



Austin Fix-Net Lunch Bytes

Presents:

Coping with Staff/Employee Turnover



Strategies

1. **A Good Assessment of your situation (or predicament?) really helps.**
 - What type of Accidental Techie are you?
 - Identify the hats you're expected to wear. (what are you responsible for?)
 - Who and what are your resources?
 - Identify and train a backup.
 - Do people know how to make a tech support call? (Do you?)
 - What type of techie is needed at your agency?
 - Do other agency departments manage their own software, i.e. accounting has all the disks and info for the accounting software.
 - How many employees are you expected to support through this transition?
 - Who is going or coming? What level of change are you dealing with? New E.D. A new VP, new staff member, similarly level employee as yourself? Where are you in the org. chart?
 - What are your boss' expectations?
 - Are you the new accidental techie? Was there someone before you? Was there an accidental techie with this agency before? :



Have a plan in place.

2. **Have a plan in place that maps out steps to take when turnover happens.**

- If someone is fired, who will change the account passwords for email and computer access?
- Do you have backups of critical data in case someone wishes to destroy information?
- If you don't have passwords, who will you call for help accessing information, to reset passwords or recover missing data from a backup?



Secure Your Information

3. **Have a secure and central point containing documentation.**

- Keeps copies of essential passwords, user ids, files, electronic financial info, documents, software installation media/license keys, domain registration info, service provider contact info, and other essential tech-related info.
- Make and store copies of web site files and software installation media
- Create a good filing system for essential items and KEEP IT UP-TO-DATE.



Review and Be Positive

4. ***Review and re-evaluate*** your plans and steps regularly. (Allow them to evolve.) Don't just keep doing something one way ***because that's how it's always been done.***
5. ***Test your procedures.*** Have your backup person try to accomplish the task outlined. ***Do a practice run.***
6. ***Have a positive attitude.*** Turnover is not always negative. It is also an opportunity to grow and change. ***There will be resolution.***



Closing Points

- **Document, Document and Document (It helps to have things on hand)**
 - User Account Info
 - Important numbers and account information.
 - Have copies of Software License Codes and CD.
 - Create an IT Information Sheet for your organization.
 - Know the locations of frequently used forms and files.
- **Have Procedures in Place (Test regularly and keep them up-to-date)**
 - How-To Directions for dealing with normal changes in dynamic data and how to setup basic things.
 - Print out a Quick Troubleshooting Reference guide.
- **Maintain Data and Personal Security when Turnover occurs.**
(You have a right to feel secure, make you know how!)
 - Assess the situation.
 - Identify critical data.
 - Know when to call for help.