A Sysadmin’s Guide to Navigating the Business World

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This is a book about how system administrators can better support the strategic goals of the workplace. Aligning IT processes and infrastructure with “business” is a topic that has been largely ignored in the past, and we have set out to correct that.

Achieving business alignment should be the desired end-state both for system administrator and for the business for which they work. Getting there is a challenge for sysadmins, because they are often viewed as technicians, not strategic advisers. They need to think like business leaders, communicate their value and impact in a way that business leaders will understand, and establish a consistent value-driven model for IT within the organization. In essence, system administration must think strategically to bridge the gap.

We believe system administration is more than just the technical skills one maintains. There are those soft skills such as time management, project management, and the ability to document that separate the techie from the fully mature system administrator. The ability to create a partnership with business leaders should be added to that list.

We have highlighted some basic promises you can make to yourself as you read through the book. These promises are collected in an appendix for easy reference at the end of the book.

We hope this book provides you with useful insight into the world of business and some new tools for your system administration toolbox.

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