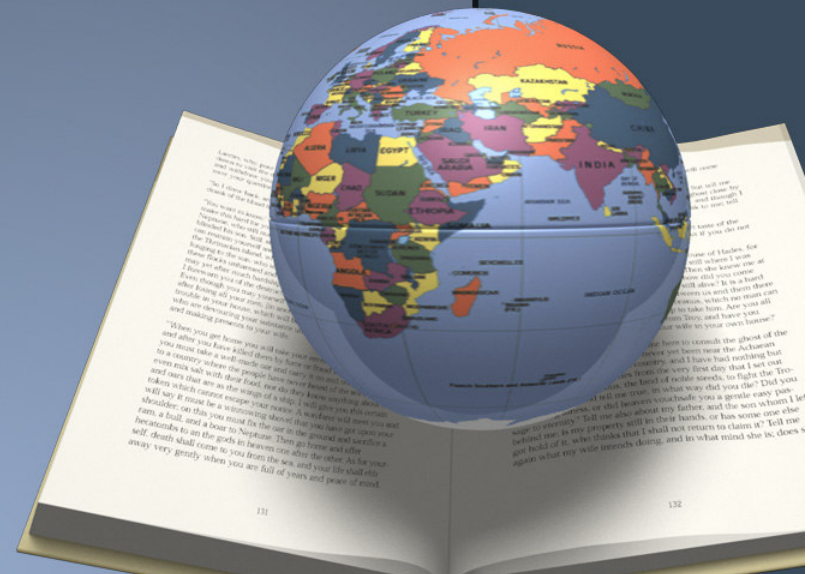# Technology Leadership: Structures and Skills
(How do we get there?)

Dr. Alan R. Shark

Executive Director

Public Technology Institute
and

Assistant Professor

Rutgers University

School Public Affairs and Administration
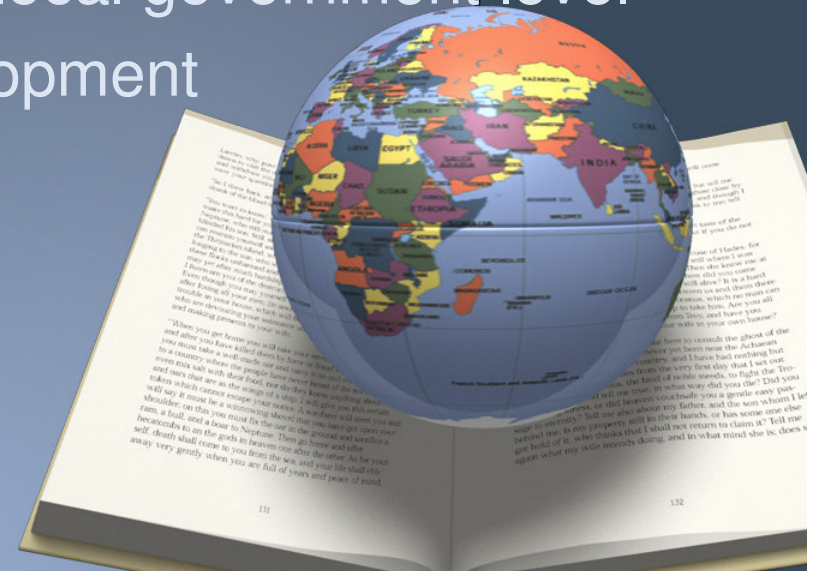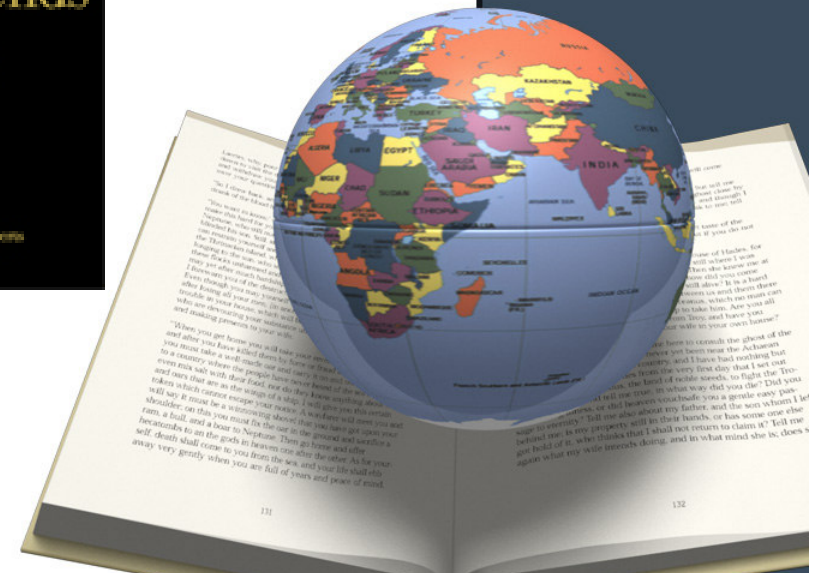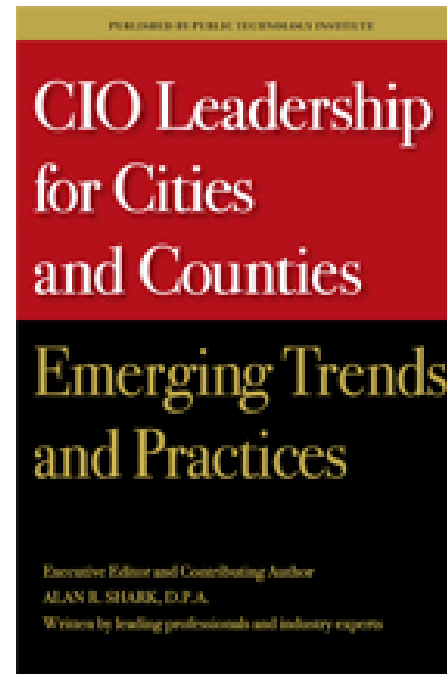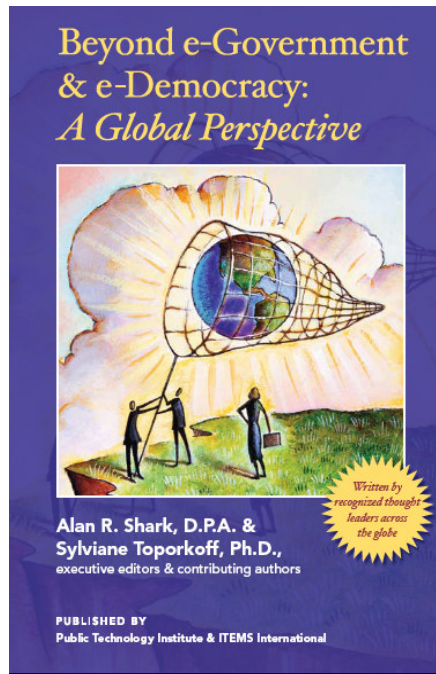
ptl

Who is PTI?

- 38 years of service to local government
- Represents and provides leadership to all cities& counties
- **Is independent nonprofit and member supported**
- Is people-driven on technology matters
- Has the best & brightest technology leader network
- Reaches the "right" people at the local government level
- ICT Certification; education development
- Promotes best practices
- Research and information

ICMA

NACO National Association of Counties
Counties Care for America

NATIONAL LEAGUE OF CITIES

Books Worth Getting....

Available in 2010

Beyond e-Government—
Measuring Performance:
A Global Perspective

Alan R. Shark, D.P.A. &
Sylviane Toporkoff, Ph.D.,
executive editors & contributing authors

Written by recognized thought leaders across the globe

PUBLISHED BY
Public Technology Institute & ITEMS International

PUBLISHED BY PUBLIC TECHNOLOGY INSTITUTE

Beyond E-Health: A Global Perspective

Executive Editors and Contributing Authors
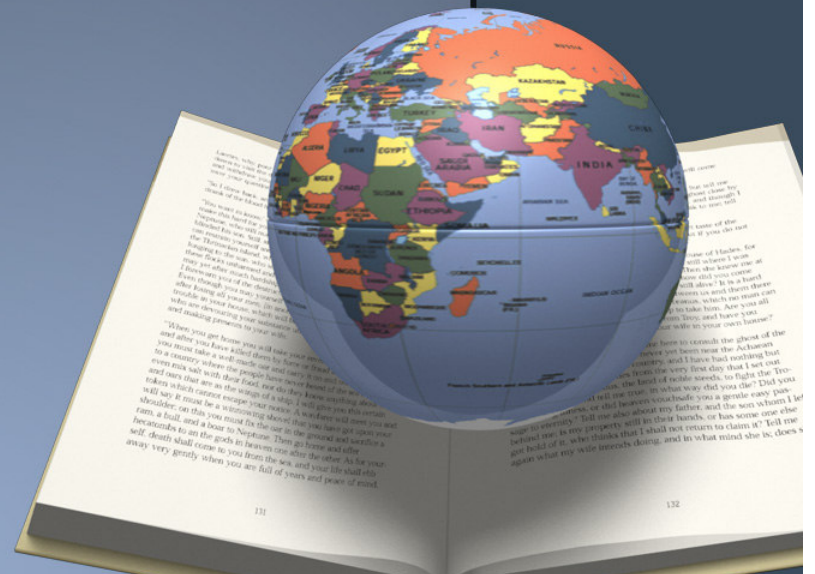ALAN R. SHARK, D.P.A. and
SYLVIANE TOPORKOFF, PH.D.

Written by leading professionals and industry experts

pti

Governance Structures ....
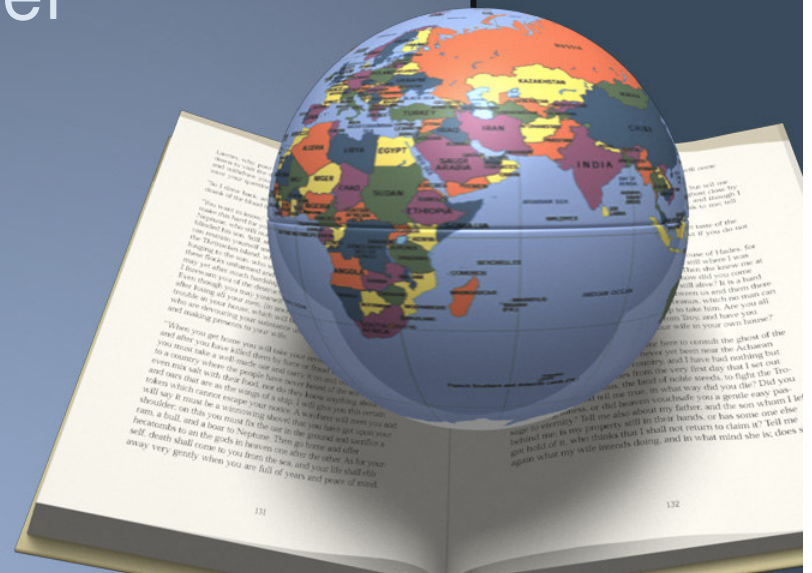
1. Independent Model

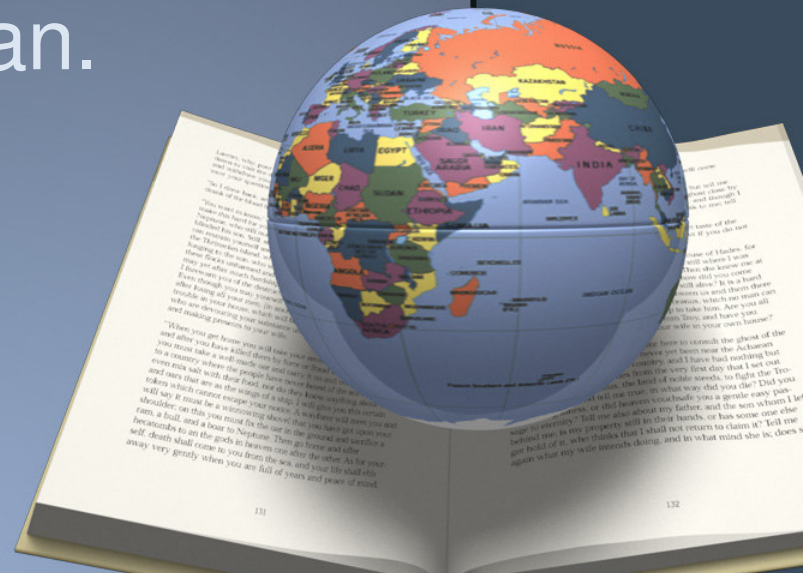2. Federated Model

3. Centralized Model

Reporting Structures....

1. Reports to chief financial officer

2. Reports to or thru a deputy

3. Reports directly to the chief executive

pti

Tomorrow's Technology Leader needs to be a:

1. Technologist *not* a technician;
2. Leader *not* a dictator;
3. Business-minded *not* "shoot from the hip;
4. Diplomat *not* a politician.

pti

Required Skill Sets....

1. Leadership
   - Skills
   - Styles
   - Measurement
   - Decision-making
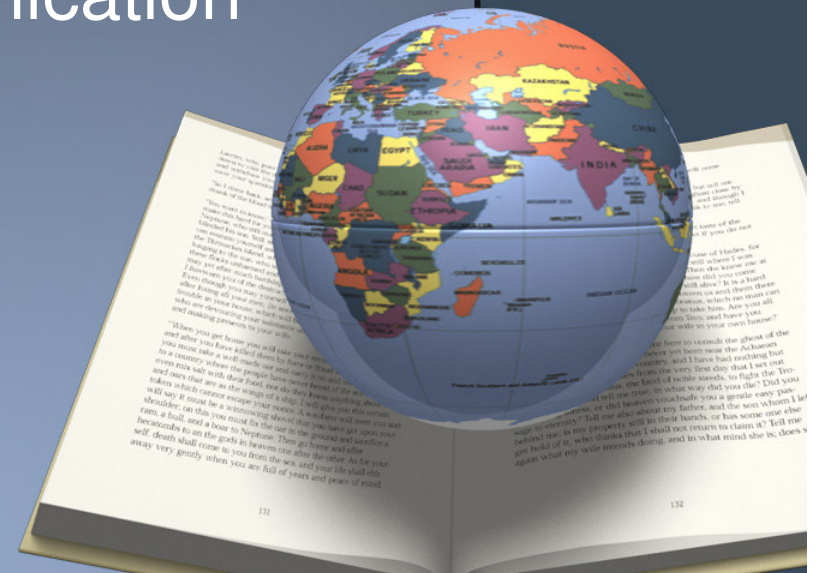   - Collaboration
   - Managing Expectations

- 2. IT Governance
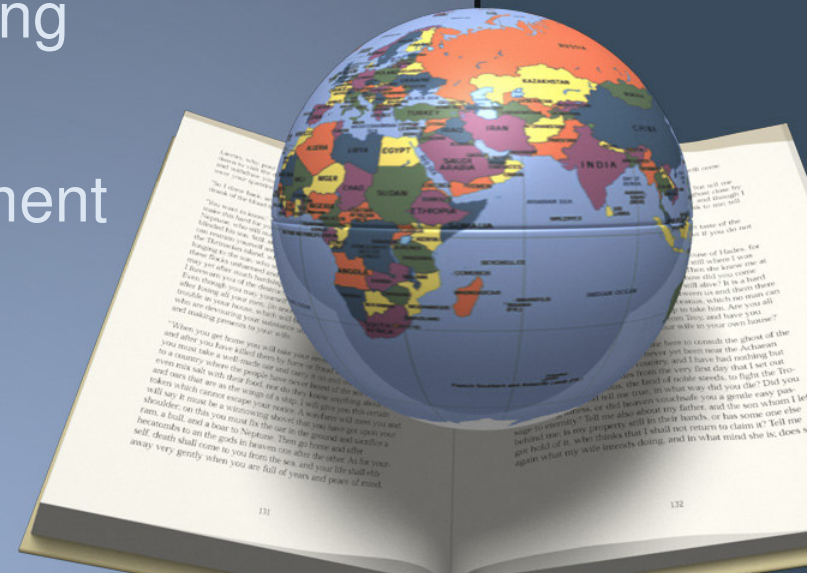   - Styles
   - Assessment
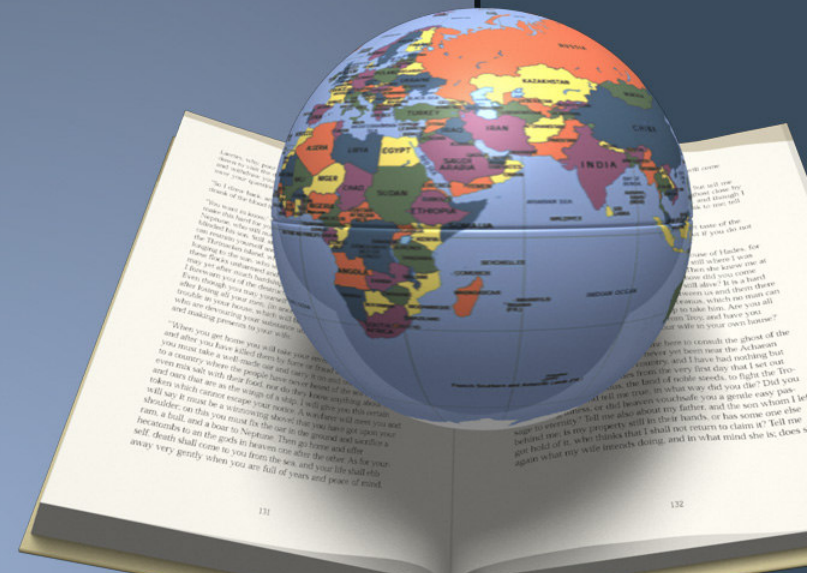   - Models
   - Communication

pti

Required Skill Sets....

3. Strategic Planning

4. Citizen, Public & External relations

5. Network Security & Operations

6. Contract Management

7. Human Resource Development

8. Innovation, Learning and Nurturing

9. Purchasing & Acquisition

10. Knowledge & Records Management

pti

Required Skill Sets.....

11. Enterprise Resource Planning (ERP)
12. Communication Technologies
13. Financial Management & Performance Management
14. Energy & Sustainability
15. Ethics & Social Equity

pti

Need for Greater Training & Certification!

Now Providing CIO Certification..

Questions?

Dr. Alan R. Shark
PTI
shark@pti.org

pti