

THE NAVIGATOR



Happy New Year!

2015 Tech Trends: A Critical Crossroad for IT

Source: IT BUSINESS EDGE

Read below for insight on how decisions made in 2015 will reshape IT as we know it, as identified by Bob Janssen, founder and CTO at RES Software.

A new year brings new strategic initiatives, new projects and new challenges for IT leadership. In 2015, Bob Janssen, founder and CTO at **RES Software**, believes that CIOs face many important decisions that will help shape the future of their IT organizations.

It is not difficult to see that many of these trends are interconnected with one another. While the challenges facing IT in 2015 won't be new per se, IT leadership finds itself at a very important crossroads. This coming year presents an opportunity to develop a roadmap and strategy that will reshape how IT supports the business. It is undeniable that IT departments positioned for the most success are evolving into brokers of technology to the business and putting people at the center of their technology choices.

IT as a Service - The trend toward IT as a service (ITaaS) will gain momentum.

Enterprises will continue on their journey toward IT as a service (ITaaS). It will take a true ITaaS model for enterprises to support an agile workforce with the right IT services and applications that they need to deliver value to the business. This represents an unstoppable shift, where IT is transforming into a broker of a wide range of business-critical IT services and business technology. This has also been described as a transition from IT as a gatekeeper to a shopkeeper. This change is inevitable in the long term, and in 2015 Janssen predicts that IT organizations will begin to take steps to prepare them for this new approach to delivering IT services to the enterprise.

Mobility - Mobility approaches will grow more strategic.

Although mobile has been a major priority for most CIOs, BYOD has often been front and center for the past several years. Most organizations are beginning to see that BYOD has proven to be a single tactic in a much more significant strategy for supporting the mobile workforce. The end-user audience is now heavily dominated by millennials, who expect IT to be fast, easy and automated.

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2015 Tech Trends: A Critical Crossroad for IT (continued from front)

Users don't want to wait on IT, they would rather get things done on their own time from wherever they prefer. A BYOD program cannot deliver on these expectations, and 2015 will be a time when many IT organizations must rethink how they have approached mobility to date and see the bigger picture for enabling agility and mobility among their workforce.

People-Centric IT - A people-centric approach will prevail.

While IT has always had a desire to satisfy users, the business will drive more and more IT decisions and strategies. Many organizations are no longer using the term "users" to signal a shift away from the traditional relationship between IT and other employees. In many instances, they are being considered IT "consumers," rather than users. This mindset of treating users with the same care and consideration that a business treats its customers often requires looking at IT from the user out. At RES Software, this "people-centric" approach is seen as an important part of IT departments earning more visibility within organizations as a partner in the business.



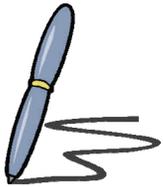
App Fatigue - IT will need to prevent app fatigue in the enterprise.

We're already beginning to see the initial signs of "app fatigue" in the consumer world. With so many applications at our disposal, it can be overwhelming, and valuable solutions often get lost in the shuffle. If IT is working toward an ITaaS model where it is able to serve as a broker to the business, it can get ahead of any potential and frustrating app fatigue in the enterprise. By aligning the right mix of apps for users ahead of time and using consumer models like self-service, ratings and reviews, enterprise users can cut through the clutter and be productive with the right IT services. The elimination of unused or unnecessary applications can also relieve tight budgets, so it's a win-win for users and IT.

Consultant Kudos!

"I wanted to share with you how much I appreciate **Max Piepkorn's** willingness to teach me technical concepts and value his communication skills. Last week we walked through an install in the lab and I was impressed with his aptitude for communicating technical concepts in simple vocabulary. As Max is my recent Tech project partner, I have witnessed his strong communication skills with customers as well. It's a joy to work with him. Thanks Max! ~ *Operations Team Member at TCM's Medical Device Client*

Notes to our staff...



"**Mr. Ramseyer (Logan/AE)**, I wanted to thank you and your staff for your patient and professional treatment Especially, please thank **Ms. Mary Crager** (payroll) for her careful attention to my inquiries while employed with TCML."

A message to **Chris Bulger** (payroll) from a consultant, "By the way I totally appreciated your reminders to send in the timesheet. Thank you very much for your follow-through and taking care of people who might have otherwise forgot and gone without for a week!"

An email to **Jess Wegner** (payroll) from a consultant, "Good evening Jessica, Just wanted to say thank you for your help and fast response on resolving the situation abruptly and quickly. And your professionalism. I have completed the onboarding documents for w-4 forms corrections and have been submitted. Thank you again."

Though no one can go back and make a brand new start, anyone can start from now and make a brand new ending. ~ Carl Bard

4 lessons from stupid social media mistakes workers have made

Source: careerbuilder.com



Celebrities aren't the *only* ones who get notorious press for posting inappropriate — and sometimes downright offensive — posts on social media against their better judgment.

Take a look at these real-life workers who got in trouble for getting a little too click-happy before stopping to think about it.

1. Don't think posts about race are funny. Just the other week, someone tweeted this beauty using the Dave & Busters official Twitter account to promote its Taco Tuesday special: "I hate tacos' said no Juan ever." To think that this came from a someone likely trained in the do's and don'ts of social media is baffling.

Even if you think it sounds funny in your head, say it out loud — preferably to many different people at work — before posting something your gut tells you could be risky. Better yet: NEVER post anything with racial undertones or that could in any way be racially offensive.

2. No nudity or gross behavior, please. When you think food, I'd venture to guess that the last thing you'd want associated with it is nudity and/or poor hygiene. Yet somehow that's the vibe a poor misguided (now former) cook at Chili's decided to put out there by posting Facebook pictures of himself cooking while shirtless. There was also the infamous Taco Bell employee who captured himself in this compromising act at work. And the Wendy's employee who was forever freeze-framed chugging down ice-cream directly from the machine. Unless your name is Channing Tatum and you're posting from the set of the Magic Mike sequel, please keep your shirt on while at all times while at work.

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TCM was recently engaged by the IT Executive team of a large MA based financial firm. TCM's charter was to build a team of 15 Senior Helpdesk Professionals that would be responsible for a major global ticket system backlog.

Aligned with the clients hiring and management team, TCM successfully sourced, interviewed and on boarded all 15 resources. The project will have a 3-6 month duration and is truly a success story as it relates to client partnership, strong local candidates and delivering when it counts. Hats off to the TCM team and our client. We appreciate the hard work and efforts it took to achieve this great outcome.

4 lessons from stupid social media mistakes workers have made *(continued)*

3. Sharing can make you just as guilty. This was a bizarre case of an assistant principal at a high school with a 94 percent minority enrollment who retweeted a racially offensive tweet involving mixed race couples at a school prom.

Just because you share — instead of create — such posts yourself doesn't mean you won't be held liable. Your "share" or "retweet" or even "like" may not count as an endorsement per se, but it certainly affiliates you in some way with the message.

4. Remember that you represent your employer. In what was probably one of the most notorious social media faux pas of all time, former PR executive Justine Sacco posted what she thought was a joke on Twitter just before hopping on a plane to Africa. Little did she know that when she landed on the other end, a firestorm of controversy would be awaiting her. It later became known as the "tweet heard round the world."

Even if you post to social media during off hours and from a personal account — in this case Justine's Twitter profile identified her as an employee at her (now former) company — doesn't mean you can avoid accountability. Whether you like it or not, you have a personal brand online, and that by default means that you represent or at least are affiliated with your employer, so act accordingly.

Ways to Beat Seasonal Affective Disorder (SAD)

It doesn't take a meteorologist to confirm that weather affects mood. If it's rainy, things can get a little gloomy, and if it's sunny, there's often an extra kick in our steps. But what happens when weather becomes a deal breaker? **If the winter doldrums bring depression year after year, seasonal affective disorder (SAD) could be to blame.**

Feeling Blue — The Need-To-Know

SAD is a form of seasonal depression that typically occurs during the winter months with symptoms waning off during the spring and summer (though some people experience their most intense symptoms during the summer). Symptoms of SAD include decreased concentration, increased appetite, weight gain (whereas some other forms of depression can lead to weight loss), social withdrawal, moodiness, and fatigue. Though people sometimes write it off as simple moodiness, SAD is a real form of cyclical depression that is highly dependent on a person's hormonal state, seasonal characteristics like ambient temperature, and exposure to natural light (which can influence the body's production of melatonin). Research has linked the prevalence of SAD to higher latitudes, regions which tend to have more intense and longer winters.

Approximately one to two percent of the U.S. population suffers from SAD (compared with twice that rate in more-wintery Canada). Around 10 percent of the U.S. population also experiences subsyndromal SAD, a more mild form of the disorder often referred to as "winter blues." And though SAD affects both sexes, women are about twice as likely to experience symptoms.

Turn That Frown Upside Down — Your Action Plan

SAD shouldn't be confused with a mere inclination to hibernate like the rest of mammal-kind. It's sometimes difficult to determine whether a bout of sadness is indeed an indication of SAD, so a doctor's visit is the first step on the road to treatment. And because SAD symptoms are present in other forms of depression, it isn't always diagnosed correctly. Physical symptoms, especially hormonal problems, can also mask the underlying issue.

Fortunately, there's a range of treatments to help combat SAD:

Let there be light. When a doctor prescribes it, a light therapy regimen can significantly reduce SAD symptoms, regardless of the condition's severity. But staring at the Rockefeller Center Christmas tree won't cut it— treatment for this condition comes in box form. Light therapy boxes range in brightness and type of light, so consult a physician before buying one.

Talk it out. One study found cognitive behavioral therapy was just as effective as light therapy in treating SAD. (A combination of talk therapy and light therapy together was also effective.)

Prescription Medication: Antidepressants regulate neurotransmitters that control mood and energy. A psychiatrist can help decide if medication is an appropriate treatment option.

Bust out. Spending time outdoors helps ease moderate symptoms of SAD. Try to get outside within two hours of waking up. Whether it's cloudy or a sunshine day, spending some time in the daylight can be a big help.



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Ways to Beat Seasonal Affective Disorder (SAD)

Walk the walk. Regular exercise can reduce symptoms of moderate, nonseasonal depression. And studies suggest a combination of exercise and light therapy can also help treat SAD. So put Titanic on pause and consider going for a jog instead.

Snag a bowlful of sunshine. Complex carbohydrates help maintain levels of serotonin, a neurotransmitter that regulates mood. (Eat those carbs in moderation, of course— it's hard to feel chipper after a box of Chips Ahoy!)

Though cold weather is likely to have a lot of us wishing for spring, it's important not to cast off SAD as an inevitable winter side effect. Taking action when symptoms hit could make the difference between a lonesome stretch and a happy winter season.

Shana Lebowitz contributed reporting.

TCM CONSULTANT REFERRAL BONUS!

\$1000 Direct Hire/Permanent Bonus - You are eligible for our \$1000 Referral Bonus if you are the sponsor of a full-time placement candidate (payment will be issued when the placement has successfully completed the guarantee period and payment of the full net fee has been received).

\$250-\$500 Temporary Bonus - You are eligible for our \$250-\$500 Referral Bonus if you are the sponsor of a new TCM consultant (W2 or corp-to-corp). A referral bonus of \$250 will be paid upon completion of the first 320 hours of work by the new consultant, and a second referral bonus of \$250 will be paid upon completion of 640 hours of work.

Our experience has taught us that great candidates often know other great candidates, so be sure to take advantage of our referral bonus program. There is no limit to the number of employees you may refer!

*TCM is pleased to offer a special referral bonus program for the referral of **NEW Client Hiring Managers!** If you provide the name and contact information of a hiring manger that TCM hasn't worked with and TCM places a consultant under that manager, you may be eligible for the Referral Bonus! Bonus prizes range from an iPad Mini, iPad, iPhone 6 or iPhone 6+! Referral Bonus details can be found on our website at: <http://www.tcml.com/client-hiring-manager-referrals>*

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