BREAKING BARRIERS:

HOW TO UNITE YOUR IT STAFF & EMPOWER THE NON-TECHNICAL COMMUNITY

SPEAKERS

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STEFANIE

LOVES! LOVES! LOVES!

KELLY

LOVES! LOVES! LOVES!

CHALLENGE:

1. Fostering community and collaboration

2. Educating community of nontechnical folks around campus

(within a siloed environment)

HISTORY:

1985:
All computing resources decentralized

1988:
Computing Support Coordinator (CSC) program

2008:
Help Desk Consortium (HDC) formed, absorbing CSC
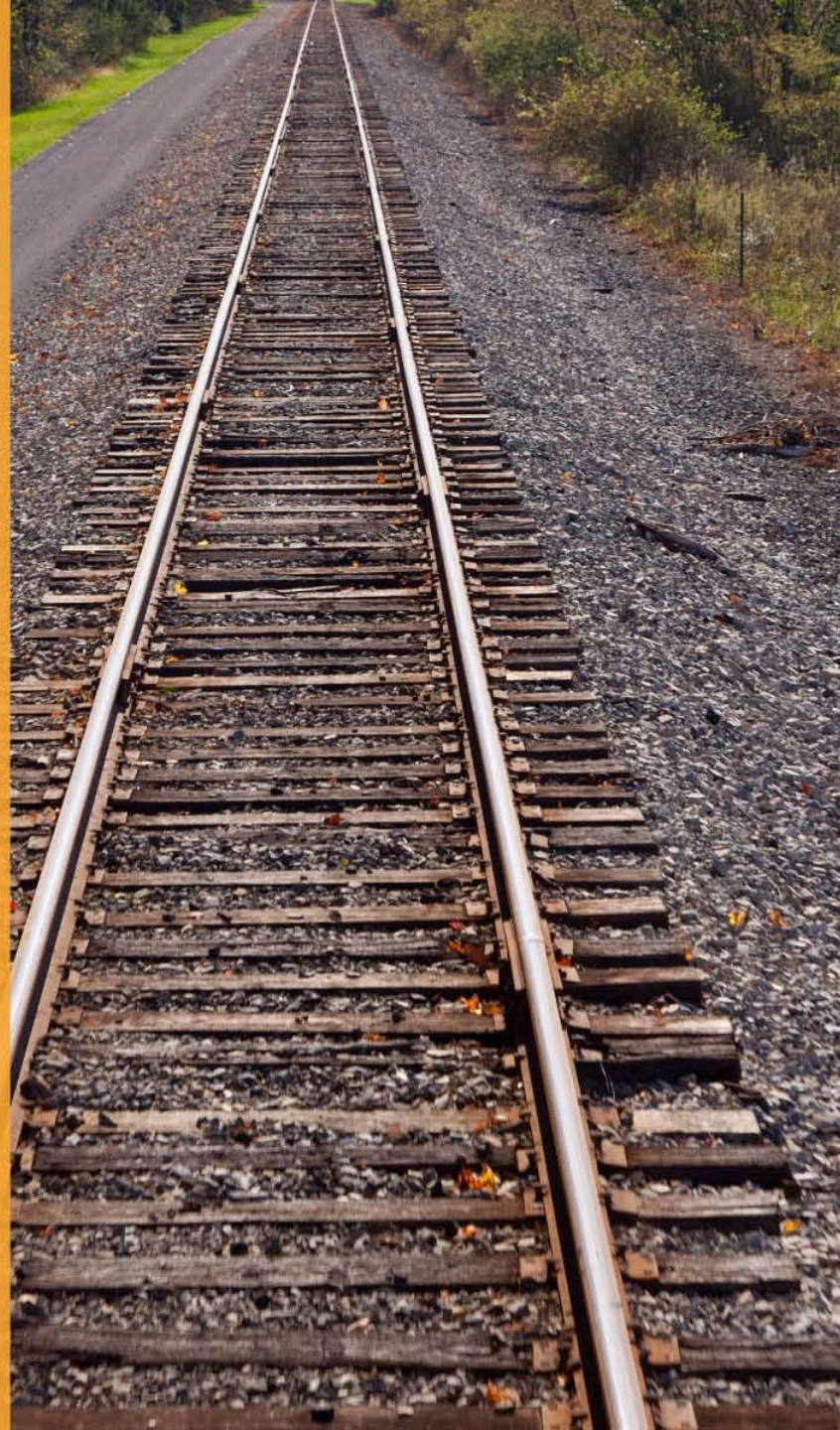
2013:
HDC rebranded as BruinTech

BRUINTECH WAS BORN.

BruinTech Kept Moving Along…

15 Board Members

800+ on BruinTech list

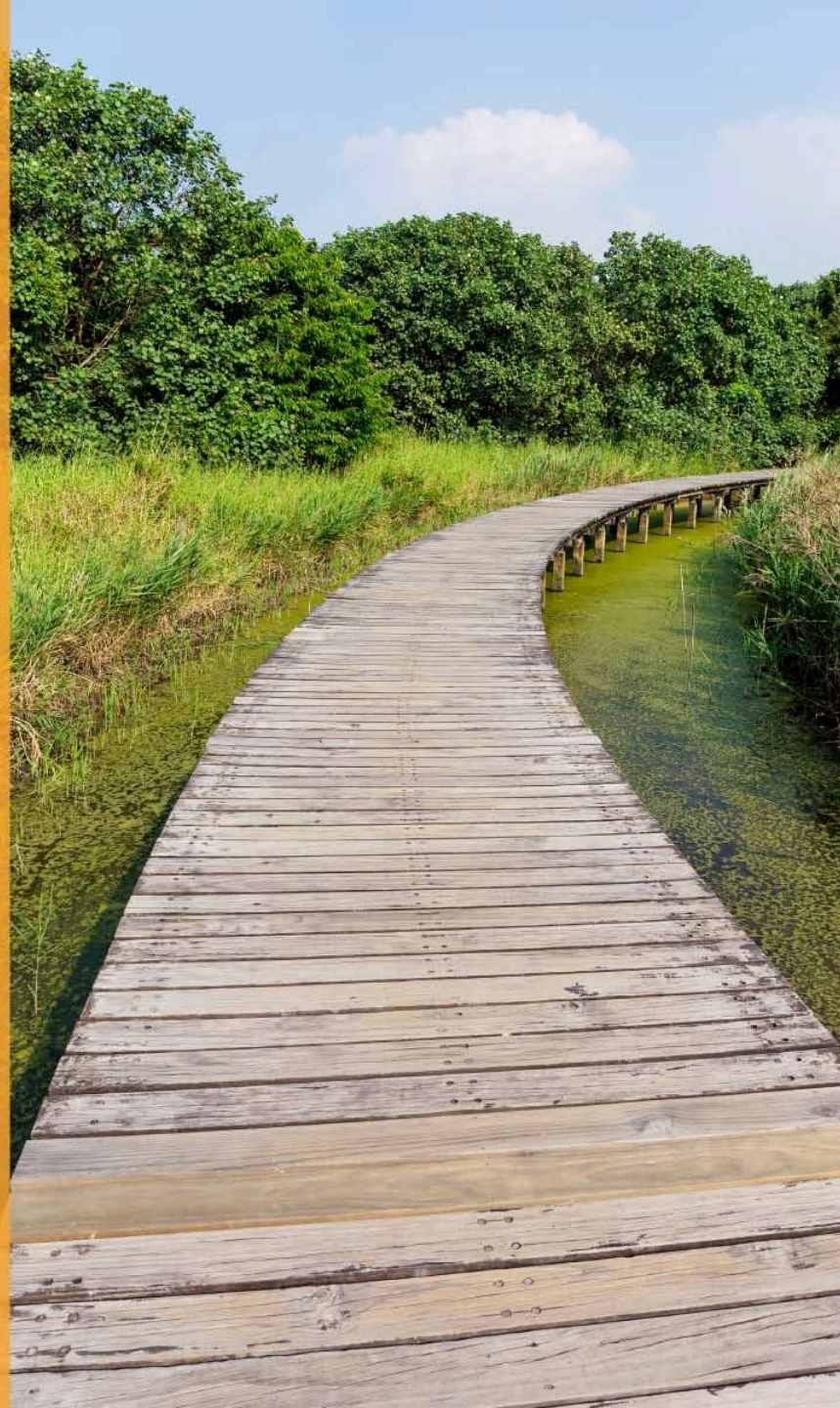98 Volunteers in 2016

BRUINTECH PROGRAMS

Brown Bag Lunches

First Fridays

UnConference

BruinTech-a-thon

Tech 'Speed Dating'

Brown Bag Lunches

Each month, an individual from the BruinTech community gives a presentation on a project they are working on in their department

Purpose: Foster collaboration, innovation and knowledge-sharing amongst members of the campus IT community

First Fridays

First Fridays gives UCLA emeriti and retirees the opportunity to receive one-on-one technology assistance from UCLA IT staff and students in a stress-free, casual environment

Occurs the first Friday of every other month

First Fridays

Always look forward to being there & leave more confident with what I've learned. Everyone is so helpful, nice and patient, and believe me "I'm a handful", or so my daughter tells me. lol.

UnConference

Offers BruinTechs the chance to connect and share ideas, best practices, experience and knowledge

Attendees learn about the tech landscape at UCLA, discuss ways to address challenges, leverage their strengths and move forward

No predetermined agenda; participants decide on the focus and discussion of the conference

90 Attendees
8 Breakout Sessions
1 amazing day!

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BruinTech-a-thon

A one-day mini conference where campus tech enthusiasts give presentations on a wide variety of current IT projects, issues, strategies and techniques

Allows BruinTechs to meet and exchange ideas

15 presentations and 120+ attendees at the 2016 BruinTech-a-thon

Tech 'Speed Dating'

BruinTech partners with a UCLA department, school or organization

Volunteers introduce faculty and staff to a variety of tools in 10-minute intervals

Collaborations with:

- Staff Enrichment Program
- Professional Development Program
- Office of the Chief Privacy Officer

Use Case:
Data Privacy Month

The Office of the Chief Privacy Officer reached out to BruinTech to collaborate on a tech 'speed dating' event to promote privacy awareness

Volunteers provided 10-minute demos of privacy tools:

- Password managers
- Social media settings
- Browser settings
- Smartphone settings
- Setting up a VPN
- UCLA cloud service options

Use Case:
Data Privacy Month

Goals:

- Small bursts of information
- Variety of relevant tools (personal and professional)
- Flexible format
- Promote the Office of the Chief Privacy Officer as a resource

Data Privacy Month

I stayed for the entire time and learned a lot! It is unbelievable where your personal data is going. We should be having these sessions several times a year throughout campus.

Use Case:
Google Tag Manager

Suzy came to a BruinTech Brown Bag and asked if anyone there used Google Tag Manager (GTM)

BruinTech Board members encouraged her to pose a question to the BruinTech listserv

Suzy sent a message that afternoon

5 people replied and agreed to form a discussion group to discuss GTM

Use Case:
IT Governance Subgroups

Robbie attended BruinTech Year-in-Review event, where he learned about the various BruinTech programs and IT governance subgroups he could join

Following the event, Robbie emailed the UCLA IT governance coordinator to learn more about subgroups

Robbie plans to participate in a subgroup later this summer

Barriers Exist.

1. Funding
2. Time
3. Resources
4. Trust
5. Management support
6. Difficult personalities

Take a deep breath.

Start Small.

Remember,
small steps lead
to great successes.

Next Steps:

1. Host one small event.

2. Build a mailing list.

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questions?

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