marathons
- Loves to travel
- Huge fan of the high five
- Zealous defender of the Oxford comma
My Goals

Increase understanding of IT

Highlight similarities

Point out differences

Tips on working with IT
Getting to Know Your I.T. Team
What Is I.T.

“Information Technology”

The use of hardware, software, services, networks, and supporting infrastructure to manage and deliver information.
The Scope of I.T.

Large! So large that nobody knows it all

I.T. is usually a team of people with various backgrounds and focuses
A Typical IT Team

Manager(s)

- Developers
- Database
- Engineers
- Support

- Project Management
- Purchasing
- GIS
- Security
That’s The Team...

...but what can I tell you about your tech “guy”?

Honestly, not much!
Conceptions and Stereotypes of IT

Nerds
Geeks
Robotic
Quirky
Socially Awkward Loners
Not athletic
Male
Unapproachable
Can’t speak to non-nerds
Into SciFi, Comic Books, Gaming, ComicCon, etc. etc. etc.
Knows everything about computers and how to make them work
WHAT IF I TOLD YOU

MOST COMPUTER NERD STEREOTYPES ARE WRONG

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MISConceptions and Stereotypes of IT

Nerds - Partially true
Geeks - False
Robotic - False
Quirky - False
Socially Awkward Loners- False
Not athletic - Mostly false
Male - Mostly true (82%), but improving
Unapproachable - False
Can’t speak to non-nerds - False
Into SciFi, Comic Books, Gaming, ComicCon, etc. etc. etc. - False
Knows everything about computers and how to make them work - Very False
But I.T. isn’t who we are

- Like you, we are more than what we do for a living.
- We are husbands, wives, parents, siblings, etc.
- We have (non-IT) hobbies
- We care about the same things you care about
- But at our core…
At our core

We’re a lot like you!

I'm just like you, only I'm different because I'm me.

(Jim Coleman)
Differences with The average IT professional

• We are busy, (usually reluctant) multi-taskers, and perpetually on-call.
• We rarely work just 8-5 and rarely break away for lunch.
  • Walking through a workplace without being stopped is more impossible than the Mr. Mac challenge.
  • Even life outside of work is plagued by requests to fix computers.
• We are hidden.
• We are detail oriented.
• We have a culture and a language.
  • You don’t have to understand it, but please recognize it is part of our identity.
• We are continually learning.
IT Mindsets

- We do our best to translate our lingo into layman’s terms
- We do our best to translate your problems
- We are perpetually troubleshooting and fixing stuff
- We look for patterns and correlations
- We accept change to remain relevant
- We encourage innovation and more open to risk
- We are security-minded
- Industry that attracts the introverted
- Overworked and usually not looking for new projects
How to Work with IT Efficiently

In no particular order...
Determine IT’s Role in Records Management

Where we shine:

- Analyzing technology
- Recommending technology
- Implementing technology
- Supporting technology
- Securing technology
- Safeguarding the information
- Automating technology
- Facilitate communication
- Training
Establish Trust

Business cost of mistrust

Trust comes naturally as both parties strive to work together
Communicate!

- The answer to everything
- Inform IT of recent changes
- Inform IT of patterns
- Inform IT if you don’t understand
We’re On The Same Team

Avoid “us vs them” mentality.

We are interested in your success.

Security vs convenience.
Involve Us

- Give us buy-in when making decisions that will affect us
- Send us to these Archive conferences
- We can offer feedback and lower odds of incompatibility

“Tell me and I will forget, teach me and I will remember, involve me and I will learn.”

-Benjamin Franklin
Remember that We’re Human

Use common courtesy

We also make mistakes

Don’t belittle us

Get to know us
Find The Right Person

Find somebody who...

- Is interested
- You can work with
- Can dedicate time to learning and contributing to records management
- Has background in records management
Non-IT Acknowledgment Goes a LONG WAY

NOT REQUIRED!!!!

Proactive relationship building.