

THE BIGGEST CHALLENGE I HAVE FACED in getting technology to deliver on expectations

by Jacqui Brodie

Because of the nature of the work always having high priority in the CEO's office the expectations of technology deliverables are very high, and when these fail for whatever reason, the consequences range from causing a serious nuisance to workflow to the dramatic.

An example:

IT is expected to ensure that the CEO is able to work on his laptop computer without any interruptions and all his applications are up and running and he is online throughout his working day and beyond...



When technology fails and you are helpless...

A major challenge we faced was when one morning the CEO could not access his emails on his laptop and he had to send a critical and confidential document to Board members not later than 09h00 that morning.

It was only able to sort out the problem at around 10 O'clock and this resulted in the CEO's submission to the Board members being late by an hour and nobody was happy with the delay.

The question is: How can you be one step ahead?

How can we prevent something like this from happening?

- Have a back-up plan.
- Keep spare memory sticks – save the document on that and have it delivered or
- Take the memory stick with the document and go to each EXCO member and save it on their computer
- Encourage your boss to work on the server and then phone each person and tell them how to access the doc on the server.
- Print out a few copies and hand them out.

The wonders of technology have the power to be life-savers but equally can get you into a pickle!



Jacqui Brodie is Executive Personal Assistant & Office Manager Group CEO and to the Chairperson of the Board of the SA Post Office

She has over ten years experience in the profession, and reached the finals in the National Office Professional of the year Award (2013).

She is a member of the Academy of Excellence; has received PAFSA's Crystal Award in 2016, and has been a Judge of the PA of the Year Award.

Her life's motto is:
*Win if you Can, Lose if you Must,
But Never Quit.*