Technology Services: An Elixir?

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Santa Clara County Office of Education

Technology Services: An Elixir?

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

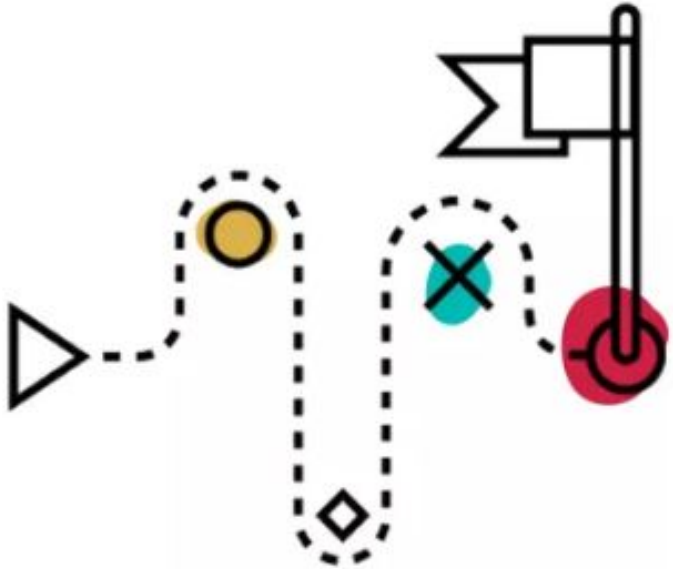
Confirmation

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

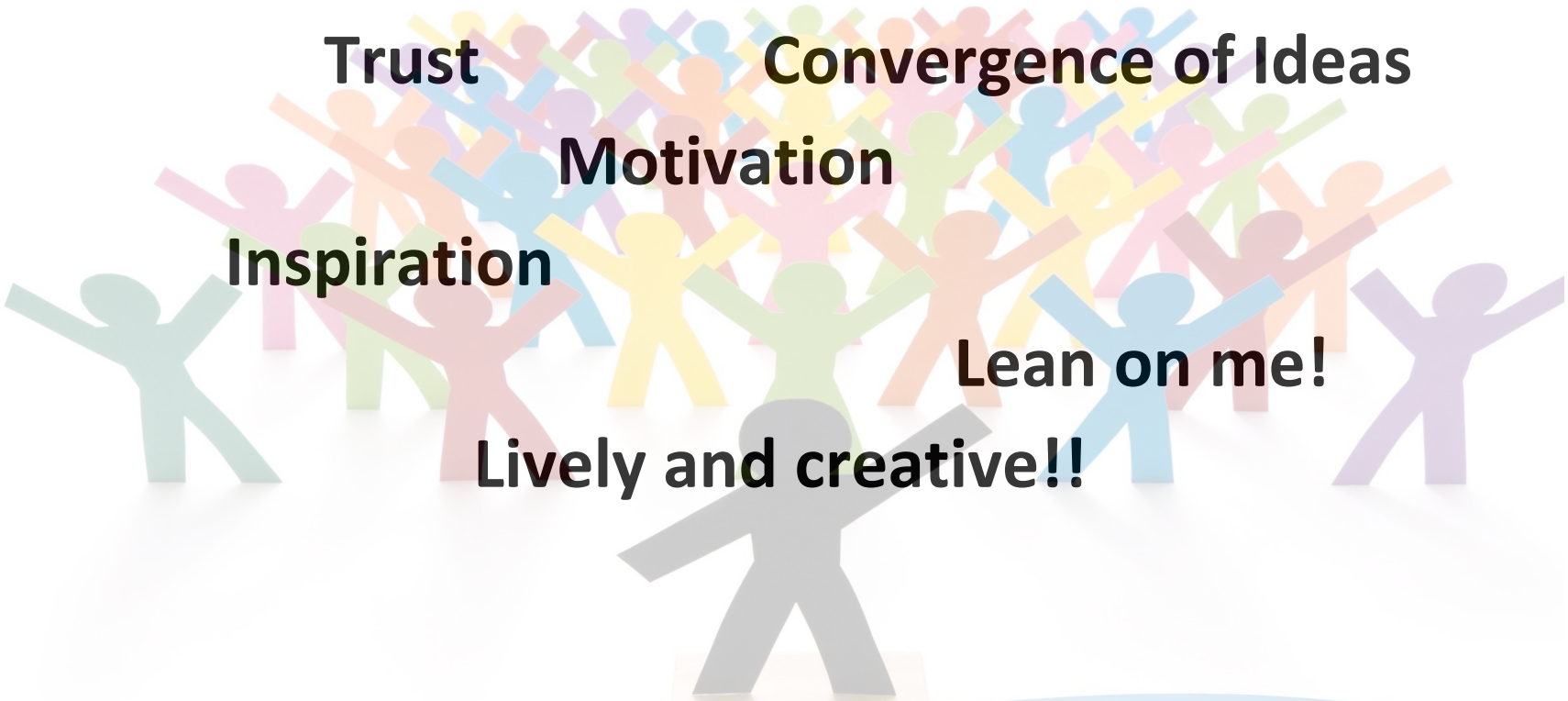
- Conduct Multi-Division survey
- Incorporate survey questions into District Satisfaction survey
- Hello Orientation - Create awareness

Challenges

Goal Dilution

Time

Gratifying Experience



Trust

Convergence of Ideas

Motivation

Inspiration

Lean on me!

Lively and creative!!

Thank you!

Dr. Mary Ann Dewan
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