

Understanding Your Technology Workforce

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NECA PHILADELPHIA
SEPT 29-OCT 2, 2023

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This session is eligible for 1 Contact Hour.

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- Have your badge scanned at the door
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- Fill out the online evaluation for this session

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- Learn to capture and diagram the essential technologies that work for your company
- Learn to communicate and collaborate around essential technologies with no technical team members
- Better understand the connection between Technology, Process, and People and how to communicate it

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The combination of technologies a company uses to build and run an application or project
"Description of your digital footprint"

Project or Application →

The job to be done →

The tool for the job →

WEB DEVELOPMENT TECHNOLOGY STACK

FRONT-END DEV BACK-END DEV DATABASES DEVOPS MOBILE APP DEV

Top Web Development Stacks In 2022: Front-end, Back-end & Database

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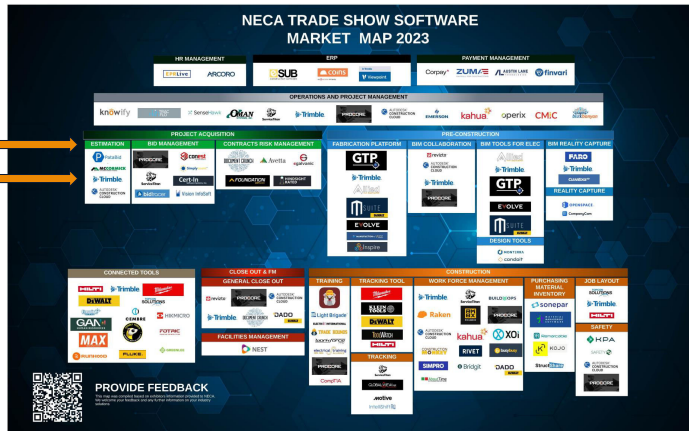
- !!CONTEXT!!
- Connect people to technology
- At a glance understanding
- Collaboration
- Measurement and analytics
- Consistency
- Helps in training and recruitment
- Provides direction
- Helps avoid redundancy
- Helps identify real problems



The tool for the job
The job to be done



The job to be done
The tools for the job



Work Group

The job to be done

TECHNOLOGY STACK



Determine Scope

Decide what constitutes essential technologies in need of collaboration

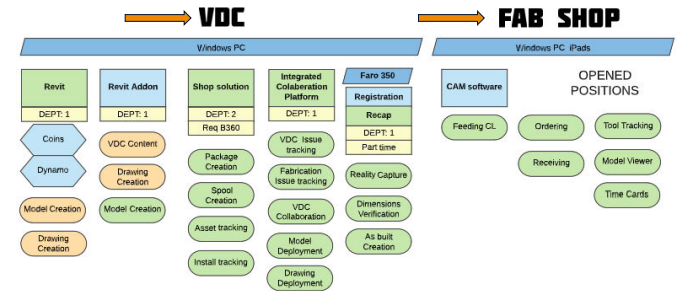
- Not all software needs collaborative review.
- This diagram should not be sufficient to fully support IT or CT needs without significant secondary documentation.
- Anything on that chart should have a clear use. A good rule of thumb is the use should be decriable in a sentence or two.
- Limiting the amount of space that the diagram can take up will help drive priority thinking.
- Additional linked information and appendices should be used for detailed information where necessary.
- Project specific Tech Stacks are often very useful and can be a great way to maintain clarity without over complicating an organizational tech stack.
- This should not be a wish list or an organizational chart.



Identify Work Groups

Group teams that share similar functions typically departments, but can be task groups

- Not all members of a group need to use the software
- Where possible match process groupings
- Groups should be easily identifiable to team members
- This is not an Org Chart!!!

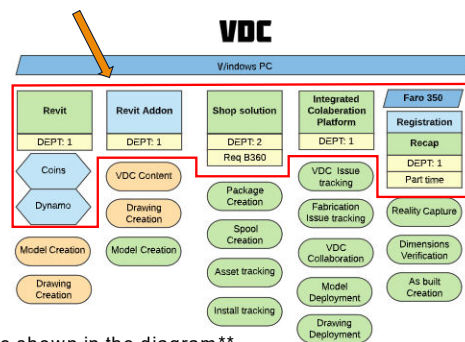


Technology Survey

Identify technology assumed to be in use and list relevant information and features

- Name of application or hardware and provider
- Uses / jobs that software preforms
- Groups impacted / number of users
- Software dependencies and dependents
- Interrelationships with other technology
- Costs - Purchase, maintenance, and subscription and renewal schedule
- Hardware required

Add more over time not everything needs to be shown in the diagram

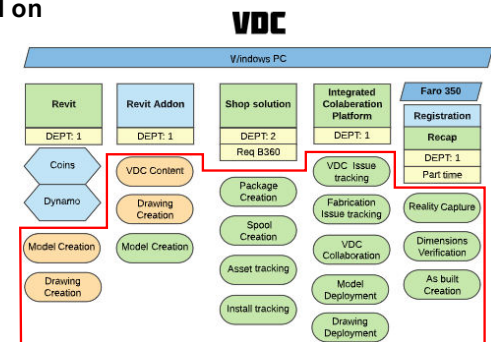


Identify Jobs To Be Done

List jobs / Uses of technology based on survey

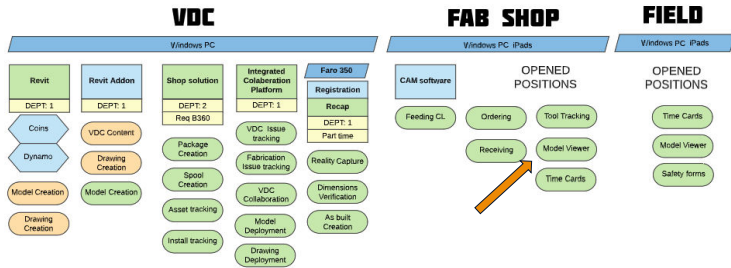
- Should be 3-6 words
- Should be general terminology
- Be consistent between work groups
- Color code duplicates
- Link to higher level of detail if required
- Avoid wish list items (or color them)
- Avoid general office, incidental or obvious entries or create IT Silo

** Too many details can diminish the usefulness and longevity of the diagram **



Identify potential jobs to be done

List possible or desired jobs / uses of technology based on process review and team requests



Technology can be more easily understood by non-technical staff when talked about using human attributes. The same questions we use to evaluate people will almost always apply to technology too. (*Anthropomorphic language*)

- Full-Time vs Part-Time
- Experience Level
- Talent
- Cultural Fit
- Retirement
- Insubordinate
- Honeymoon period
- A pain to work with
- Moon lighting
- Wastes time with others
- Wants too much money
- Overqualified
- Attractive but not good at their job

HIRING YOUR NEXT TECHNOLOGY



Complete the Online Evaluation

