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The Three Paragons of IT

How Chidi, Ted & Jules helped me
master IT management



Tom Bridge

*Principal Product Manager,
Apple Technologies*

JumpCloud

Multi-Factor Authentication



User Portal



Devices



Networks



What is IT Management?

IT Management is the art and practice of keeping systems, people, and networks working together, aligned on a common set of goals, for the accomplishment of a task.

What is a Paragon?

A person or thing regarded as a perfect example of a particular quality.

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Chidi, Ted & Jules

Three Masters of IT Philosophy



Chidi Anagonye

Patron Saint of
Indecision and Churn



Analysis Paralysis

*The Curse of IT Departments
everywhere.*



Analysis Paralysis

*The Curse of ~~IT Departments~~
Businesses everywhere.*





**Oh, boy. Now I'm nervous about
that decision.**

Avoiding Analysis Paralysis

- Don't Let the Perfect be the Enemy of the Good
- Make Decisions. Even Imperfect Ones.
- Don't Rent Socks.

Doing The Most Good For The Most People

Policy goals need to be grounded in outcomes -- for the organization AND the people.





How Do We Evaluate Policies?

- What Does IT Owe Security?
- What Does IT Owe The People Team?
- What Does IT Owe Co-workers?

Have a Statement of Principles

Unless people know where you stand, they won't be able to trust what you're doing.





Building your Statement of Principles

- [ACM Code of Ethics](#)
- [Harvard IT Code of Ethics](#)
- [IEEE Code of Ethics](#)

Avoid Circuitous Decisions

*You can't make the same
decision over and over and over.
It's different every time.*





**"I CAN'T BELIEVE I'M SAYING THIS, BUT I DON'T THINK
THIS CAN BE SOLVED WITH A BOOK."**

#THEGOODPLACE



You Can't Become a Nihilist.

*Believing in nothing is no way to
go through IT, friend.*





Avoiding Nihilism in IT

- Avoid Burnout
- Have Frameworks for Complex Requests
- Staff Appropriately
- Be Able To Explain Policy - Or Redirect

What Does Chidi Represent To IT?

- Consider the Morality of the Moment
- Consider the Consequences of Policy Choices
- Don't Get Stuck In a Loop
- Don't Become a Nihilist
- Indecision Has Costs



Here's The Thing

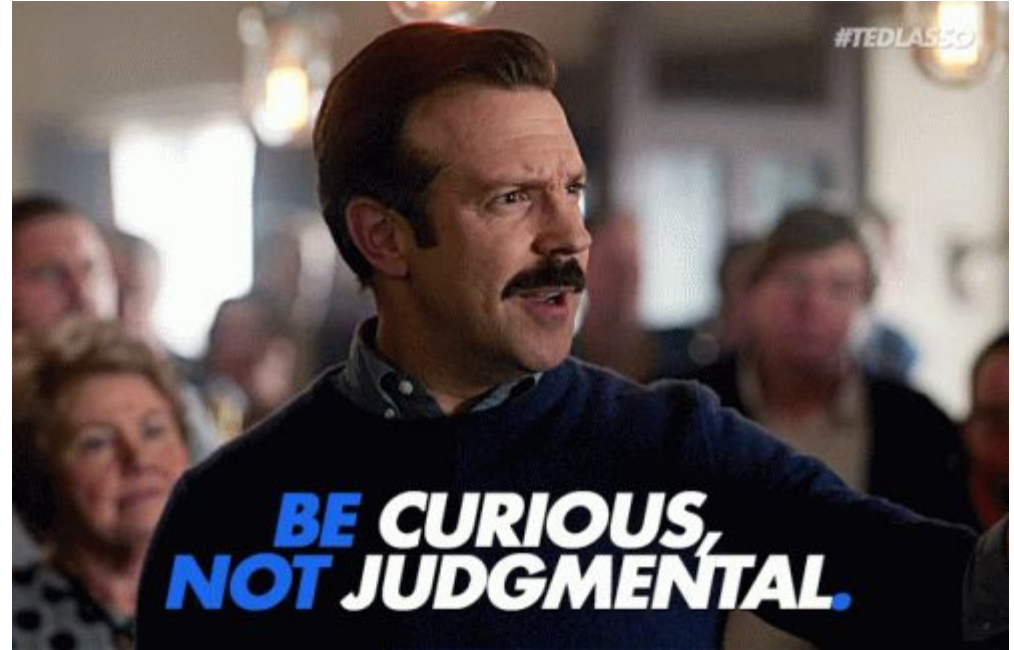
Here's The Thing

And this one is
important.

You're Not An
Imposter

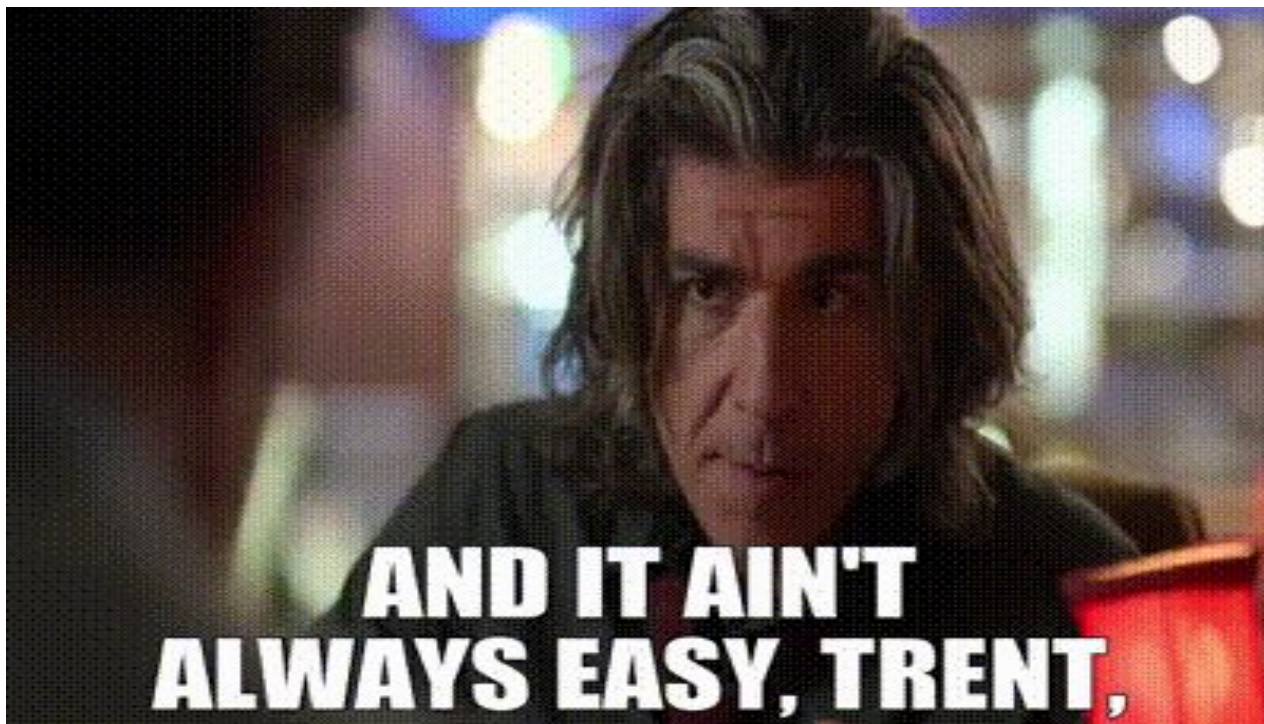
Ted Lasso

Patron Saint of
Empathy and Leadership



Leading from Authenticity & Credibility

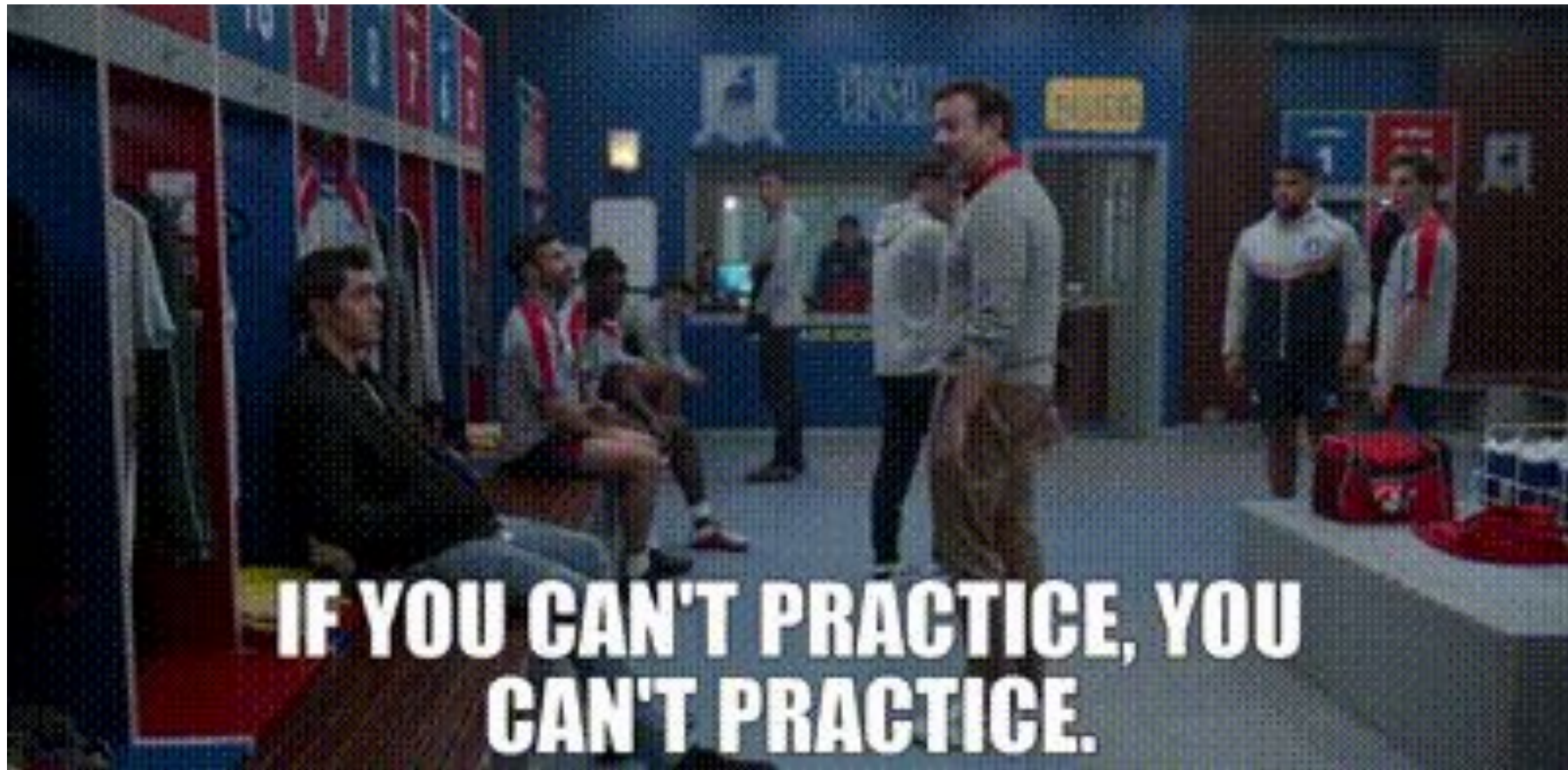
- It's okay to say you don't know
- Say what you mean, and mean what you say
- Listen as much as you talk
- Listen to everyone that you can, even those that aren't talking in public
- Start conversations just to have them



They're not users, they're your coworkers

*You work with people.
Treat them like people.*





Believe.

In You. In Others. In the Work.



Be Open, But Accountable

- IT is an awful lot like Improv
- “Yes, And” or “No, But”
-

Lastly...

And this one is really important, too...





Be A Goldfish

It's okay to own your mistakes.

It's not okay to let your mistakes own you.



Ted Lasso ✓

@TedLasso



There is something worse out there than being sad, and that is being alone and being sad.

5:47 PM · Oct 18, 2020 · [Twitter for iPhone](#)


What Does Ted Lasso Represent To IT?

- Lead from Kindness
- Be Open, but Be Accountable
- Be A Goldfish
- Believe. In Others. In Yourself.
- Apologize and Accept Apologies

Jules Winnfield

Patron Saint of
Trying Hard to be the Shepherd



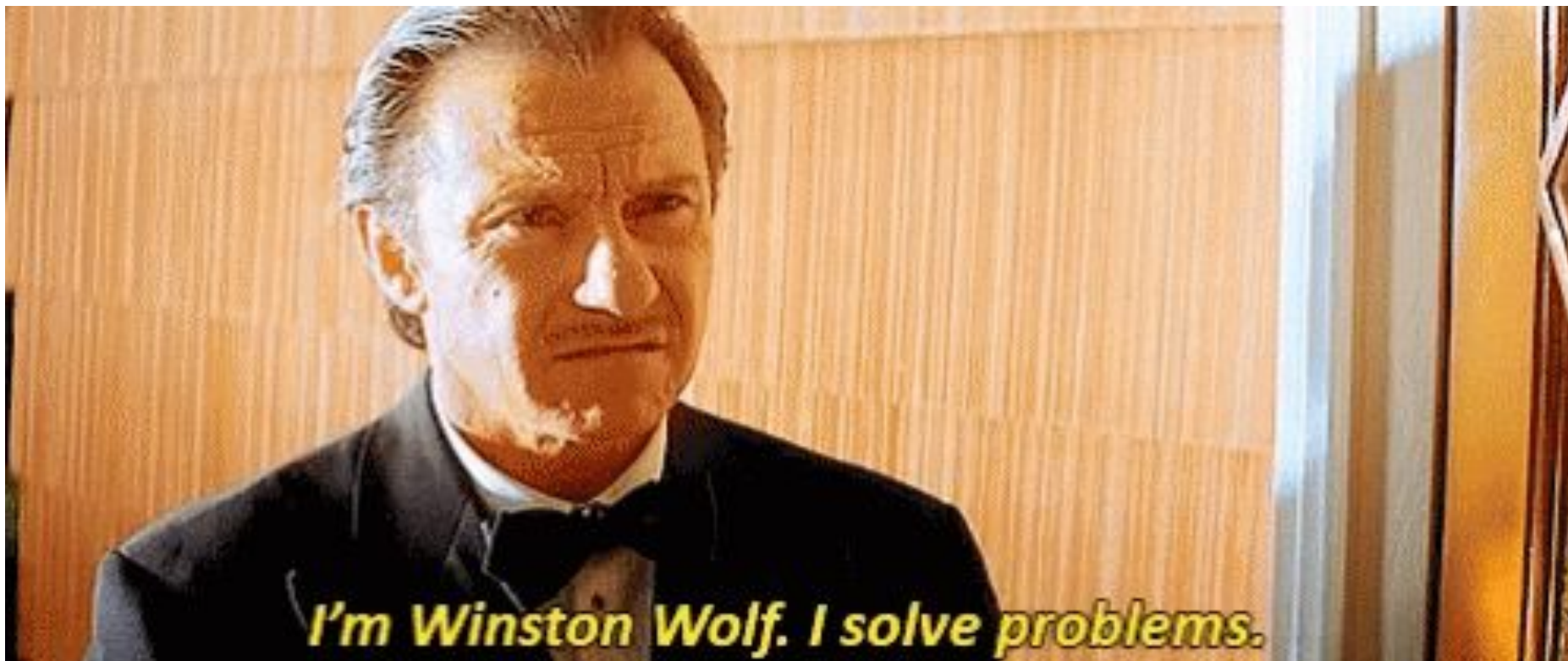


**AND I WILL STRIKE DOWN UPON THEE WITH GREAT
VENGEANCE AND FURIOUS ANGER**



Being The Shepherd

- Make sure you're comfortable with your policy goals and methods
- Are you protecting your users?
- From themselves? From others?



Know Your Escalation Path Well

- Stuff's going to go wrong.
- Knowing who to call is always helpful
- Be polite, be engaged, be thankful



Personality goes a long way.

What Does Jules Represent to IT?

- Try hard to be the Shepherd
- Learn from your past mistakes
- Know who your Winston Wolf is
- Consider your duty to protect
- Being a hard-liner seems cool, but it's not.

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Conclusions



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Thank You.







COL. NICHOLAS J. FURY

"THE PATH OF THE RIGHTEOUS MAN..."

EZEKIEL 25:17

19... 201...

