

A Dog's Breakfast  
Roles and Responsibilities for Managers in  
the Cyber Era

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# Turning Techno

- The issue – managing the deployment of technology in the workplace
- Not a talk about management, a talk about managing in the tech era
- Begins and ends with... good tech, good management

... always available

- Not like the equipment cart, which is only free a week next Friday
- Not like the bus, which arrives only on a set schedule

... always on

- Not something that takes a long time to get going (like Windows)
- Think of things like streetlights, which respond automatically, or telephones, which are ready with a dial tone

## ... always connected

- A fire alarm works only because it is always connected
- Not like the ‘cog in the machine’ but like the ‘node in the network’ – ready to receive information, ready to transmit

... standardized

- Think light bulbs, batteries, the gasoline in cars
- People know what to expect

## ... simple

- The elevator – people don't consult a manual to operate one
- 'Simple' doesn't mean simple in function, but rather, that the use is obvious in the design

## ... doesn't require parts

- Eg. Car gas and oil, printer cartridges, disposable batteries, etc etc
- Today's new generation – licenses that expire
- Good technology is complete, functions out of the box



... personalized

- Like, say, the ATM or the telephone
- Allows you to have an identity

## ... modular

- The bane of ed-tech – enterprise systems
- Should be able to mix and match components
- Each bit is a part of a network
- Small pieces, loosely joined

... does what you want it to do

- Better, eg., if airplanes take you to the advertised destination
- What is the function...? I submit – communication, provision of resources