



Technology Leadership: Getting a Seat at the Table

With Melissa Esquibel
Author of Dirty Data



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Getting a Seat at the Technology Table

with Melissa Esquibel, MCT, MSOM

The Seat and Why it's Yours

- You solve problems for a living
- You pull rabbits out of hats for a living
- You must figure things out with no training for a living
- You are expected to know how things works for a living
- You learn on your feet better than most for a living

Why are changes so hard?

- We like things organized, predictable, and flowing smoothly
- We don't like changing things unless there's a really, really, really, really, really good reason for it. (And, even then, not so much)
- New things are inherently risky
- New things are often initially not better

Become a solutions analyst.

- How does it improve things?
- How does it integrate into our environment?
- How does it work within the platform ecosystem?
- Does it works on all our devices?
- Does it Integrate with the same tools the old thing does?
- What internal controls might be affected?

Service Level Agreements

- With what standards is it compliant?
- What warranties does the service provider or manufacturer offer?

Internal Controls

- Does it introduce an exposure that wasn't there before?
- Does it close an exposure that WAS there before?

Training - What is the learning curve?

- Who will struggle?
- Who will get on board?
- How will we train people?

Be an Agent for Adoption

- Help people understand the rationale for the change
- Whether or not you agree, support it
- Pull, don't push, them to the change

- Be the example of best practices
- Solve problems
- Ask for training
- Keep decision-makers informed

Get a seat at the table by...

- Being seen as a solutions analyst
- Asking the important questions
- Knowing the "people" part of the equation
- Supporting the implementation of new tools
- Keeping decision makers informed.
- Not just accepting that change can only happen **to** you but **with** you and even perhaps **because** of you.

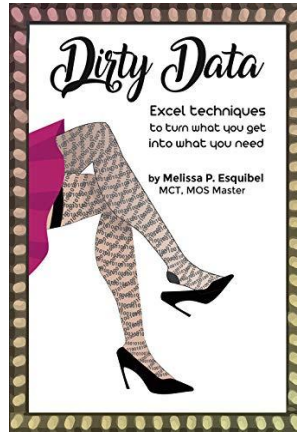
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