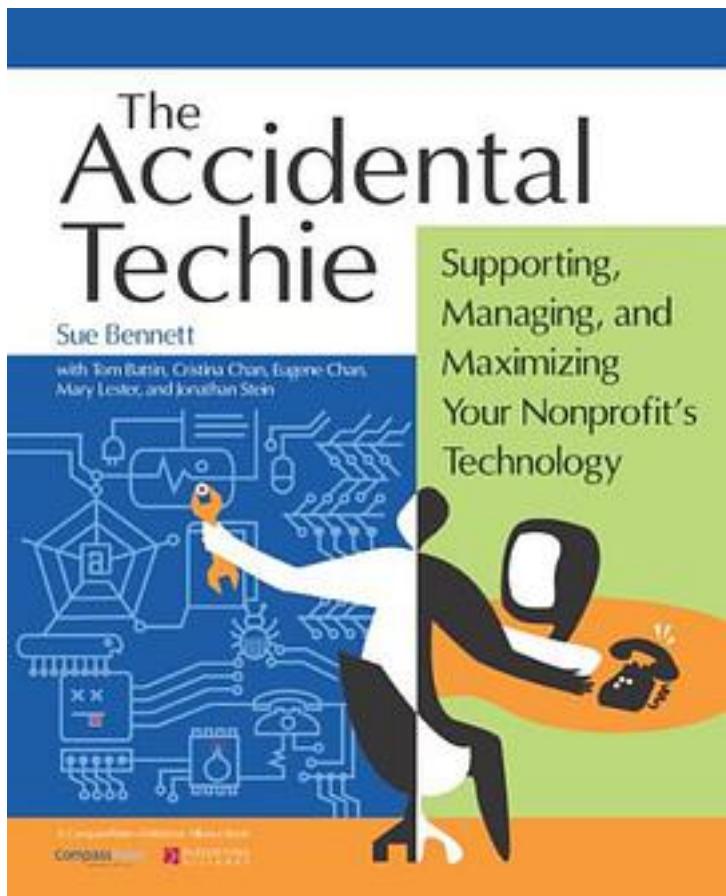


Accidental Techie



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How to manage tech support (and keep your sanity!) One day you unjammed the printer and saved the day. But now, somehow, all technology resources have become your responsibility! The Accidental Techie shows you how to create a support system that will help your organization use technology more effectively and make your

day-to-day life less hectic. Step-by-step guidance to creating an effective support system. This hands-on guide walks you through five projects that, when completed, will give you a comprehensive and usable support system: conducting a technology inventory, assessing and buying technology, protecting your organization from disasters and data loss, and managing your role. You dont have to tackle the projects all at once or in any particular order. Dive in where it makes sense for you. Techie Tools make this guide even more useful. Youll find... Ready-to-use templates, worksheets, and sample policies. 135 resources on topics such as funding, discussion groups, application service providers, web site development, and donor management software. A security policy checklist. Steps for creating a database that gives you the reports you need. A glossary of terms every techie should know. How to get technology funding. A special chapter on funding reveals five questions most funders ask to judge technology requests, and gives you tips for creating a compelling request. Whether you're new to all this or a veteran, The Accidental Techie if your ally. Use it and start making your life easier today!

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