



# THE IT PROFESSIONAL'S HOLIDAY WISH LIST



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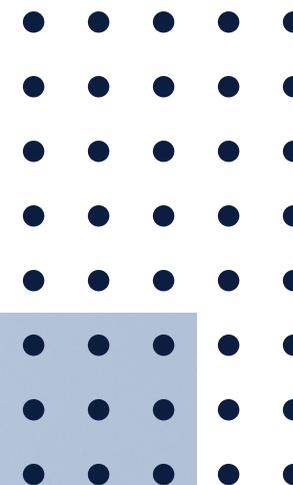


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**Tis the season for wish lists. What's on yours? How about an intelligent heated jacket equipped with artificial intelligence so it can quickly learn your personal preferences and react to external environments? Perhaps a jetbike or jetboard is more your style. A virtual reality headset? Yes, please!**

There's plenty to choose from among the latest and greatest tech-inspired gadgets and gifts. If you're like many IT professionals, however, not everything on your wish list is technology-powered or can be wrapped in holiday-themed paper and a bow.

In this eBook are four things we think may be topping the wish lists of many IT professionals this holiday season.



## **Everyone wants to be appreciated, but many IT professionals aren't feeling the love.**

Year after year, surveys and interviews with IT leaders reveal that they don't always believe they are viewed as "players" in their companies' successes. That's not surprising when most are used to only hearing about systems that are too slow, excessive IT costs or any number of other complaints — from staff and company executives alike.

This one may take some work, but it can be done. When working with colleagues in other departments, take the opportunity to encourage and engage in collaboration and communication. Rather than saying "no" to requests, offer options and suggestions. Share your successes and be part of your colleagues' successes. Show the value you bring to helping to meet their objectives and those of the company overall.

Listen to what your stakeholders have to say. Among the complaints and demands, you'll likely find information that can help you understand how you and your staff can better satisfy their needs. Your stakeholders aren't always going to get what they want, so they aren't always going to be happy with you. But they'll be less unhappy knowing that you at least listened to them.

# LOVE AND RESPECT



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## 2



**Wouldn't it be nice if your stakeholders were**

**a little more understanding of the challenges you**

**face and parameters you must work within?**

## **EMPATHY FROM STAKEHOLDERS**

For example, employees within your organization may get easily frustrated with you when you can't immediately deliver the extra cloud storage they want or the latest software they think they need. Their frustration levels may be tempered a bit if they understand that the C-suite has mandated other tasks as your top priority, or that IT staffing shortages are maxing out your internal resources.

As noted under "Love and Respect," concise, frequent communication will help. Keep stakeholders apprised of IT's activities and initiatives. Set realistic expectations for technology rollouts and upgrades. Explain the reasons behind IT policies and the repercussions if they aren't followed.

Don't just send out company-wide emails or a newsletter. Hold occasional informational sessions — in person or live, web-based — that include a Q&A. Use the opportunity to make sure stakeholders know you're aware of their needs but must balance them with other priorities — many of which are beyond your control. They still may not be happy, but they may be less likely to see you as the enemy.



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## As an IT professional, your “to-do list” may seem never-ending.

It’s also likely accompanied by tight budgets and even tighter timelines. Tapping the expertise and assistance of outside vendors can take some of the pressure off — especially if they work with you as trusted business partners.

A trusted business partner knows your business inside and out. They follow the trends in your industry and understand what the obstacles and opportunities are. They know what works and what doesn’t. They measure their success by your success.

To find the right partner, do your due diligence. Question prospective service providers — and their customers. How flexible are they in how they work? Business is never static, so agility serves everyone well. Can they customize solutions to your organization’s specific needs? What kind of follow-through do they provide after a solution has been deployed? Are they willing to work with you to develop better ways of doing things?

Finding the right partner might take a little time, but it’s worth it if you get peace of mind — and someone willing to make things right if they do go wrong.

# VENDORS THAT ARE PARTNERS



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## Your organization wants to pursue digital transformation.

The problem is many of the decision makers in your company don't understand what that takes. They're asking for innovation but are unwilling to let go of legacy systems that have seen better days.

They may feel they've already invested too much in them to walk away. They also may be reticent to start from scratch and invest in or build all new systems designed to leverage emerging technologies. As a result, you and your staff are busy wrangling dusty servers, patching obsolete software, and trying to work magic to get old and new technologies to work together.

Determine how best to equip your organization for digital transformation and then build a business case for it. People like choices, so list out the pros and cons of different options. Include a thorough evaluation of existing systems and how well they do or don't accommodate current and future needs. What are their limitations? Can they be repurposed for other uses if they're replaced by newer systems?

Factor in the not-so-apparent benefits in your cost-benefit analysis, such as enabling faster time-to-market and providing greater customer satisfaction. Showing what your organization's competitors are taking advantage of new systems and technologies can also help spur executive-level support. If you're considering specific options from a vendor, enlist that vendor to help make your case. Real world case studies, in particular, can make a difference.

# A STRONG BUSINESS CASE

**Even if the things we've listed in this eBook aren't on your wish list, they may at least inspire you to think about what you really do want. Perhaps it's more opportunities for career growth or a bigger budget.**

Think about what you need and want to do your job to the best of your ability — and what it would take to best serve your company. Then make it happen. Share your thoughts with your colleagues. Reach out to other departments. Engage qualified, trustworthy service partners.

Don't discount that jetbike, however. It may not ease your workload or earn you respect from your peers, but it will provide a break from your normal routine.

**To learn more, call 866.2.SIGNAL or visit our website [www.ussignal.com](http://www.ussignal.com).**

**MAKE YOUR WISH LIST**  
**A TO-DO LIST**

