

# Working Effectively with Systems-Facing Professionals

# Panelists

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# Quick Statistics

	DA	DC	SD	SH	MR
Public/Private	Public	Private	Private	Private	Public
Carnegie Class	R1 Comp.	R1 Comp., Med School	R1 Comp., Med School	R1 Comp.	R2 STEM
Enrollment	28.5k	24.2k	11.5k	12.5k	10.5k
Full-time ACI-REF?			No		No
In central IT?			Yes		Yes
Sysadmin headcount			4 (maybe)		6

# Treat Systems Staff Like You Are Treated

You are a very busy and important person after all.

## Scope out the Problem

- Provide as little information as humanly possible.
- Be efficient: Put little to no effort up front.
- When replying, be terse (this is also efficient)
- Do not overwhelm them with useful information.
- When replying to lists of questions be sure to skip items and reply out of order.
- In no way shape or form shall you answer the actual question.

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## Time Constraints

- There are none, they are staff. Sitting around waiting.
- Be timely: quick to demand, weeks or months to reply.
- Be aware of deadlines: always ask for assistance when it is near, past or too late. It's a good motivator.

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## Motivation (Provide Some)

- You are in the driver's seat here.
- Wave your hands and ask that it all just go away and magically work.
- Build people and service up: Reward failure or challenges by letting everyone know just exactly what you think.
- Offer to help by “calling someone higher up”, or to “do some of the work” (really, it can't be all that difficult).