

“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”

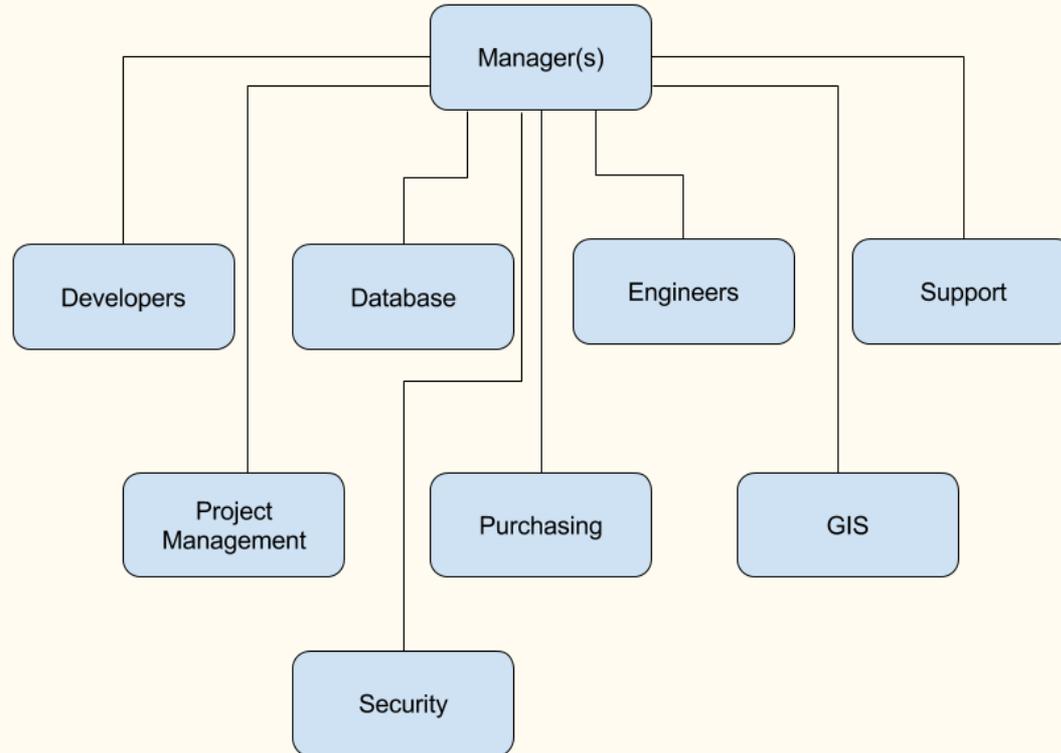
The use of hardware, software, services, networks, and supporting infrastructure to manage and deliver information.

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



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

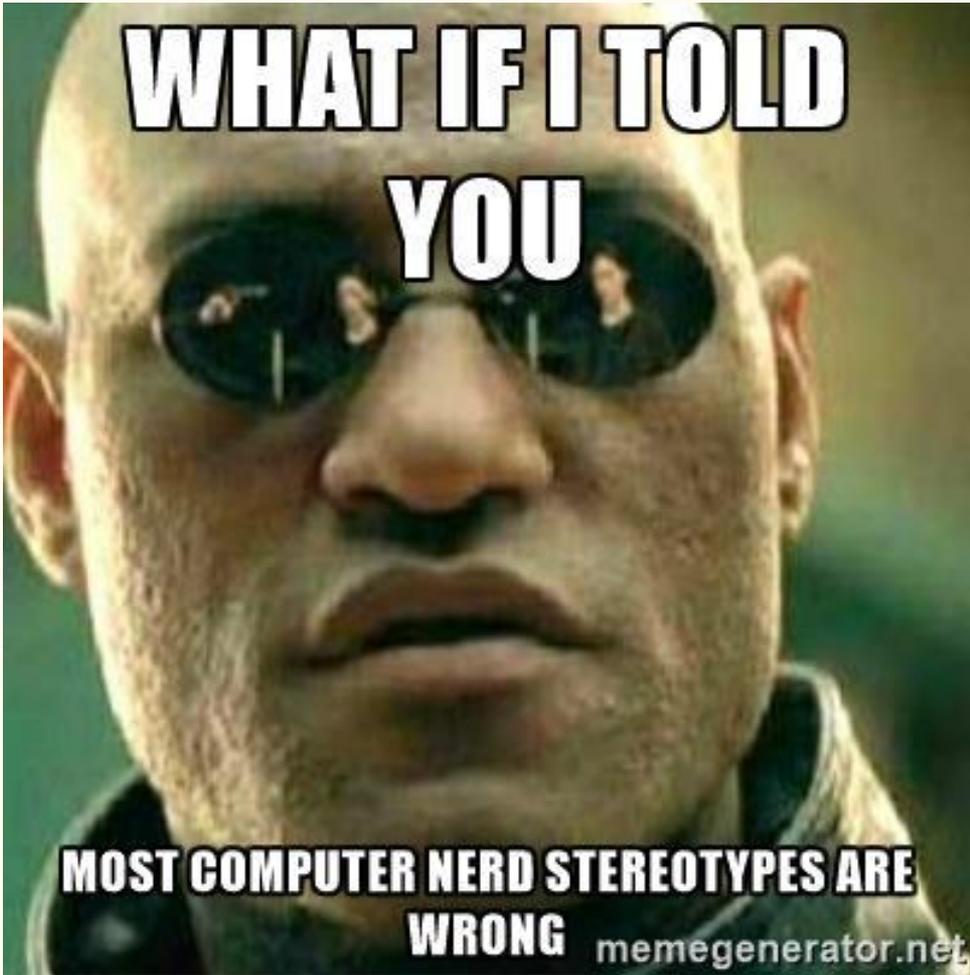
Unapproachable

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



A close-up, high-angle shot of Morpheus from the movie The Matrix. He is bald, has a serious expression, and is wearing his signature black sunglasses. The reflection in the sunglasses shows a scene from the movie with Keanu Reeves and Laurence Fishburne. The background is a blurred greenish-grey.

**WHAT IF I TOLD
YOU**

**MOST COMPUTER NERD STEREOTYPES ARE
WRONG** memegenerator.net

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

Information Technology is Our Profession

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)

izquotes.com

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 to 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.