



Shared IT Services for Higher Education & Research

Conference 2018

# Grumpy Old CIOs – Advice from the Old folks

Panel: Greg Condon, UNBC, Brian Mackay, Ian McLeod, Douglas College, Mark Roman, SFU

Moderator: Jennifer Burns, UBC

# Opening video clip

<https://www.youtube.com/watch?v=PpgGwGlcce>



# Moderator

Introduction to the session

Prize for first tweet of correct answer to 'What are the names of the two old fellows from the Muppets?'

Four panel members each get 5 minutes to present their three pieces of advice.

Tweets to ask questions of the panel

Questions in person as well

# Greg Condon - UNBC

- Walk around, talk and listen to people (staff, students and faculty)
- Be fact based, and never be afraid to admit you were wrong
- Never lose your passion; it is what drew you to IT so hold onto it or find another career

# Brian Mackay

- Culture still eats Strategy for breakfast
- Say Yes Before No
- Never forget that you are in the Change Business

A decorative graphic at the top of the slide featuring a network of blue lines and dots on a dark blue background, resembling a molecular or digital structure.

# Ian McLeod – Douglas College

- Listen carefully to what your bosses are saying, and read between the lines..
- Build your network (before you need it)
- Be nice to everybody (well, almost everybody!)

# Mark Roman - SFU

- Decisions are made with your head, your heart, and your stomach.
- Universities are managed by a vast array of interwoven matrices; be mindful of the three dominant cultures.
- You need to blend people, process, data, and technology. You will fail if you focus on technology in splendid isolation.

A decorative graphic at the top of the slide featuring a network of blue lines and dots on a dark blue background.

**Questions for the panel members?**

**The two old fellows from the Muppets  
are named Statler and Waldorf**



# Closing video clip

- [https://www.youtube.com/watch?v=kLYAK1\\_r0Zg](https://www.youtube.com/watch?v=kLYAK1_r0Zg)
- [https://www.youtube.com/watch?v=a\\_4QgP4F-A](https://www.youtube.com/watch?v=a_4QgP4F-A)