

MANAGING TECHNOLOGY FOR NON-TECHNICAL MANAGERS





DAN EGGLESTON

**B.A. (LITERATURE UMAINE '91), MCSE+I
FOUNDER I.T. RIGHT, INC. (RETIRED, '23)**



AGENDA

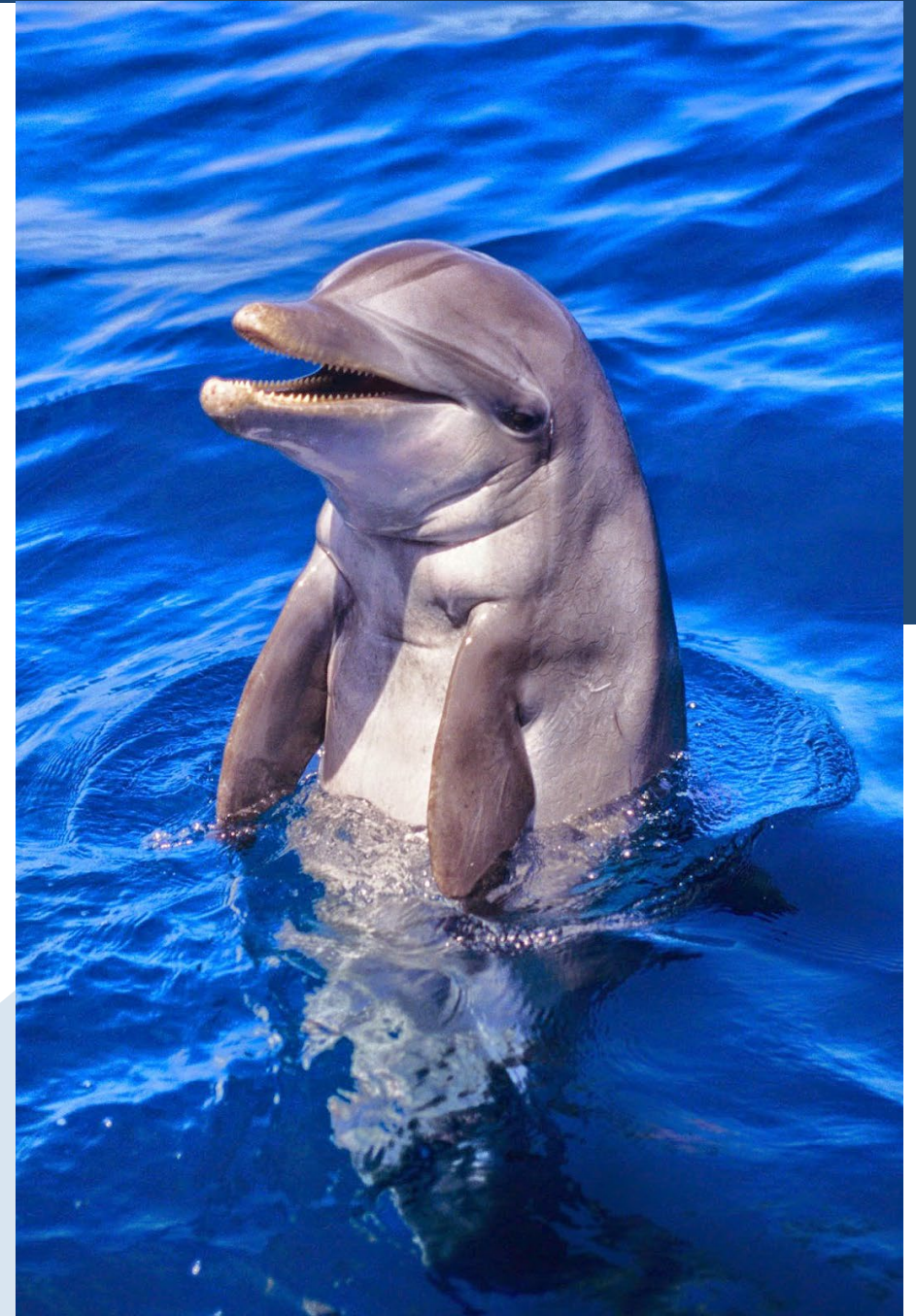
Introduction

- Carl might be a dolphin
- Standards and Disciplines
- Data and the art of management

Final tips & takeaways

WE NEED TO TALK ABOUT CARL

**It is very possible that he is smarter
than all of us, but can we agree he's
different creature?**



TECHNIQUES & TACTICS

- It's yours to manage (blind faith is not an option)
- “The Peter Principle”
- What can be measured can be improved, even if you can't execute the improvement
- Work to remove barriers (technical, political, and especially social).
- Ask basic business questions.

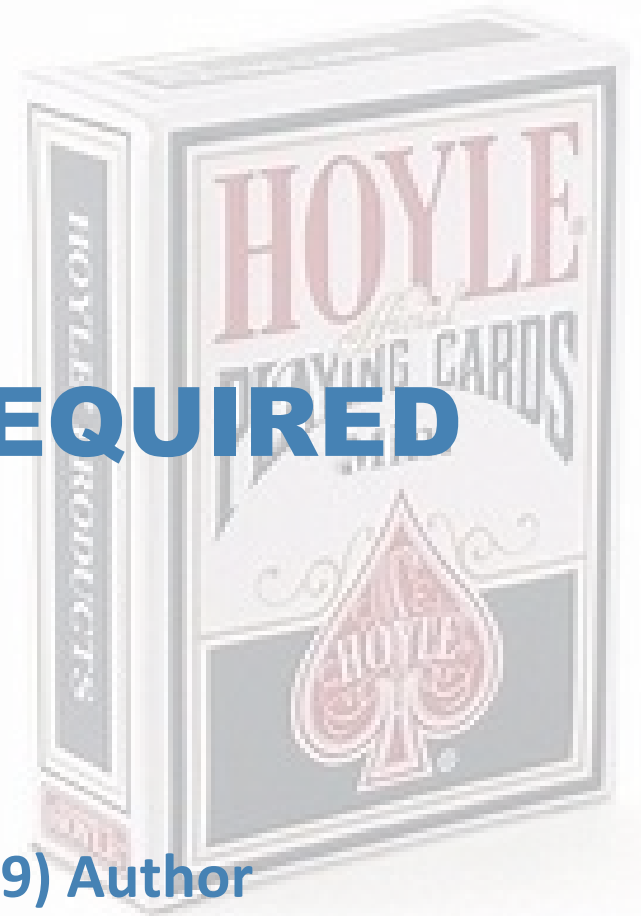
FIVE QUICK QUESTIONS



- How did this month's test restore go?
- Can I have our most recent device inventory?
- What do we have that is beyond vendor support?
- Can you give me a list of all the users in our system?
- What standards do we follow, and can we measure them?

DISCIPLINES REQUIRED

- Inventory
- PSA (& Other tools)
- Security First Mindset
- Standards & Consistency
 - Edmund Hoyle (1672-1769) Author



CENTER FOR INTERNET SECURITY

Benchmarks and Standards are coming.

There are many standards to choose from to help build resilience in your organization. NIST, CJIS, CIS, ISO, SOC

CIS is a non-profit focused on SLTG, it is free to join and recommended by the State of Michigan.



MS-ISAC
Multi-State Information
Sharing & Analysis Center



DATA DRIVEN MANAGEMENT

The why behind the disciplines is it enables you to manage toward a more operationally mature environment.

The more mature portion of the Managed Service Provider (MSP/MSSP) industry are generally owned by private equity firms and managed via a complex grid of metrics, ratios and key performance indicators.

Metric	Measurement	Target	Actual
Hours/Endpoint/Month	Operational Ratio	.25	1-2
Endpoints Per Technician	Operational Ratio	200-400	50-100
\$ Per Endpoint Per Month	Financial Ratio	\$100-120	????????
Compliance	Operational Security Percentage	85-100%	30%

FINAL TIPS & TAKEAWAYS

- You can gain managerial control over your technology.
 - Inventory
 - Tickets
 - Ask the simple business questions.
 - Standardize
 - Measure for improvement.
- You don't have to know technology to do this
 - In-fact it probably helps if you don't.

Daniel Eggleston
dan@eggleston.llc

