

Into the Mirror

How Small IT and Big IT need to learn from each other



Into the Mirror

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learn from each other



Who are we?



@tbridge



@justinesgar



Into the Mirror

BIG IT

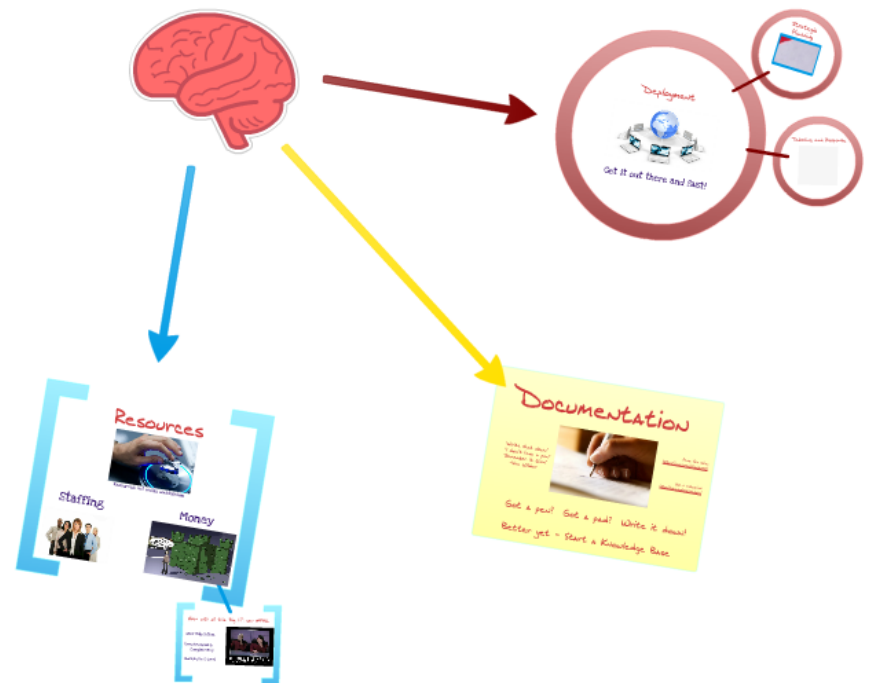
How do we do it well?



How Small IT and Big IT need to learn from each other

BIG IT

How do we do it well?



Documentation

"Write that down"
"I don't have a pen"
"Remember it then"
-VAN Wilder



Pens for sale:
<http://www.penisland.net>

Use a moleskine!
<http://www.moleskine.com/>

Got a pen? Got a pad? Write it down!

Better yet - Start a Knowledge Base

Strategic Planning



Deployment



Get it out there and fast!

Ticketing and Response





Deployment



Get it out there and fast!

Tick

Strategic Planning



Ticketing AND Response



“We were overrun with problems. We were out of control. Then we signed up for the free trial. Now our problems are managed and our stress level has dropped to zero. Ticketing System was a radical solution, but it works!”

No	Opened/Assigned	Customer	Contact	Name	Address	Status	Type	Edit	Print
169	9/30/2012 12:48:34 PM	Metro Property	Larry		17141 Greenway Upper ()	In Work	5-1		
199	9/29/2012 8:54:19 AM	The A Team			18758 Huber ()	In Work	9-1		
201	9/29/2012 9:36:33 AM	Metro Property			2465 Chatham ()	In Work	9-1		
205	9/29/2012 10:12:15 AM	Home Buffet	HOMER TORRIS	John	22087 Bedford ()	In Work	9-1		
223	9/28/2012 1:41:57 PM	Metro Property	18210 Santa Ana	George - Ann	18210 Santa Ana ()	In Work	9-1		
241	9/29/2012 3:41:27 PM	Unassigned		John Williams - Sam Williams		In Work	5-4		
261	9/30/2012 8:35:16 AM	Metro Property		Tim Smith	25913 Santa Ana ()	In Work	5-4		
261	9/30/2012 8:35:41 AM	Metro Property	16756 Greenway (Metro)		16756 Greenway ()	In Work	9-1		
261	9/30/2012 7:17:12 AM	Koey Evers - Kary Evers				In Work	9-1		
261	9/30/2012 8:13:23 AM	Unassigned	1395 - Cash Customer (Sam Pierce)	Frank Pierce	1395 Dorchart ()	In Work	5-1		
272	9/30/2012 12:24:51 PM	Johnny Service Tech - Jorge Jara				In Work	5-1		
272	9/30/2012 10:44:18 AM	Unassigned	21025 Union St - Tim	Tim Kinney	21025 Union St ()	In Work	9-1		
276	9/30/2012 9:49:48 AM	Gary	Whisk on the Lake	Gary George	24214 Jones ()	In Work	9-1		
276	9/31/2012 8:51:31 AM	Calvin Williams - Calvin Williams				In Work	5-5		
285	9/30/2012 12:52:07 PM	Metro Property	15846 Wisconsin (Metro)	Michale Thomas	15846 Wisconsin ()	In Work	5-5		

Resources



ReSources, not unlike unobtainium

Staffing



Money



Even with All this. Big I.T. CAN #FAIL

User Education

Effectiveness &
Complacency

Shackled By C-Level



DOUBLE FACEPALM

When the Fail is so strong, one Facepalm is not enough.

Small I.T.



McGuyver IT

Scant Resource



User Flexibility



Netgear Router
Dial-up Modem
Ingenuity

Small I.T.



McGuyver IT

Scant Resource



User Flexibility

Where Small I.T. Struggles

Smaller Size = Slower Responses



Small Budgets = Smaller Solutions

Different Accountability Structures

Smaller doesn't mean worse



How do we fix?



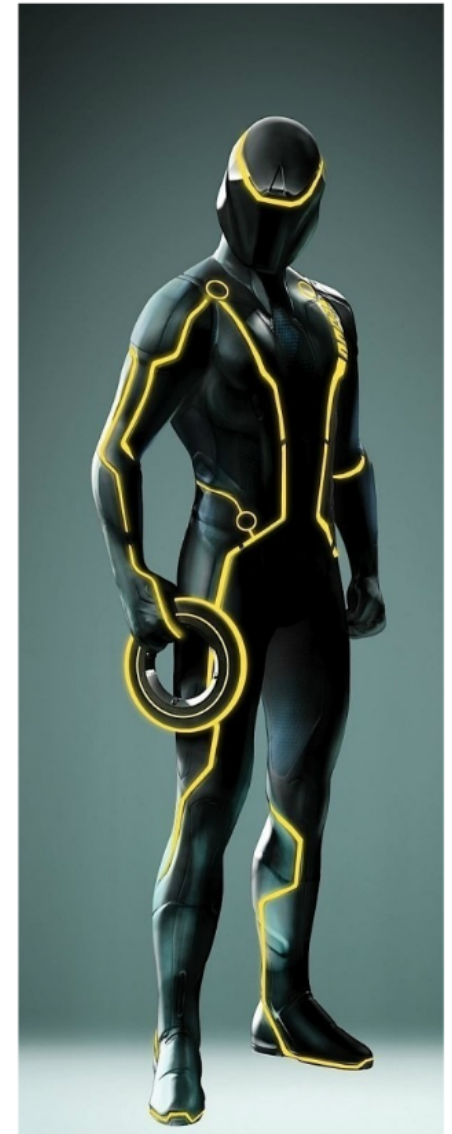
Switch Mentalities!

Fight for Users!

Let the user feel control

Be Responsive

Empower where Possible



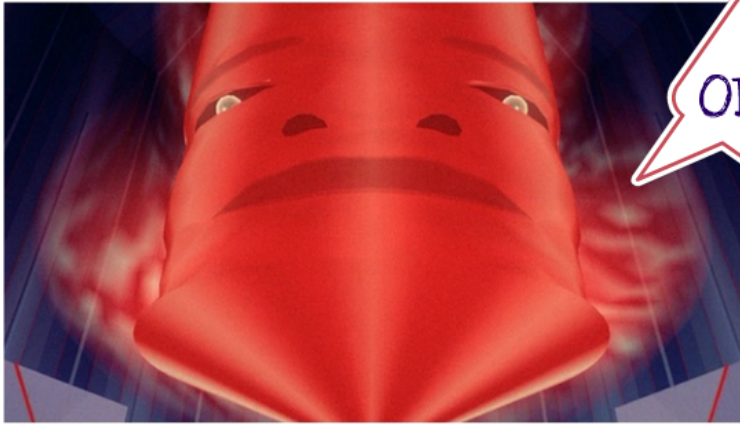
Fight for MCP

```
id="
html
title="MCP generator (Sample Page)"
style type="text/css"
</style>
</head>
<body>
<!-- generator -->
<?
Use this MCP generator to generate HTML code for your own
website or blog. Use the toolbar for?
-->
<!--
Change the span style="color:#000000" text color/span/>
to
Create <strong>bold </strong> or <em>italic</em> text/>
to
Use links a href="" to go nowhere/>
-->
</body>
</html>
```

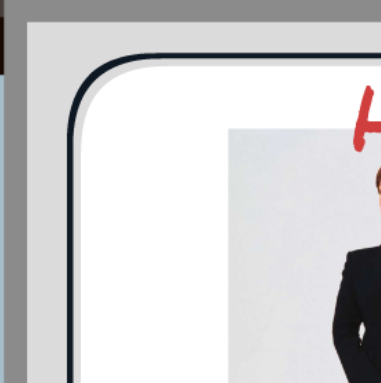
To Kill Gibsons: /workspace/garbage.

Organizational Data

User Restrictions



OH YEAH!



User-Centric I.T.

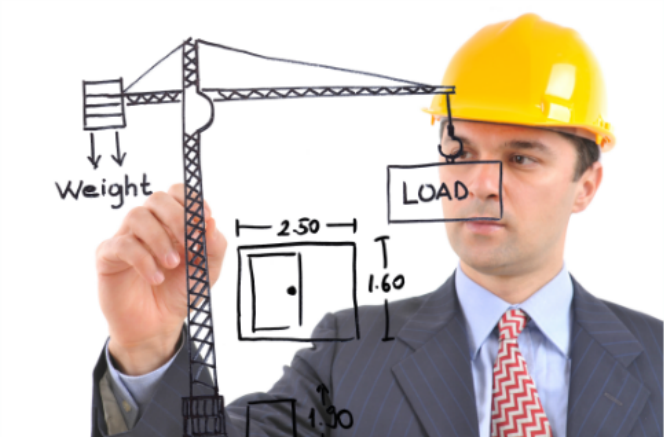
Stable Environments

Clear Systems Arch

Education

Be Engaging

Job Security



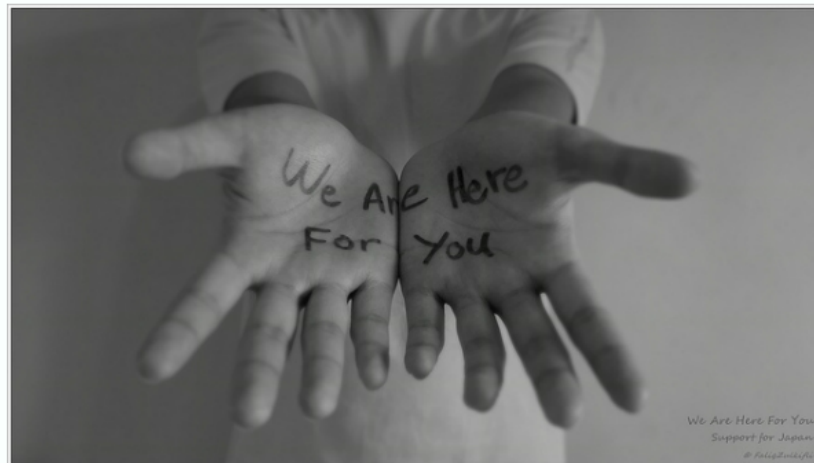
Early Warning Systems

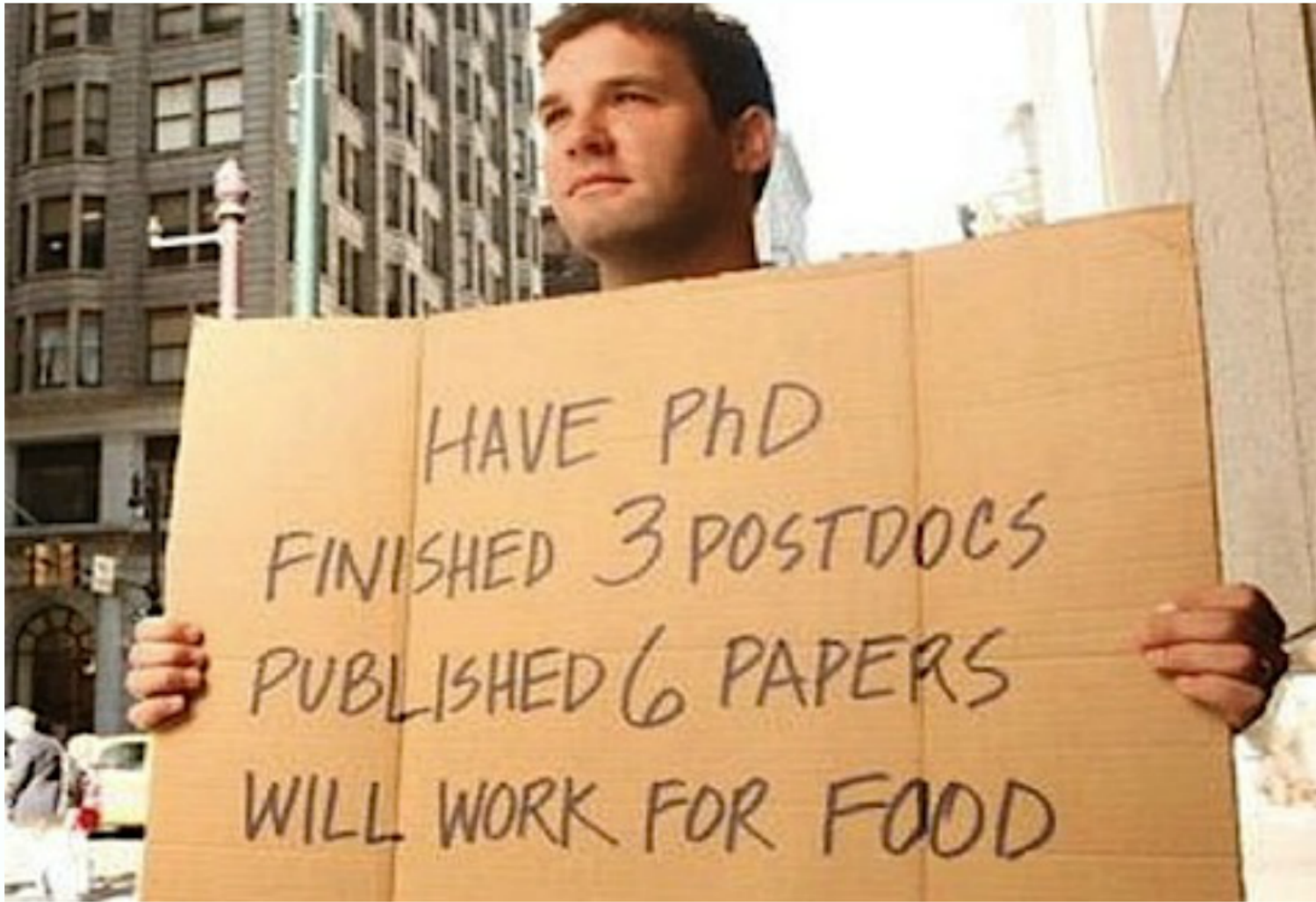


Fewer Problems







Will work
WITH you
not AGAINST
you

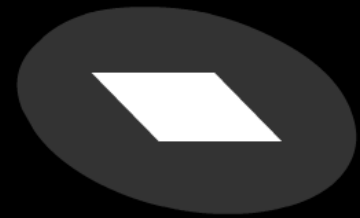




Less fear of losing your job

AHHHHHHH!!!!!!!

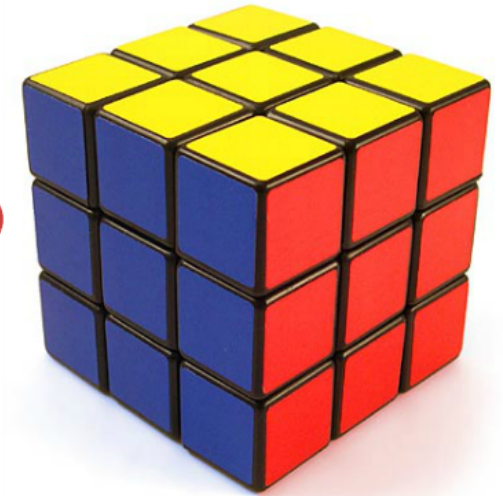
-  Understand the Problem
-  Understand the Solution
-  Take a Break
-  Ask the right Questions?





Understand the Problem

Understand the Solution



Take a Break

Ask the right Questions





Ask
Open
Ended
Questions

Links to read

The Phoenix Project - <http://www.amazon.com/The-Phoenix-Project-Business-ebook/dp/B00AZRBLHO>

Manifesto for Agile Software Dev - <http://agilemanifesto.org>

McKinsey Lean IT -

http://www.mckinsey.com/client_service/business_technology/expertise/lean_it

The Hacker Ethic -

http://en.wikipedia.org/wiki/The_Hacker_Ethic_and_the_Spirit_of_the_Information_Age

Trust Users with BYOD

Link from Venture Beat:

<http://venturebeat.com/2013/03/22/how-it-learned-to-stop-worrying-and-start-loving-user-experience/>



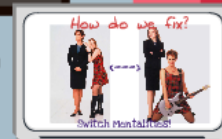
Cool Graphic -->



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