Relationship Advice

How to get more from your technology partner

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Hi! I'll be your matchmaker today

Gena Dellett

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https://skvare.com

I like people and happen to work with software.

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20 Seconds about Skvare

(pronounced SQUARE)

We help others help others

- Technology Strategy
- Web Hosting
- Ongoing Support
- Mail Services

https://skvare.com

Drupal

CiviCRM®

salesforce

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Who are you?

Why this even matters

$$$$$$, of course

... AND ...

- These are mission-critical tools (or maybe tech is your mission)
- We're all live animals - these relationships are real!
- You have the power to choose

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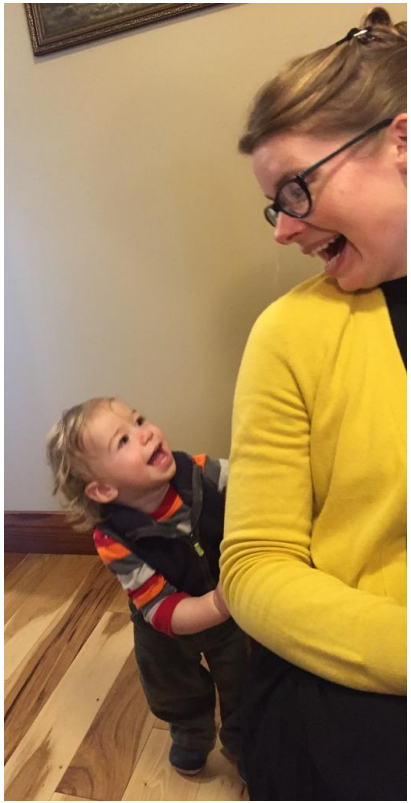
Learn from Nursing - Never Settle



Tech is not just one thing.

Open Source vs Proprietary

Out-of-the-Box vs Custom

No one's a magician (except magicians)

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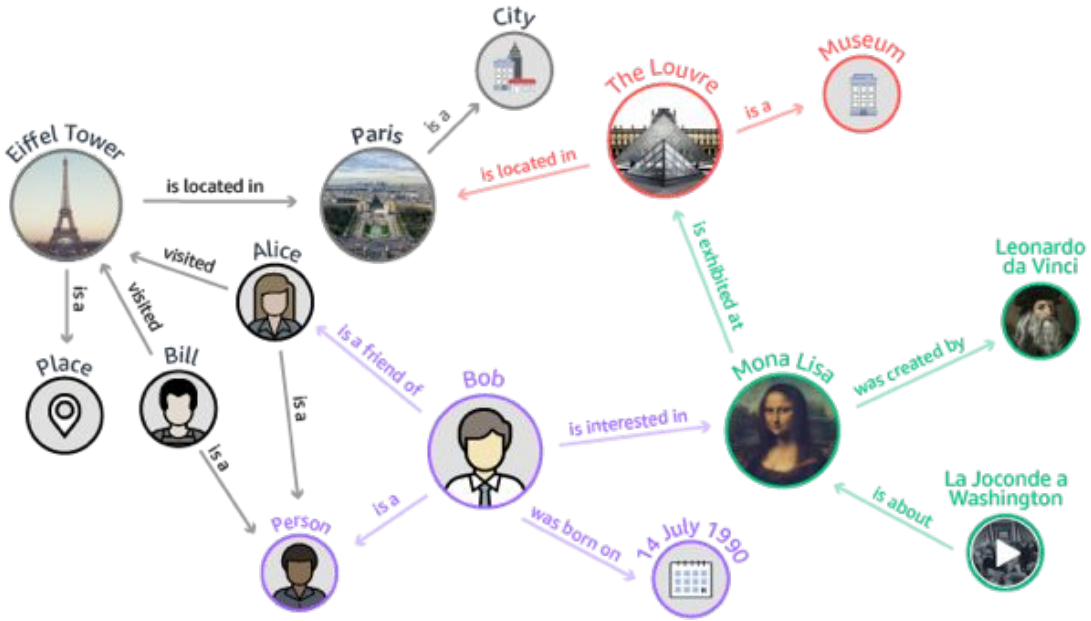
Know what's what (and who's who)



Contracts

People & Position

"Break Up" Clause

Communication Norms

Emergency Response

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Pricing Structure

- Initiation Fees
- Subscription Fees
- Retainers or Deposits
- Fixed Price vs Time & Materials
- Add-Ons
- Emergency Rate

And... what changes these rates?

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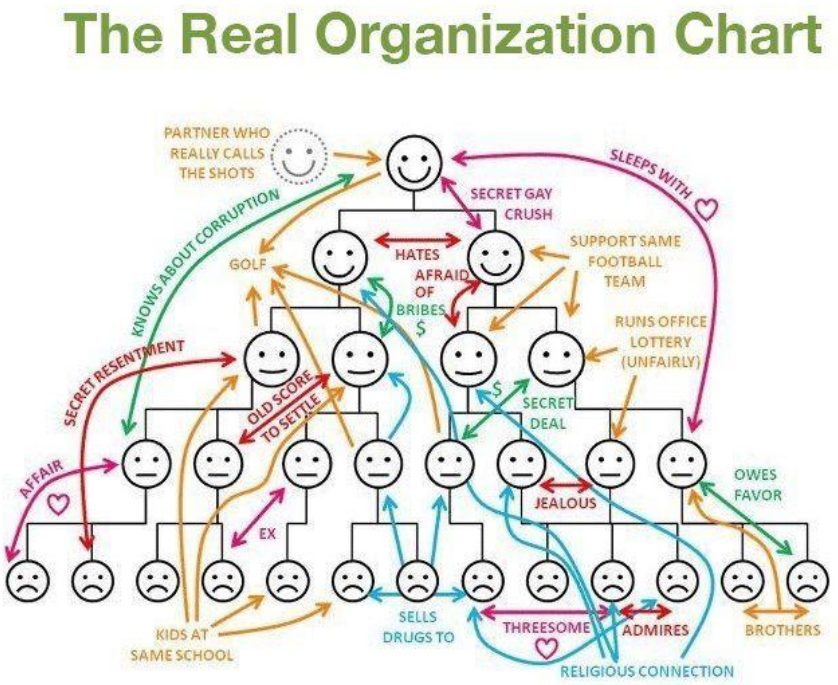
NATIONAL ASSOCIATION®
OF
ADDICTION TREATMENT PROVIDERS

Your Organization Structure



Get Buy In!

- Identify Stakeholders
- Departments & Team Members
- Community - members, donors...
- Leadership - Boards & Bosses

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THELEAPFROGGROUP

You've signed the contract. Interaction Tips...

Get it in writing.

Loop in others.

Get the full scoop, even if it doesn't make sense.

Troubleshoot... better.

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IMBA

INTERNATIONAL MOUNTAIN BICYCLING ASSOCIATION

Troubleshooting 101

1. Describe the problem in detail.
   - What were you doing?
   - How did you get there? (what were you clicking on?)
   - What happened? Strange message or Unexpected Screen?
2. Test Your Access
   - Can you do other things online?
   - Can you access your system from another device?

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Troubleshooting 101 Continued

3. Timing Trends -

- If this has happened before, is there any consistency of time of day?
- How long does the issue persist?

4. Screenshots -

- Take a screenshot of the screen you see when the issue arises.
- Take additional screenshots for context
- When documenting your experience, explain the steps (what you clicked and in what order) to get to the screen you took a screenshot of.

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Figuring out what you want

- Defining "Functional Requirements"
- Identify moments of excellence & what your ideal organization could be
- User stories
- Share what you don't want

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US CHESS

FEDERATION

Warning Signs

"We" statements

Who's the guinea pig?

Responsiveness

New alerts in your system

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You have opinions. Share them.

Develop by example. Know what you like. Replicate.

TEXAS ADVOCACY PROJECT
All Texans should live safely in hope, not fear.

HOSTS FOR HUMANITY

Texas Pediatric Society
The Texas Chapter of the American Academy of Pediatrics
INCORPORATED IN TEXAS

naaee
North American Association for Environmental Education

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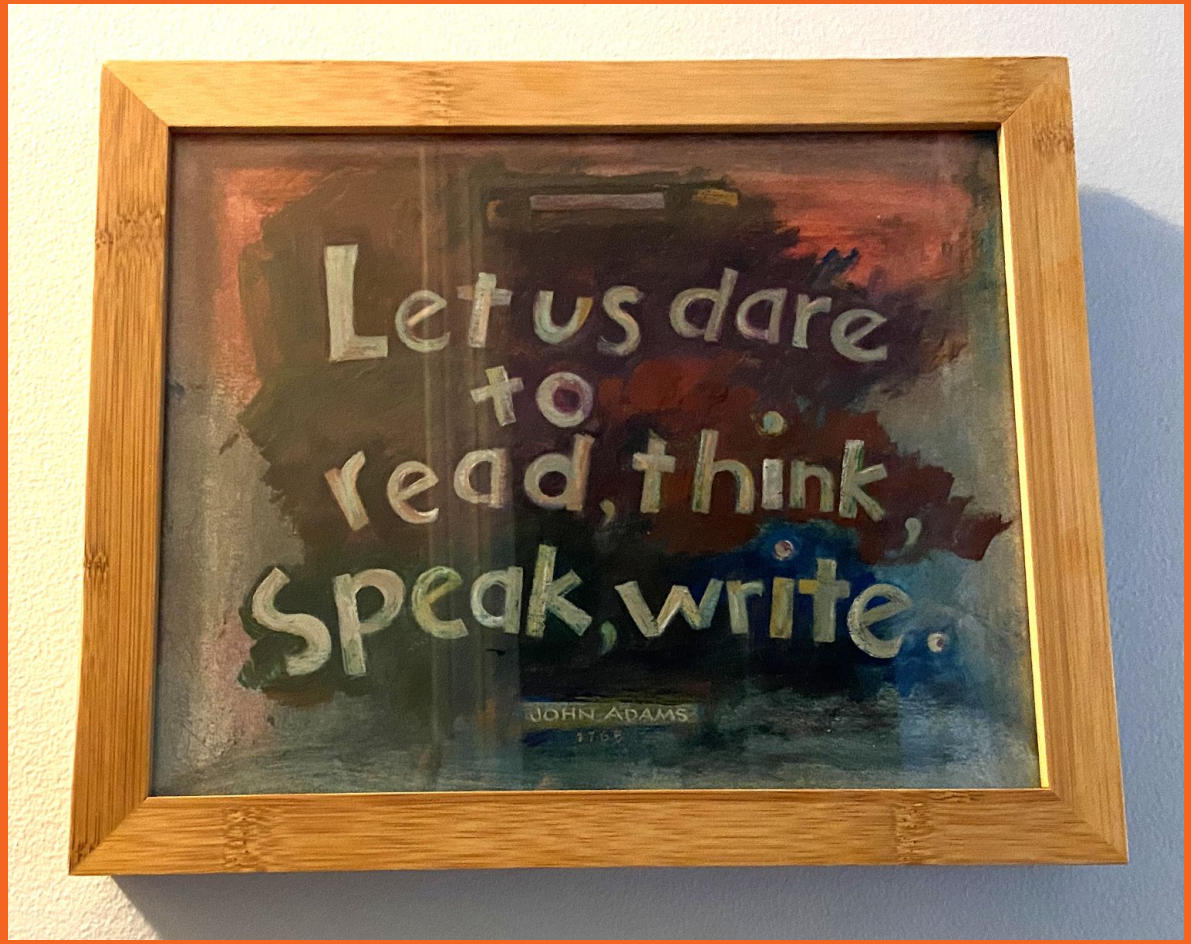
Let us dare
to
read, think,
speak, write.
JOHN ADAMS

Upcoming Events

Wednesday, October 28, 2020

Is Your Technology Really Working? Best Practices for Tech Audits

Wednesday, November 18, 2020

Not just any ol' form: How to get the most out of Drupal Webforms Module