Technology Services: An Elixir?

Dharma Jayabal
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Dharmatha Jayabal
Data Warehouse Analyst - Senior
Responsibility | Relator | Belief | Restorative | Empathy
Professional Goals

Strengthen Professional Relationships

Develop and Refine Leadership skills

Reflect on my Practices
Project Goals

Gain a more in-depth perspective

Identify ways to encourage collaboration

Impact on process
Course of Action

Confirmation

Research - Inside Out

Get the pulse - Other Divisions

- Setup a Survey
- Ask the right questions

Propose solutions
Research Outcomes

Wide variety of projects, Tools, Applications - Micro Teams

Misalignment between projects and their business objective
Buy In
Involved too late
Closure

We are not alone

Awareness & Transparency
Survey

★ What services do you use / how has the tech department supported you in the past year?
★ When needing assistance from TDSD which communication channels do you use?
★ How do you feel we can create awareness about the services we provide? What venues can we use?
★ How do you create awareness about what your department does with other departments?
★ Interactions with Technology Resource Advisory Committee (TRAC) and Technology Architecture Review Committee (TARC).
★ Are there technology services that you think are missing and would support your work?
Next Steps

• Conduct Multi-Division survey
• Incorporate survey questions into District Satisfaction survey
• Hello Orientation - Create awareness
Challenges

Goal Dilution

Time
Gratifying Experience

- Trust
- Convergence of Ideas
- Motivation
- Inspiration
- Lean on me!
- Lively and creative!!

SCCOE: Equity | Diversity | Inclusion | Partnership
Thank you!

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