Technology to Increase Productivity

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Technology is Used Across a Spectrum

- Personal usage
- Association Staff
- Association office technology
- Association constituents/customers
  - Via website
  - Recommended Tools

- Externally
  - Mobile workforce
  - Remote workers

- Tools
  - Project management and team communications
  - Monitoring
Use Technology Efficiently

• Check email sparingly (2 or 3 times daily)
• Inbox Zero – Move and act as few times as possible
  – Turn emails into tasks and/or calendar items
  – Email Trello or other task manager
• Use snippets and canned responses to common questions
  – Videos
  – How-to documents
• Use built-in calendar functions
Capture Everything in Notes

- Difficult to recall everything
- Tools allow entry, edit and sharing across devices
- Search ability is under recognized value
- Microsoft Word
- Google Docs
- Evernote
ArbiterGame Training

Adrian Madison
A few concerns about
Help people to export from SS and import into ArbiterGame Help documents on how to
Make sure AD is the signer for contracts
Need to clean up sites for many schools
Work with Petersburg-Summerfield to clean up his sites/subsites

ArbiterPay - Meet at Sand Creek paid by Kris Isom - May 21 - Jeff Lee and more... Maybe May 14

Entering Track & Field is somewhat confusing...Sand Creek meet - Adrian Madison became home team.

How does smart scheduler handle multiple assigners for a team? Do both get the assignment?

Adding officials running slow

Set defaults for school assigned officials
Eliminate Motivation Killers for Your Staff

Once you ensure employees are being effective and efficient, you will see a rise in productivity!

Your staff needs to feel like you are helping them to succeed:

• Dual monitors ($$)
• iPads or Android tablets ($$$)
• Laptops for all Staff ($$$$$)
• Latest and always updated Software ($-$$$$$)
• Solid State Drive (SSD) ($)
Some Keys to Increasing Staff Technology Effectiveness and Efficiency

- Onboard new employees and have cheat sheets
- Training and continuous education
- Use shortcut keys
  - Common shortcut keys
- Know keyboarding
  - Beginner hints
  - Use keyboard training software – Let me Google that for you 😊
Improved Efficiencies in Office Technology

• Trend towards paperless
  – Document management systems - Smart Search
  – Electronic payments – credit card and Automated Clearing House (ACH)

• Customer Relationship Management (CRM) – Canned (Salesforce.com) or home-made systems

• Vendor software vs. in-house, custom-built
  – Arbiter vs. MHSAA for post-season officiating assignments
  – Single-entry for schools
Association Website

• Improves the experience of external constituents/customers
• Must be well thought out
  – Information architecture
  – Serve differing needs
• Good search engine
  – Imperative
  – Google is the industry leader
Mobile Capabilities and Working Remotely

• Enable employees to remain connected
• Beware of work/life balance
• Remote working
  – Occasional – illness or appointments
  – Extreme – long-term illness or life circumstances
  – Real-world examples
    • MHSAA
    • KHSAA
Online Project Management & Team Communications

- **Basecamp**
- **Trello**
- **#Slack**
Michigan High School Athletic Association (MHSAA) and Tony Bith - 517-332-5046 (ask for Tony) [Tony's Direct Dial 517.908.8390]

Latest project updates

May 10: Jeff P. gave Monica S. access to the project Michigan High School Athletic Association (MHSAA)

Apr 8: Heather B. commented on New Home Page and Skin Dev

Apr 5: You commented on New Home Page and Skin Dev

See all updates

Discussions

Heather B.: New Home Page and Skin Dev: Hi Tony, we mocked up that area with two ads in it. I think we should still be good to accommodate that.

Jeff M.: Source Board: Manual Merge - Fix any DNN 8 related bugs


Steve J.: additional subpages with ads: Here’s a few subpages to show how the ads might integrate also showing the updating to some of the design styles of the.

Dec 23, 2015

Heather B.: revised ads with new copy: - Thank you, Andy!

Dec 7, 2015

104 more discussions

To-do lists

Add a to-do list

School Page Updates

Browser Testing School Pages: Heather Bushel - Thu, Mar 17
Add a to-do

New Home Page and Skin Dev: 4 comments

Prelaunch on Prod - Removeable tracking scripts in includes/footer
Investigate image manager (Tiles8) issue when accessing it from ZSSC module
Browser Testing New Home page/skin styles: Heather Bushel - Thu, Mar 17
Add a to-do

Live Upgrade Issues
#Slack
Tools to Monitor Efficiently

- Association social media accounts
  - Hootsuite
- Association website
  - Google Analytics
    - Website
    - Mobile apps
  - Chartbeat
- Office network
  - PRTG
Hootsuite
THANK YOU

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Using Technology to Increase Productivity

TIPS TO GET THE MOST OUT OF YOUR TECHNOLOGY AND EMPLOYEES

Shanell L. Young
Coordinator of Technology and Athletics
How to Implement Technology Efficiencies into your association

The Impact of Technology at the FHSAA

Association Tips

Examples: Software and Hardware Products
Provide employees with access to information

- Provide employees with **secure, consistent** access to information.
  - If your company network is frequently down, sluggish, or unsecured, productivity is eroded
  - A secure, reliable network provides your business with maximum productivity
    - Test your infrastructure once every quarter especially if you house anything

- **Improve employee retention and satisfaction**
  - Keep an open line of communication with employees on their level of satisfaction with their current technology.
Be Aware of Your Employee Processes

- Develop better process for time consuming tasks
  - Administrative Assistants
  - Think Tanks
- Research suitable software and hardware solutions
  - PDF Modifying Tools - PDFill – Free!
  - Technology peripherals
Develop a Technology Plan

Whenever you replace hardware that has become obsolete or ineffective, it's disruptive to workers—and that results in low productivity.

- **Minimize** or **eliminate** such disruptions by carefully determining short- and long-term plans that carefully map out your technology solutions.
- Example: 1 and 3 year plans.
- Offer Staff in-service on new technology.
  - Don’t assume that your staff understands how to use it.
Develop a Technology Plan

- Conduct a Technology Inventory
- FHSAA has a 1 year and 3 year plan
  - Transparent Plan
  - Staff is aware of where they are in new product rotation
- Have “reserve” equipment
  - Laptops, Monitors, Desktops, Printers*
- Fix/Replace broken equipment
  - Don’t allow broken equipment stay in use
Deliver anytime, anywhere access to mobile employees

- Employees are now more mobile than any time in the past
- Important to have “anytime/anywhere” access include
- virtual private networks (VPNs), which securely connect remote workers to the company network, and pervasive wireless networks, which enable workers to stay connected to the network while roaming about an office building or out in the field
Collaborate in Real Time

- Virtual Private Networks - VPN Usage
  - FHSAA currently uses a Barracuda Network System
  - Has increased productivity by allowing the editing of secure documents offsite
  - Allows onsite administrators to access edited files by offsite employees
  - Great for large files which are too large to email
Collaborate in Real Time

- **Make it easy to collaborate**

  Effective, interactive collaboration between employees, 3rd party suppliers, and members is a sure-fire way to boost efficiency while also reducing costs.

  - Reduce unproductive travel time
    - Integrated voice, and video conferencing
    - FHSAA New Teleconference Appeals Process
  
  - Mobile integrations
    - Cell phones – Mini Offices
    - MiFi’s and Portable hotspots
Membership Management

- **Membership Management Software**
  - “One Stop Shop”
  - Comprehensive
  - Integrated learning tools

- **Communication tools**
  - Blogs, emails, document submissions

- **Automated contracts, scores, schedule and stats**
  - Electronic Administration signatures
Membership Management

- **Automated Data and Form Submissions**
  - Form tools and Easy creation
  - Instant database creation
  - Filterable and Searchable

- **Web-based publications and Rule books**
  - Partnership with the NFHS
  - Available in an instant
In Conclusion

- The key is to keep employees focused when using technology and to use it appropriately with the goal of saving time
- Offer Staff in-service and membership training when needed
- Create transparent technology plans