

# Information Technology Consulting

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# So Just Who is Giving You this talk

## Elsbeth 'Els' Shepherd

- Retired IT consultant/Partner from DXC Technology (1994-2017)
- IT Director – Hillrom (1994)
- Manufacturing Consultant, Coopers & Lybrand (1992-1994)
- Superintendent, Production Control (Hot End) at AK Steel (1988-1992)
- Industrial Management/Technical Computing at AK Steel (1974 – 1988)
- MBA Industrial Management and Quantitative Analysis (1979)
- BS Mathematics, Computer Science Option – Carnegie Mellon University (1974)
- Hudson High School, Hudson, Ohio (1970)

# What is IT Consulting?

Providing specific Information Technology knowledge or work to a client based on a legal contractual document

- Cyber Security
- Data Analytics
- Programming
- App Development
- Software Package Based Implementation (SAP, Oracle and others)
- Infrastructure
- Project Management

Can be done as an independent consultant (no firm affiliation) or as part of a consulting firm

# What Does It Take To Be a Consultant

Initial knowledge of a subject matter or skill (plus willingness to continually learn new things either formally or on your own)

Ability to get along with other people (either teammates or client personnel)

Ability to speak and write Clear, Concise and Complete ideas (the three C's)

Be Present – you or your firm is being paid to be working on the project at hand and typically billing by the hour

- On Time
- Professional Demeanor

Remember, the client is left with the project to maintain. You need to involve them from the beginning. There may be a skills gap that you will have to help bring up to speed

# What is it like to be a consultant

## Initial stages of career

- Project work – assigned tasks to be completed on time
- Meetings – administrative & design
- Long Hours
- Travel to non-exotic places

## Later stages of career

- Project work
- More Meetings – administrative & design
- Selling new work

# Typical Career Path

## Two paths

- Degree in Computer Science
- Technical program which provides certifications

Progressively difficult assignments

# Success Factors / Advice

## Get a mentor

- Someone who can help you navigate the ropes and politics (internal)
- Someone you can bounce ideas off (external)

## Be able to conduct formal presentations of information

Write complete sentences (reports, training materials, proposals, and contracts, etc.)

During conversations, listen to understand first, before you speak and take exhaustive notes for later review.

All recommendations and your conclusions should be complete, consistent and correct.

Regarding solutions, feasibility is much more important than optimality

Fight the important battles, know which ones are.