

Ten Things You Should Ask Your Technology Director



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1. Is our documentation in order ?

- Network Schematics
- Backup and Recovery Plan
- Staff Organization/Job Descriptions
- Policies, Standards and Guidelines
- Technology Acquisition
- Requesting Support
- Passwords

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2. What groups or professional organizations do you participate in ?

- We can't know it all
- Education is a different animal
- Don't reinvent the wheel
- Network, network, network
- Can validate assumptions and...
- ...make you feel better

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3. What are our printing costs ?

- Equipment, support, paper, toner/ink, leasing, supplies
- Encourage electronic storage
- Give supervisors the data
- Educate and Communicate
- Move some costs to building budgets

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4. How many telephone lines do we have ?

- Telephone service audit
- Take advantage of less expensive circuits
- Move some services to the network
- Slash lines/services you don't need
- Consider using a communications broker

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5. Does all technology purchasing route through IT ?

- It's not about YES or NO
- It's about:
 - Systems compatibility
 - Curriculum alignment
 - Using what we have
 - Being Cost Conscious

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6. How is our Systems Access Program ?

- Who, What, How
- Documented
- Maintained
- Vendor Agreements

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7. What skills do you bring to the table ?

- Collaboration
- Customer Service
- Project Management
- Budget Planning

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8. How is our wireless network ?

- Mobility is King
- Coverage
- Capacity

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9. Do we have an equipment replacement plan ?

- Programmed purchasing to avoid user fatigue, network downtime, budget emergencies
- Computer work stations, network equipment, spares

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10. What is your ideal staffing configuration ?

- Continue to look at:
 - Needed skill sets
 - Skill Overlap
 - Customer Service
 - Outsourcing