

# How to work with your IT team

Presentation to the  
City Information Group

28 May 2008

# How to work with your IT team

- Quick introduction
- Working with IT – stating the obvious
- The interwoven approach
- Talk the talk – a little knowledge need not be a dangerous thing
- Building a consensus
- Working in a small organisation - the dual role



# Quick introduction

## Reston Consulting Limited

- Formed in 2004
- Nominally based in rural Berwickshire but servicing clients based in a variety of locations including New York, London, Liverpool, Edinburgh and even St. Andrews.
- A hi-bred company supplying information consultancy and advice and....
- Technology consultancy support and supply

**Initially conceived to take advantage of the burgeoning market in boutique fund managers and corporate advisers**



# Quick introduction (contd.)

## Clients include:

- Alliance Trust PLC
- Midas Capital Partners PLC
- Platinum Fund Managers Limited
- Driver Hire
- HBJ Gateley Wareing



# Quick introduction (contd.)

## Kenny Walker - Director

- BA (Hons) Information Management
- MCLIP
- MCP (Microsoft Certified Professional)
- CCNA – (Certified Checkpoint Network Administrator)

Spent most of my career prior to forming Reston Consulting in hi-bred roles with responsibility for technology and research provision within corporate finance boutiques in London and Edinburgh



# Working with IT – stating the obvious

- IT provide the physical delivery mechanism for our products and services
- Users see a failing product and will not differentiate between the product and a technical delivery problem
- Content becomes irrelevant if delivery is poor
- Conversely – technologists need content



# The interwoven approach

- Relationships with IT team need to be built at all levels
- Needs to take place on a rolling basis and not on a project by project basis
- Ideally information professionals should have a formal input to technology infrastructure decisions to allow:
  - Identification of potential issues early – (e.g. Firewall changes which block access to ports required by information products)
  - Identification of potential opportunities – (e.g. Rollout of Microsoft Sharepoint)



# The interwoven approach (contd.)

- Requires diplomacy, time and effort
- Need to overcome any possible suspicions or hostility
- Appreciate that information projects are generally regarded as non-core by IT and will be prioritised as such
- Be realistic when planning projects and factor in IT fire fighting time
- Ensure IT are fully aware of the business impact of information products and projects



# Talk the talk

- Information professionals are reliant on IT so why not furnish ourselves with a basic knowledge:
  - Grasp the basics of networking, IP address structures, DNS and so forth
  - Get acquainted with SQL, Apache and XML

This will provide a basis for communication, decision making and provide a clear indication of what is possible and probable

IT professionals are being similarly encouraged to encroach into information management. Articles within the IT press are encouraging technologists to expand their skills to include information design



# Building a consensus

- Everyone is a stakeholder in an organisations successes and failures
- Need for IT and Information Professionals to recognise cross-overs and common threads
- Shouldn't fear presenting a joint vision to senior management



# Working in a small organisation – the dual role

If all else fails take over the IT department...

- Obviously found within smaller organisations
- Role requires a degree of technical knowledge however this can be supplemented by external advisers and specialists
- As expected it removes numerous barriers to delivering information products and services



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