Relationship Advice

How to get more from your technology partner

Hi! I'll be your matchmaker today

Gena Dellett

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I like people and happen to work with software.

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10 Seconds about Skvare

(pronounced SQUARE)

We help others help others

- Technology Strategy
- Web Hosting
- Ongoing Support
- Mail Services

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Who are you?

Why this even matters

$$$$$$, of course

... AND ...

- These are mission-critical tools (or maybe tech is your mission)
- We're all live animals - these relationships are real!
- You have the power to choose

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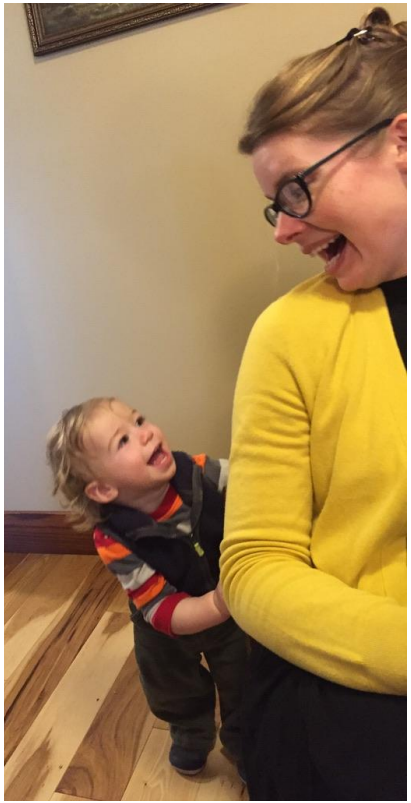
Learn from Nursing - Never Settle



Tech is not just one thing.

Open Source vs Proprietary

Out-of-the-Box vs Custom

No one's a magician (except magicians)

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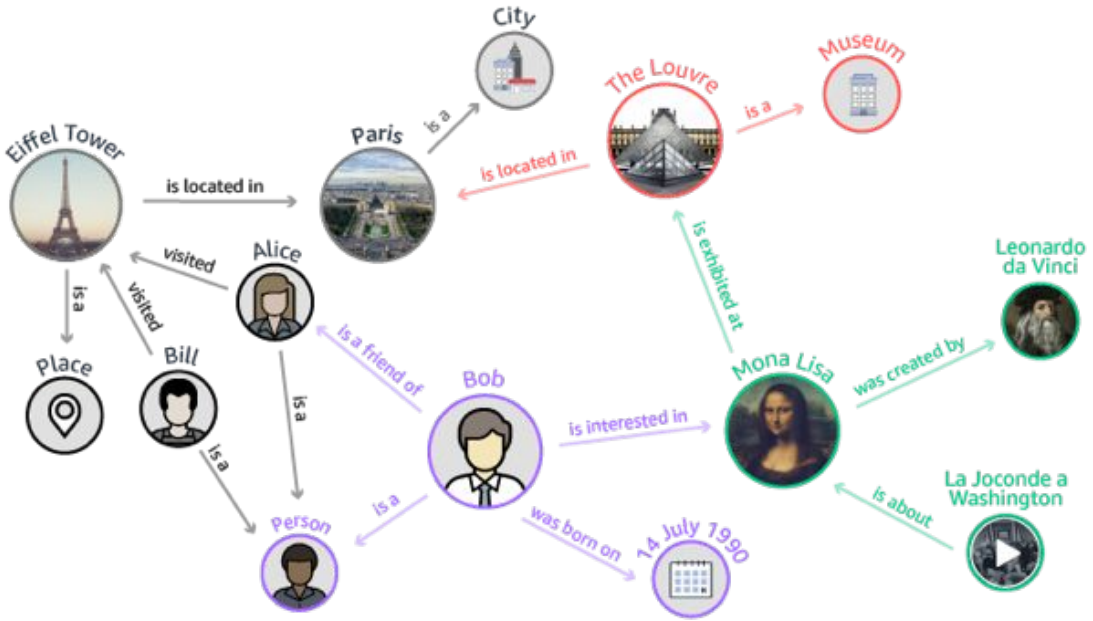
Know what's what (and who's who)



Contracts

People & Position

"Break Up" Clause

Communication Norms

Emergency Response

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Pricing Structure

- Initiation Fees
- Subscription Fees
- Retainers or Deposits
- Fixed Price vs Time & Materials
- Add-Ons
- Emergency Rate

And... what changes these rates?

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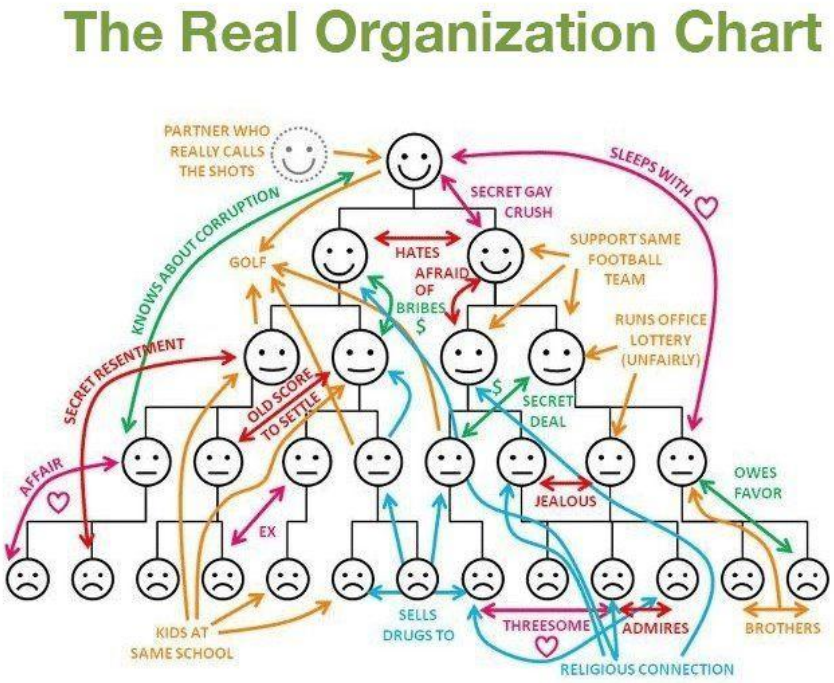
Your Organization Structure



Get Buy In!

- Identify Stakeholders
- Departments & Team Members
- Community - members, donors...
- Leadership - Boards & Bosses

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You've signed the contract. Interaction Tips...

Get it in writing.

Loop in others.

Get the full scoop, even if it doesn't make sense.

Troubleshoot... better.

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INTERNATIONAL MOUNTAIN BICYCLING ASSOCIATION

Troubleshooting 101

1. Describe the problem in detail.
    - What were you doing?
    - How did you get there? (what were you clicking on?)
    - What happened? Strange message or Unexpected Screen?
2. Test Your Access
    - Can you do other things online?
    - Can you access your system from another device?

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Troubleshooting 101 Continued

3. Timing Trends -

- If this has happened before, is there any consistency of time of day?
- How long does the issue persist?

4. Screenshots -

- Take a screenshot of the screen you see when the issue arises.
- Take additional screenshots for context
- When documenting your experience, explain the steps (what you clicked and in what order) to get to the screen you took a screenshot of.

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Figuring out what you want

- Defining "Functional Requirements"
- Identify moments of excellence & what your ideal organization could be
- User stories
- Share what you don't want

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US CHESS

FEDERATION

Warning Signs

"We" statements

Who's the guinea pig?

Responsiveness

New alerts in your system

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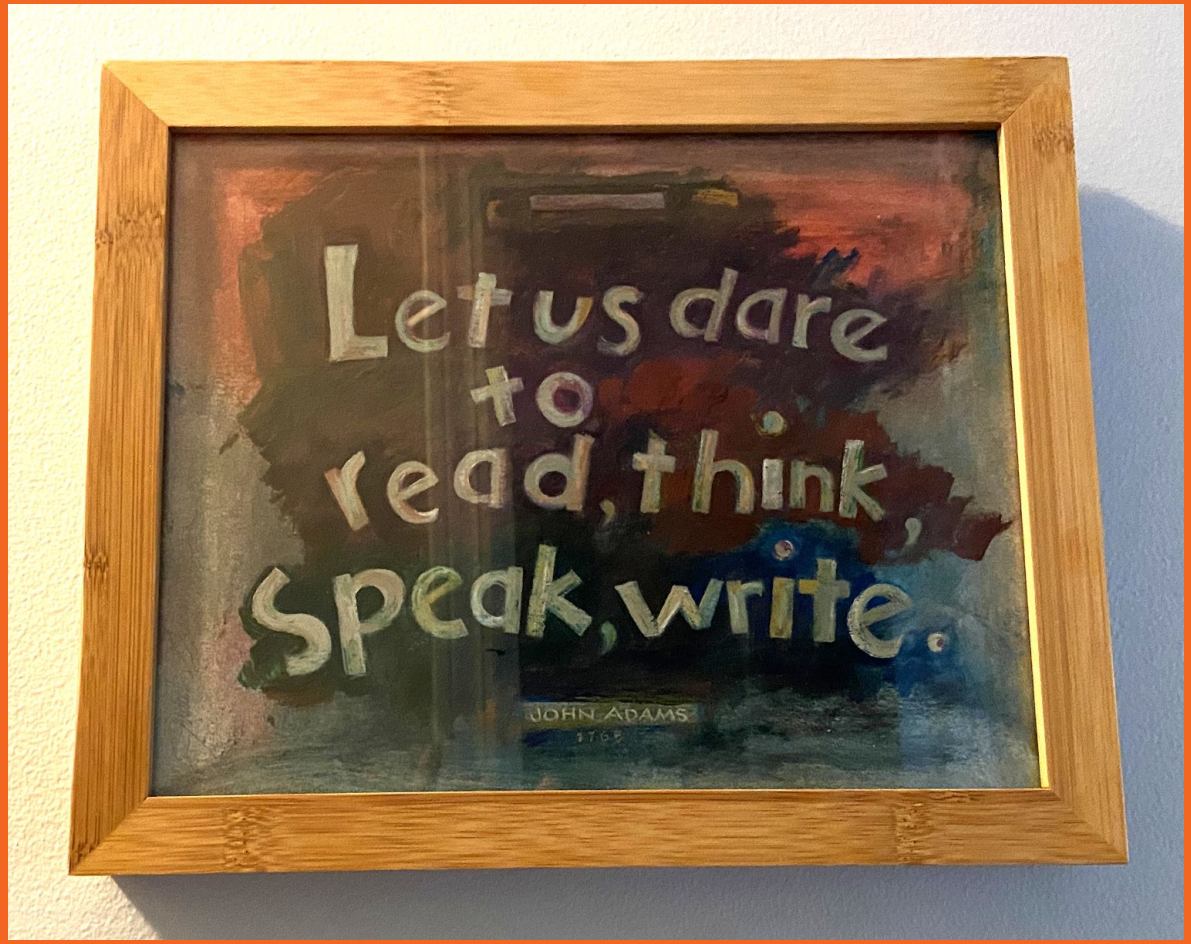
Let us dare
to
read, think,
speak, write.
JOHN ADAMS
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