

Managing Systems Administrators

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Overview

- What are these folks?
- How can management achieve success with SAs, NAs & DBAs
- Who out there manages System Administrators Now?

What are they?

- Technical Professional ?
- IACWG Skillsets
- Business Impact
- Motivations

Technical Professional ?

- Focused Education, Training, & Experience
- Researcher
- Architect
- Teacher
- Leader
- Practitioner

IACWG Skillsets

- Industry Advisory Council Working Group
- Presentation highlights

Business Impact

- Invisible or introuble
- Technology Content
- Intellectual Property
- e-E V E R Y T H I N G !

Motivation

- Job Satisfaction
- Compensation
- Recognition
- Nerf Weaponry

Skillsets of the Systems Administration Profession

Typical Professional Skills

Administration

Research

Training

Practitioner

Roles and Responsibilities

Job Descriptions

Training and Certification

Tools

How can management make them a success?

- Identify
- Planning
- Execution

Identify

- Knowledge
- Tools
- Techniques

Planning

- Cost Center vs. Profit Center
 - Role of Computing in your Business
 - Significance in Business Processes
 - Increase Awareness
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- Planning is always the key!

Execution

- Recognize Recurring Operations vs. Strategy Development?
- Be an Advocate
- Succeed together
- Be part of the Business!

Summary

- Find out what they like to ingest
- Spoon feed them with affection
- Clip their claws occasionally
- Make sure their sandbox doesn't get too full of SH**!