



Hitting Restart with I.T.

How to build trust, eliminate roadblocks and manage your IoT in an unfamiliar IT landscape.

RSP



Do not fear **IT**

They are your friends, not your foes.

RSP



Lost in Translation.

"I kept asking questions and trying to communicate with different people in IT, but my requests kept falling through. I couldn't find the right person to help."

~Rhonda Rezac

Chris Jones

I.T. Super hero

Applications Manager at
HealthPartners with a background in
IT and psychology.



Healthcare

Responsible for Maintaining:

- Life Safety
- Infection Prevention
- Fire Codes





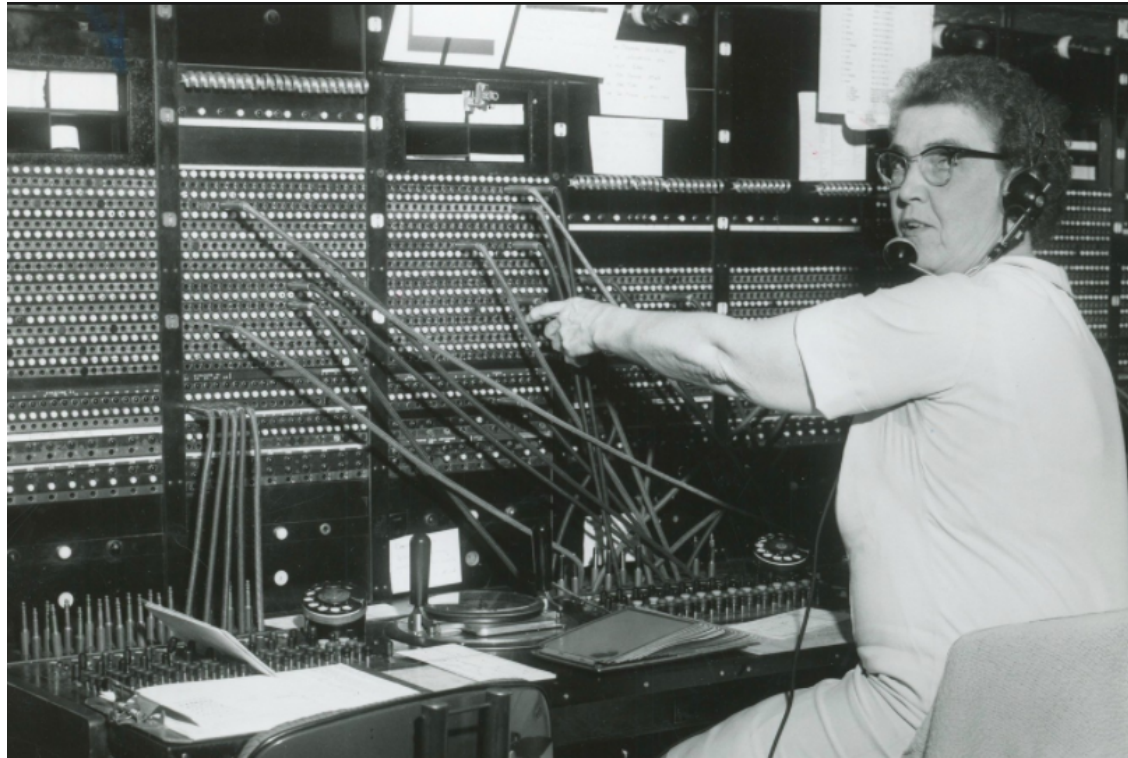
Lost in Translation.

“Sometimes development is like having a house with multiple owners that don’t talk with each other. One person is painting a wall blue, while another is ripping it down. Other people are adding furniture with completely different styles in mind.” ~Chris Jones



I.T. Specialist

“In reality, working with IT is like going to the doctor, you need to know which specialist to see – otherwise you aren’t going to get the right diagnosis.” ~Chris Jones



I.T. specialists are typically
system experts,
not software experts.



I.T ARE SYSTEM EXPERTS NOT SOFTWARE EXPERTS

Tell them why this is important
to them and their business.

DEDICATED APPLICATION MANAGER

Key contact who
understands.

KNOW YOUR I.T. STRUCTURE

They have other projects
and deadlines too.

What I.T. Needs to Know

01

BIG PICTURE

What does the application do and what do you want to accomplish. Tell them WHY you are doing this.

02

DEDICATED I.T. ASSET

You need a dedicated Application Manager

03

DEFINED END-GAME

Identify when the project will be done and what done means.

04

WHAT YOU EXPECT FROM I.T.

Discuss your expectations and be prepared to understand what they really do

What I.T. Wants You to Know

01

SMOOTH TRANSITION? WHAT?

I.T. is a complicated field and errors are their business. They are used to things not going right.

02

ADJUSTABLE TIMELINES

Not everything can be done instantly.

03

NARROW MINDED

Most I.T. personnel is not flexible with their area of expertise

04

ASK FOR CLARIFICATION

I.T. can have their own language – ask them what that means.



I.T. Personnel

“We also learned that knowing your IT structure is critical. Not just the hardware and software, but the personnel as well. Get that dedicated application manager who will follow this through. Let them know why this is important, and empower them to own it.” ~ Chris Jones

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with **I.T.**

