

The 7 Habits of a Highly Effective Systems Administrator

Andrina Kelly, JAMF Software
@andrina

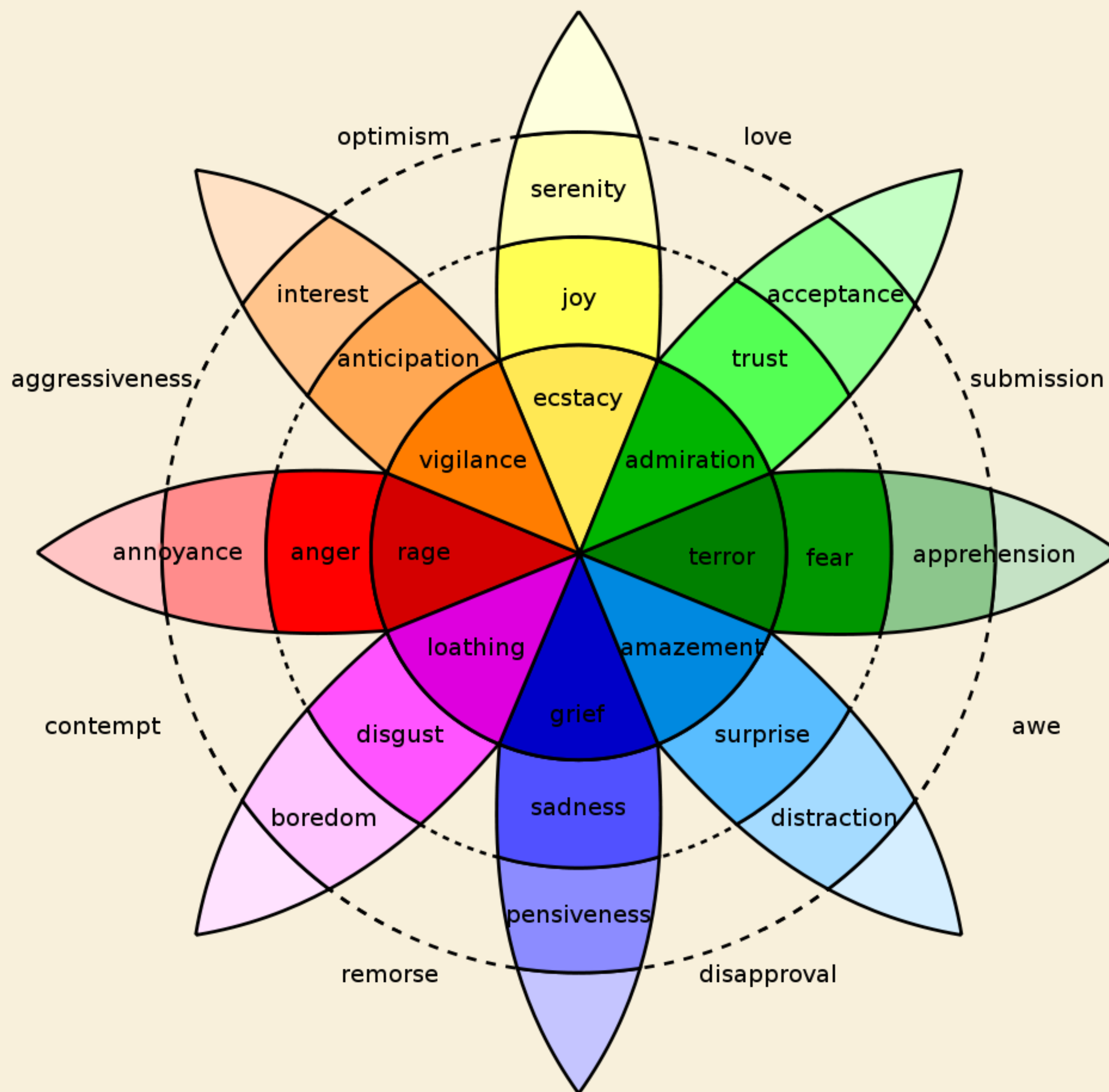
If you watch a movie of your life
backwards, it's about a sysadmin who
regains youth/happiness as they forget
more and more about computers

@sadserver



Be Proactive





Emotional intelligence,
or **EQ**, is the ability to
identify and manage
your own and others'
emotions.

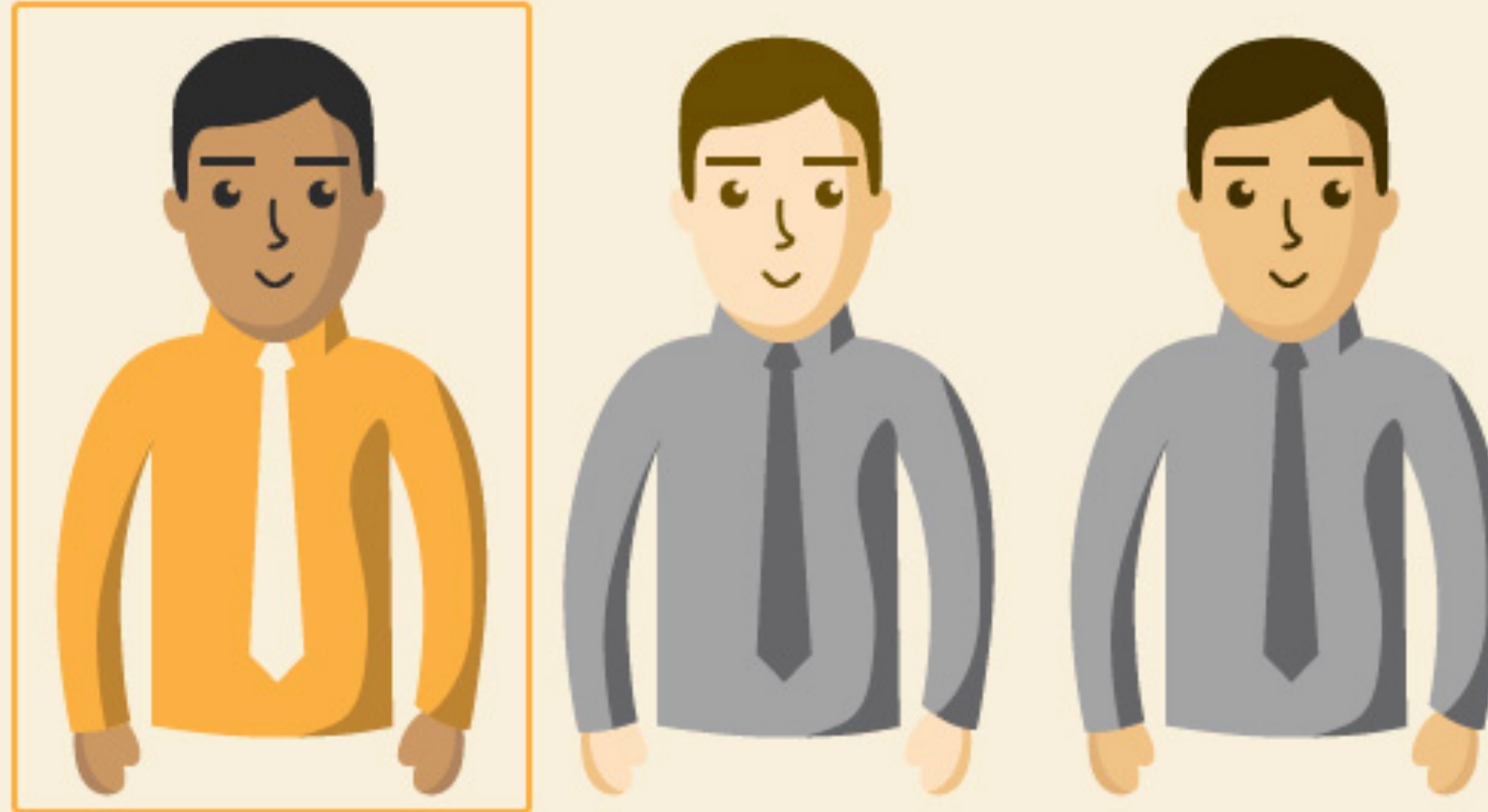
defining
EQ

DOES HIGHER EI MEAN IMPROVED JOB PERFORMANCE?

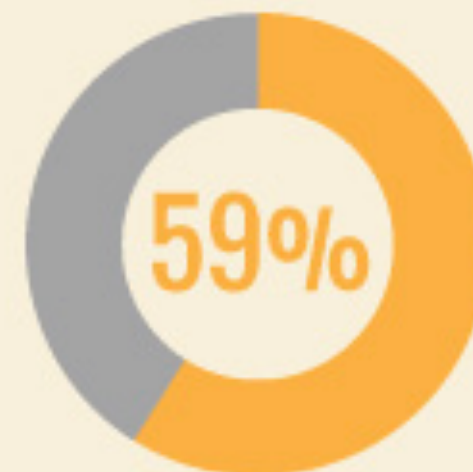
In 2011,

OVER 1 IN 3 HIRING MANAGERS

reported placing increased emphasis on EI in their hiring/promoting decisions



said it's more important
than IQ



even said they wouldn't hire
someone with high IQ and low EI!

WHY DO EMPLOYERS VALUE EI OVER IQ?

In order of importance, employers say it's because those with high EI...

1) Usually remain calm under pressure

2) Resolve conflict effectively

4) Lead by example

3) Are empathetic to their colleagues — and act as such

5) May put more consideration into business decisions



IMPROVE YOUR EMOTIONAL INTELLIGENCE TO IMPROVE YOUR LIFE!

Be mindful of your non-verbal communication

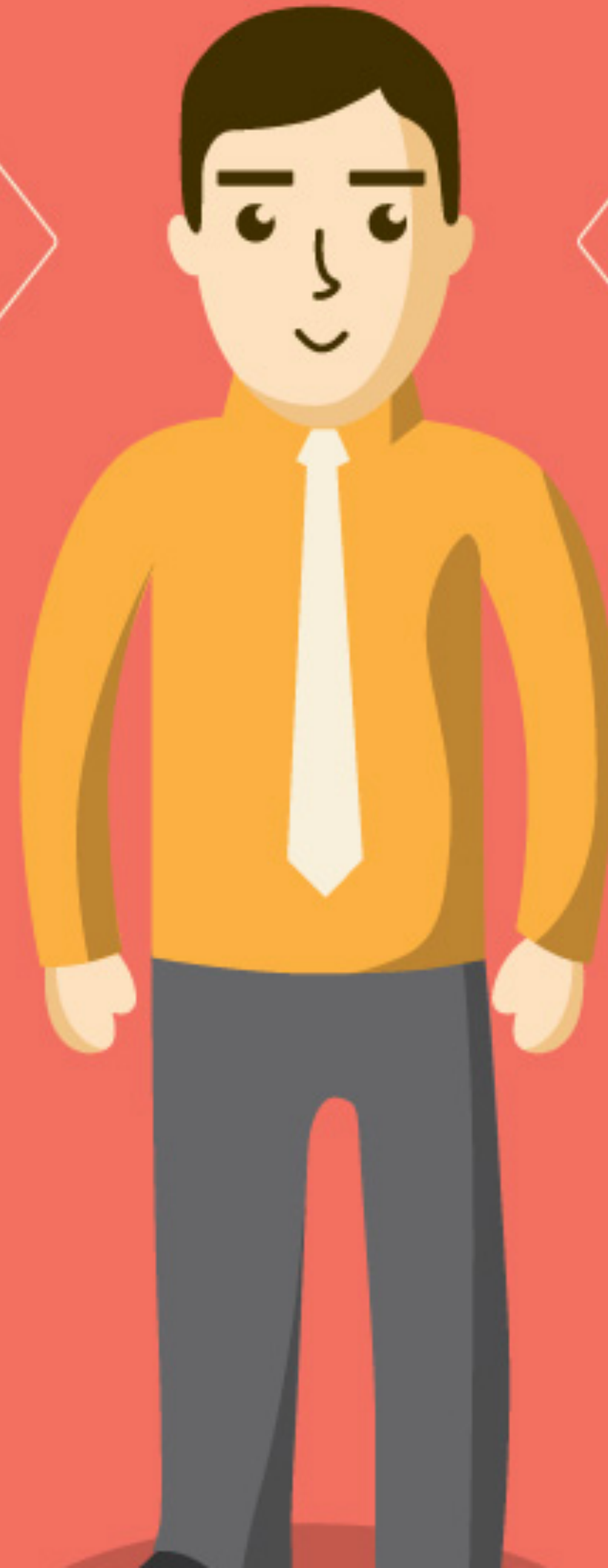
Facial expressions and movements

Body language

Gestures

Reduce stress

Stay connected to your emotions at all times



Practice effective conflict resolution

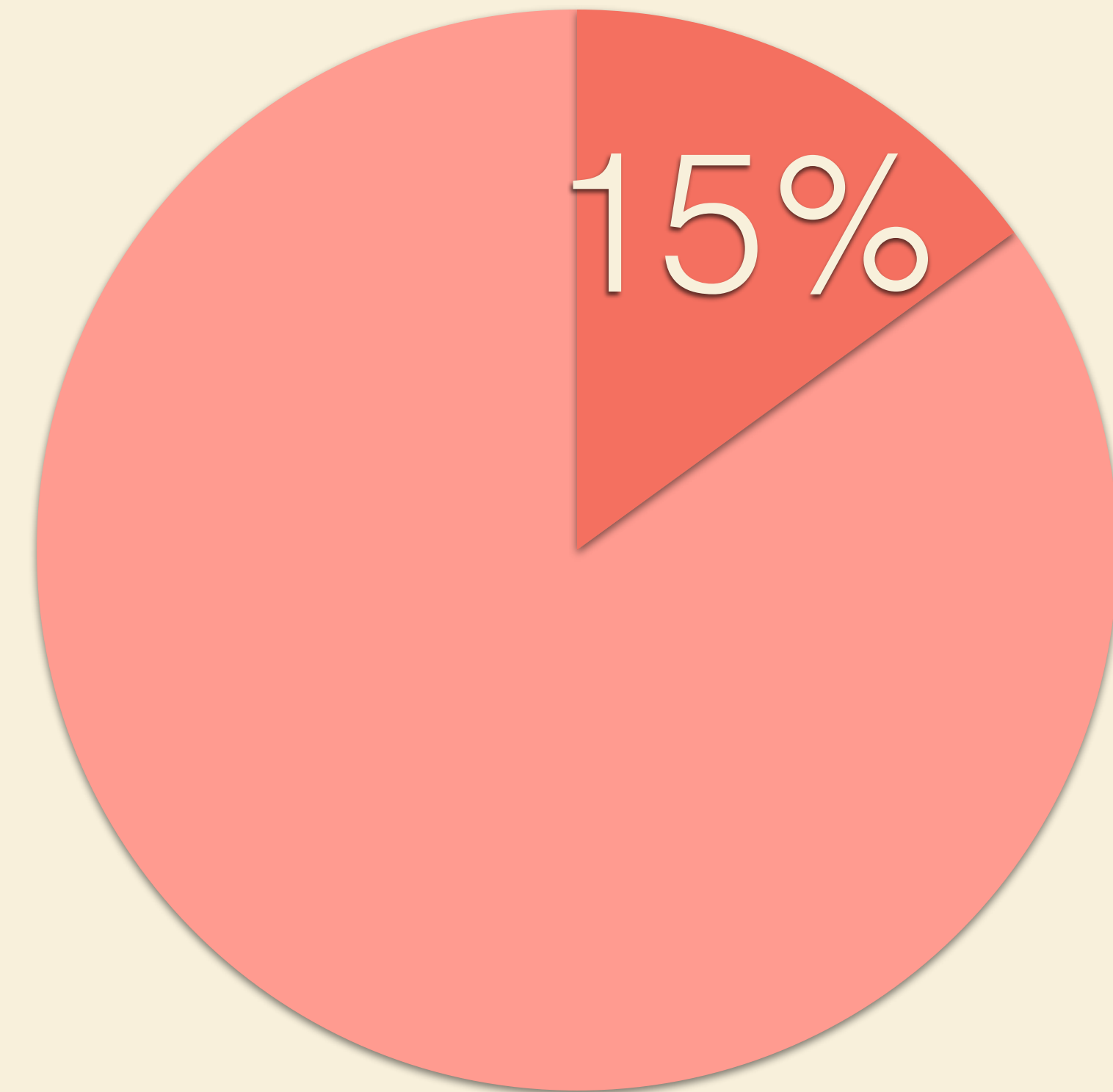
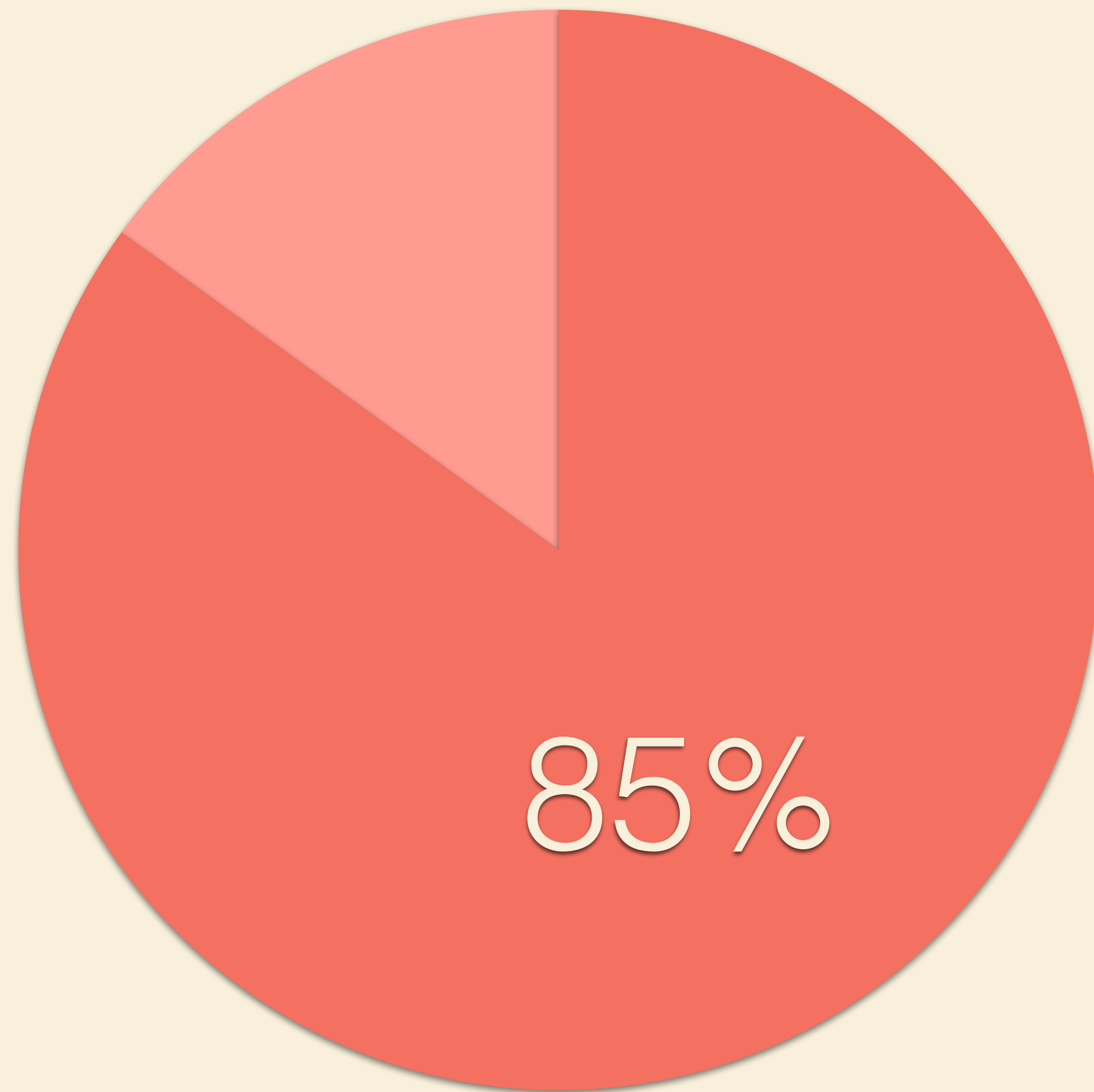
Choose your words carefully

Keep the conversation centered on the present

Be ready to forgive or otherwise peacefully end the conflict

Stay positive

85% of your financial
success is due to **EQ**



Only **15%** is due to IQ



Circle of Concern

Circle of Influence

More Energy & Focus
Ability to Influence Increases

Frustration
Futile Wasted Energy

When I have
my perfect job
I'll be happy

If only I had a
boss that
listened to me

If I only had
more time to
myself

I can learn
more valuable
skills

I can be a
more effective
communicator

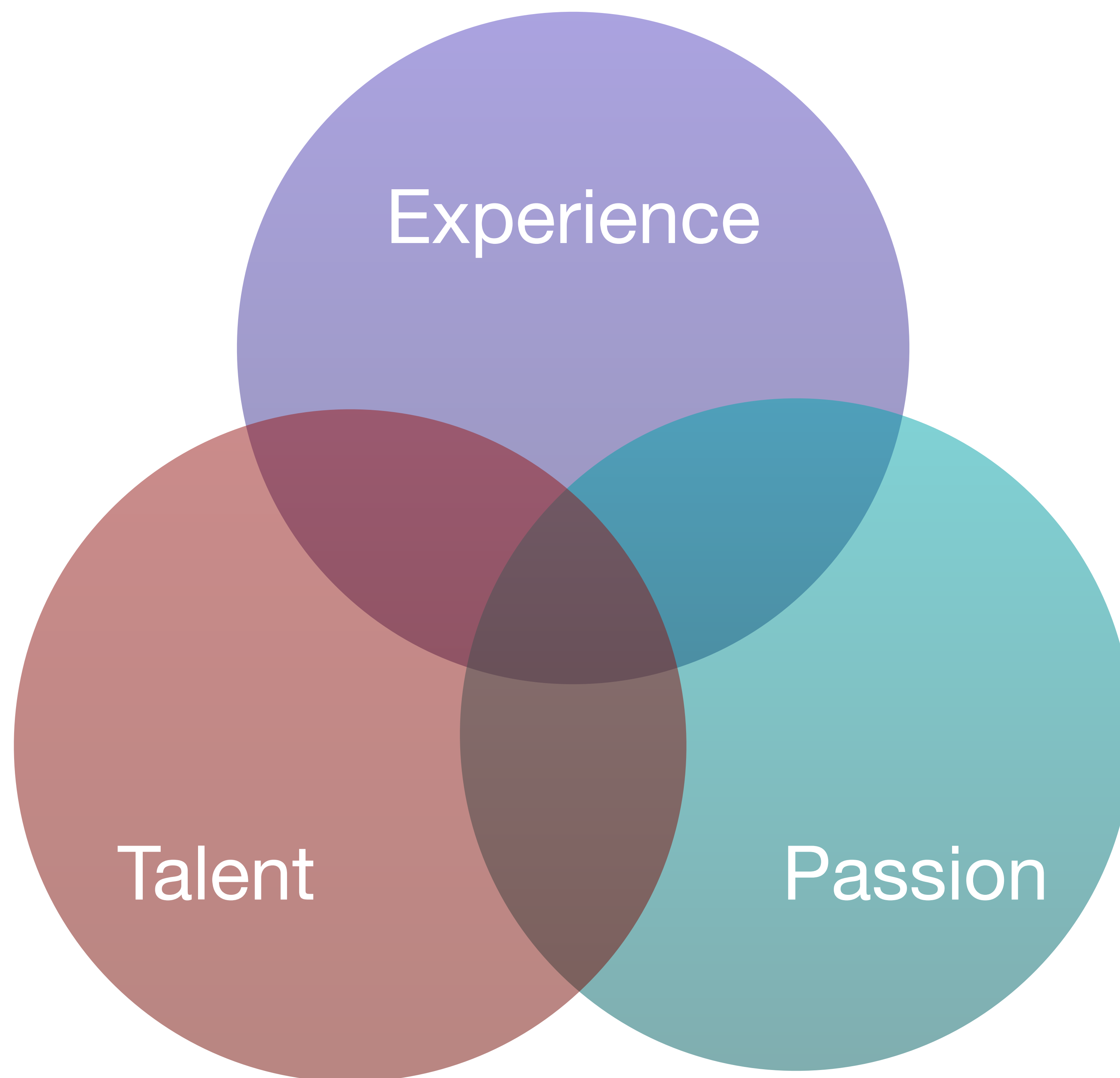
I can be a
morning
person

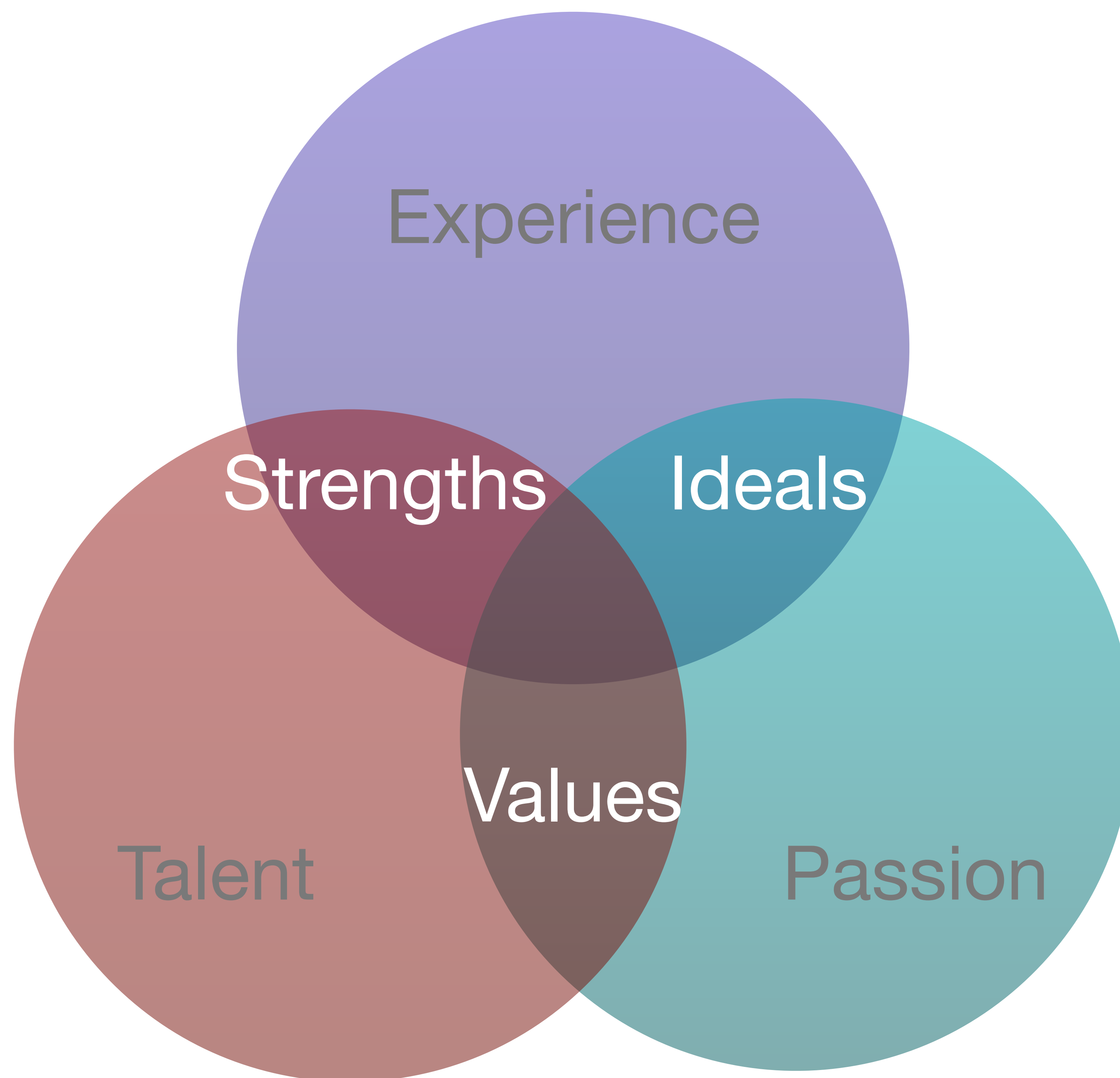
We are what we repeatedly do.
Excellence, then, is not an act,
but a habit.

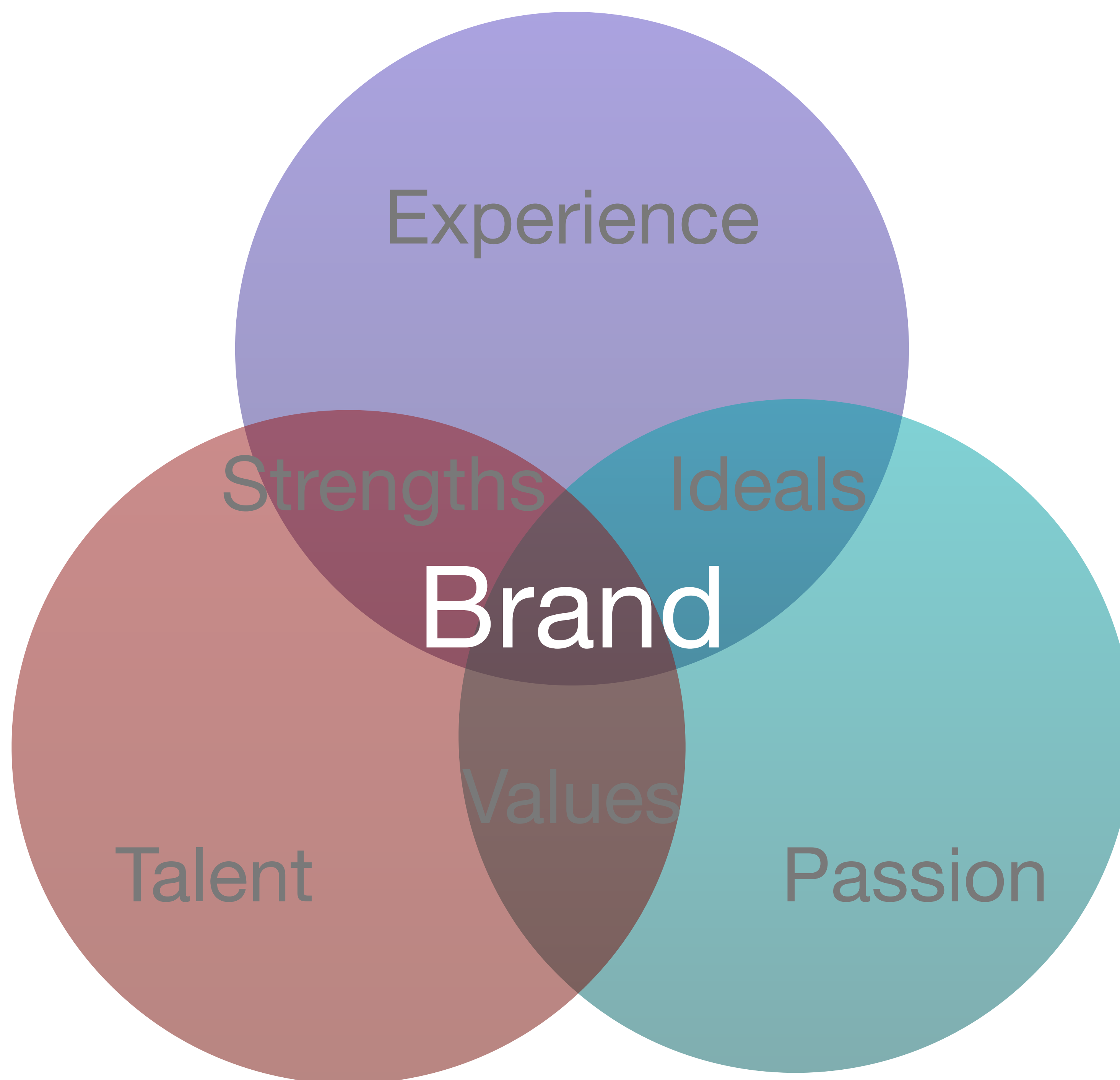
Aristotle

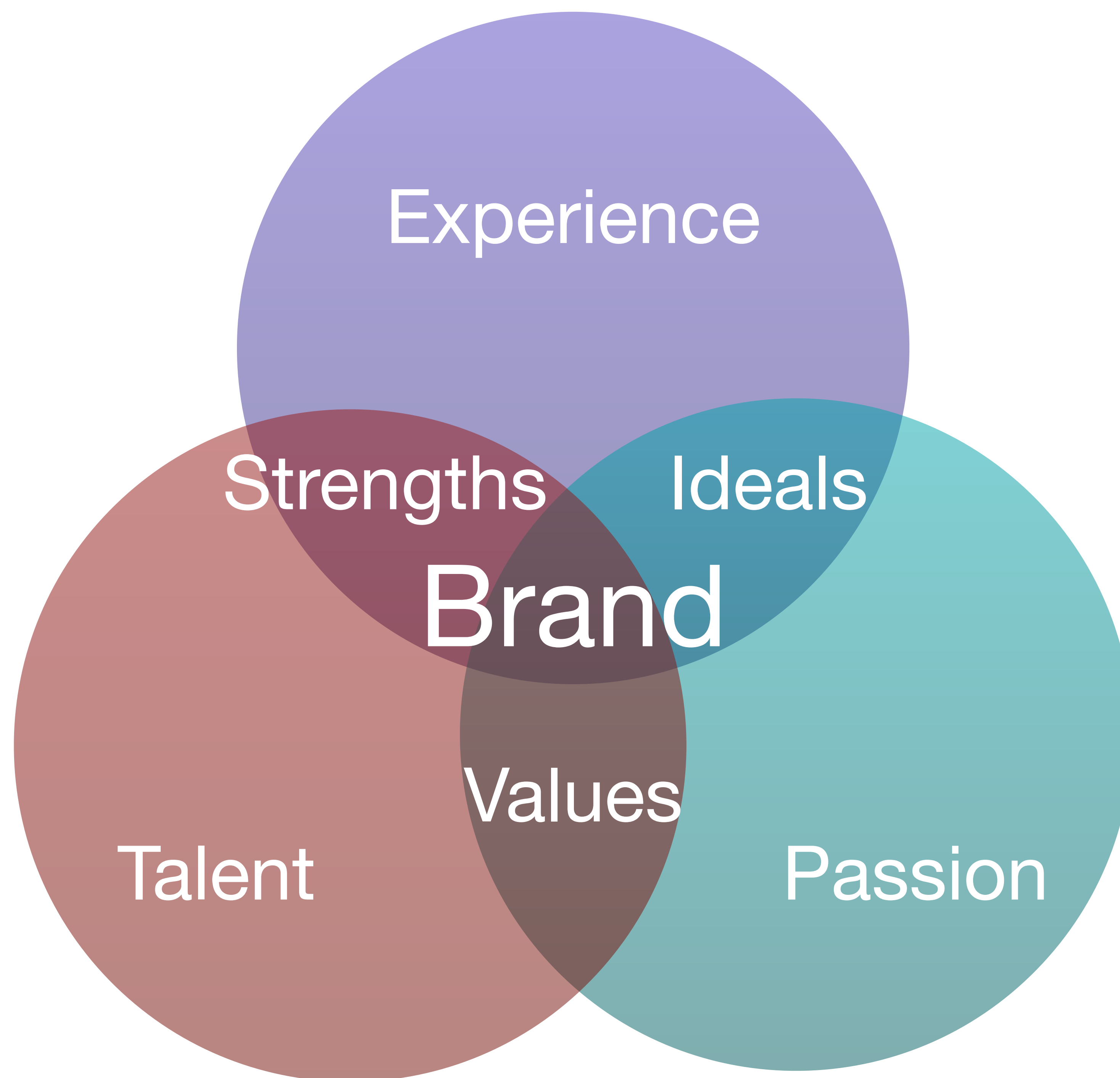
Keep The End in Mind











Casper

We are how we sleep. At Casper, we believe that better sleep leads to a fuller, more adventurous life. We're devoted to improving the 26 years we each spend in bed and to brightening the days in between.



Casper

July 28, 2015 at 7:09 PM



To: Andrina Kelly

Reply-To: Casper

An update on your Casper order

Hi Andrina,

Just wanted to let you know that we're keeping a close eye on your Casper order, and are continuing to work through our production delays. We've taken the necessary steps to expedite this process, and intend to deliver your bed as soon as possible! You will receive a UPS tracking number as soon as your bed ships out. I personally apologize for any inconvenience caused by this delay. If you need something to sleep on, please let me know.

Thank you for your early support and patience. For additional help or questions you may have, please contact support@casper.com, or call us at [888-498-0003](tel:888-498-0003).

Thanks again,

Michael Kim

Head of Customer Experience

This email was sent to andrina@magpies.ca
To stop receiving emails from Casper, [Click Here](#).
Casper | 45 Bond St | New York | NY | 10012

support@casper.com

July 31, 2015 at 1:22 AM

To: Andrina Kelly

Re: An update on your Casper order

S

Hi Andrina,

Thanks so much for following up with us - I'd be happy to give you an estimate! I've checked in with our facility and it looks like your bed has about 2-3 business days left in production. Once your bed ships, it will take an additional 3 business days in-transit time to reach you. You can expect your bed between August 6th-11th. We're doing everything we can to ramp up production and hope to get you sleeping on a Casper as soon as possible!

I understand that you won't have a bed in time for your move in on Saturday. I've gone ahead and sent you an airbed to hold you over for the first few nights in your place. There's no need to return it by the way- it's yours to keep!

Elinor

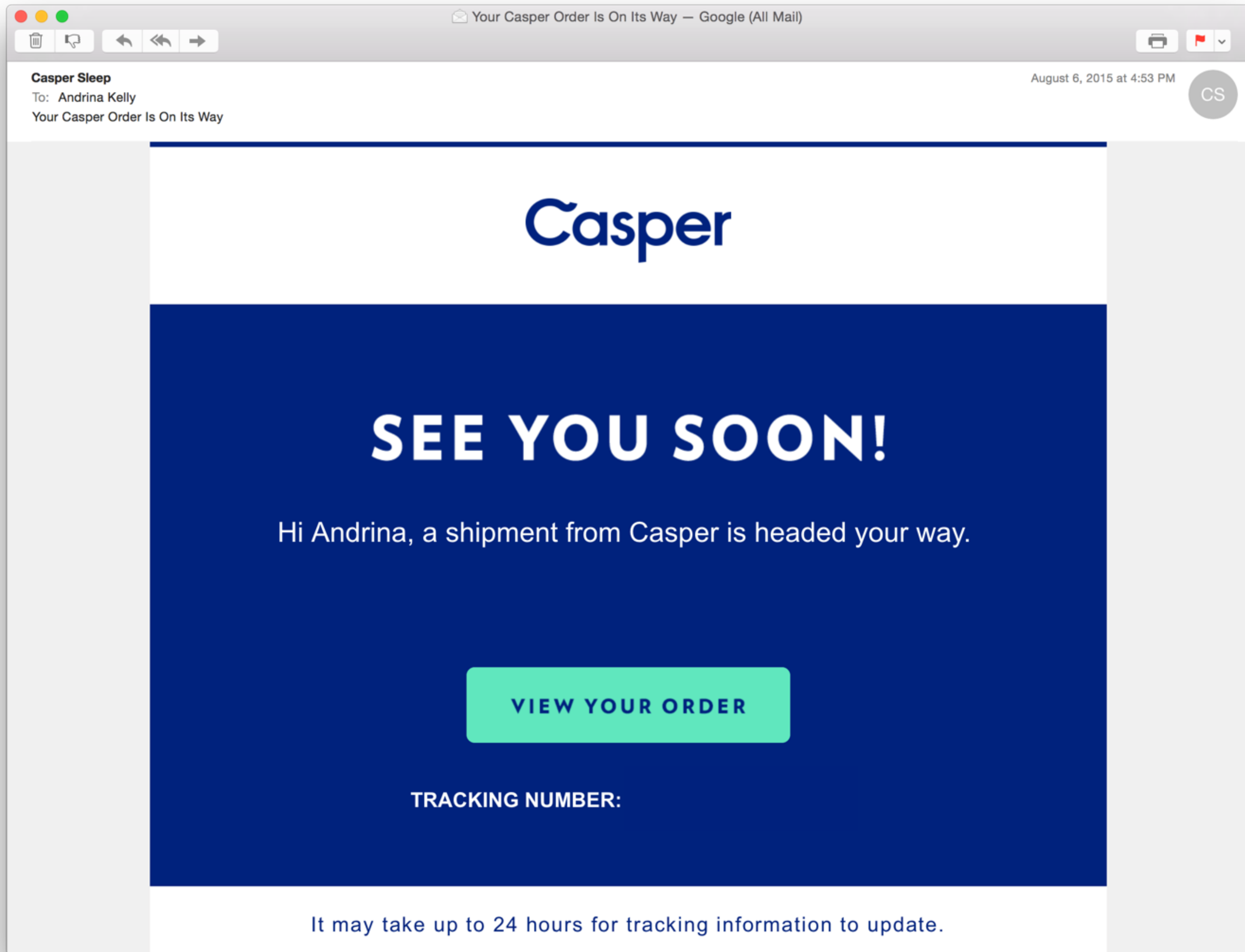
Customer Experience Lead

Casper Sleep

Phone +1888-498-0003

Email: support@casper.com

FAQ: casper.com/support





IT

Do the First Things
First

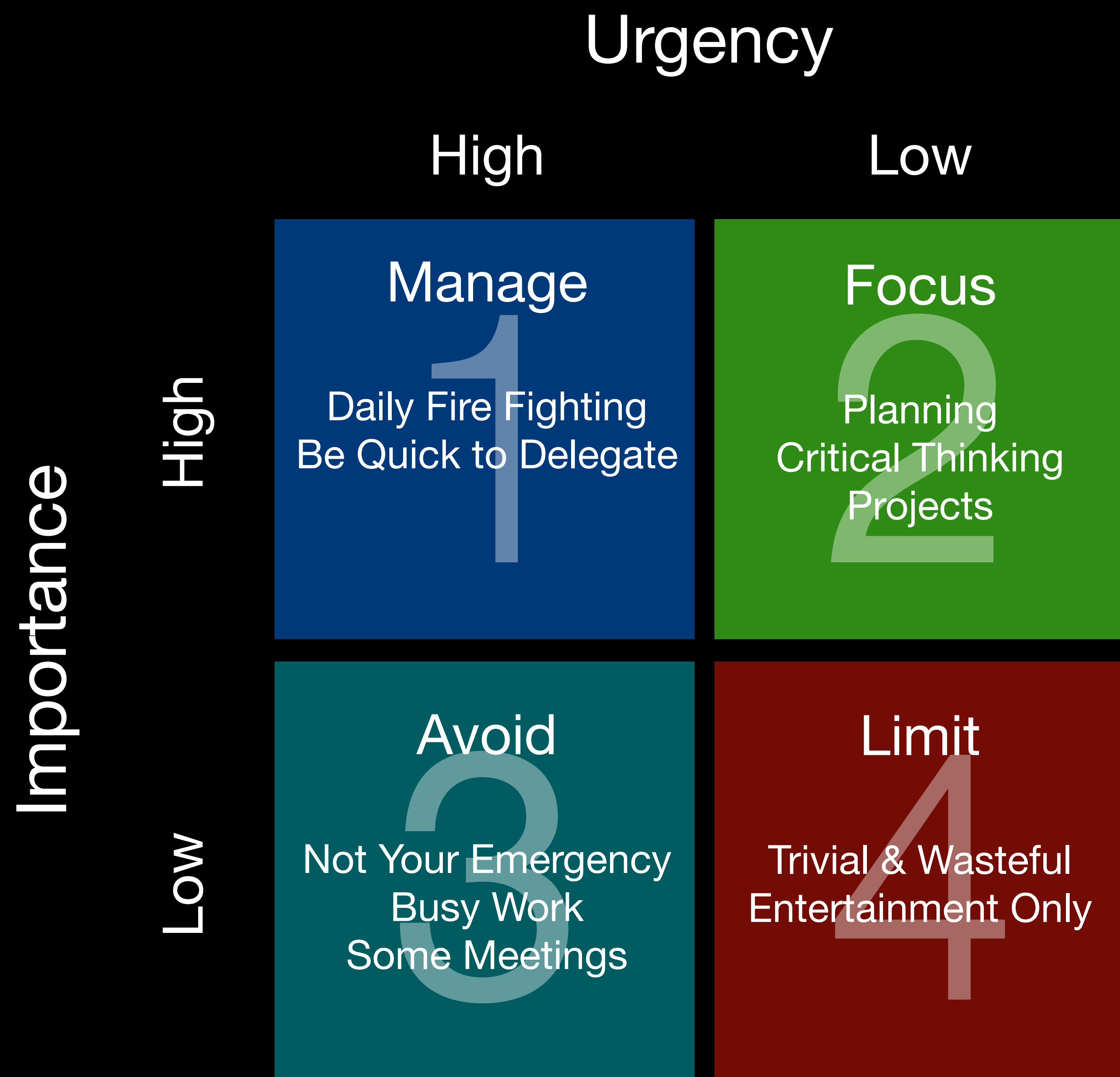
A vibrant sunset scene with a bright orange sun low on the horizon, casting a long, shimmering reflection on the water. The sky is filled with wispy, orange-tinted clouds. A path of light leads from the bottom center towards the horizon.

tomorrow |tə'môrō, -'mārō|

noun

A mystical land where 99% of all human
productivity, motivation, and achievement are
stored





Stop Working Late and Start Working Smart



Time Management

for System Administrators

O'REILLY®

Thomas A. Limoncelli

Everyone Wins

```
#!/usr/bin/python
```


GitHub

This repository Search

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timstutton / python-macadmin-tools

Watch6Star40Fork0

List of open-source Python-based Mac sysadmin tools

17 commits1 branch0 releases2 contributors

branch: masterpython-macadmin-tools / +

Add Imagr Server

timstutton authored 5 days ago

latest commit 4048a4635a

README.mdAdd Imagr Server5 days ago

README.md

Python Macadmin Tools

This repository aims to collect a list of open-source Python-based tools for Mac systems administration tasks.

Why is this list limited to Python? Why not include all projects in this space? Python is an especially popular language among Mac sysadmins; this restriction is partly so that those learning Python for Mac-specific tasks have a mostly-complete list of known code and approaches from which to learn. It's also to help those more experienced with Python to discover projects that they may be able to adapt, extend and/or contribute to.

See something missing or incorrect? Please feel free to [edit](#) or clone this file and [submit a pull request](#). This repo was inspired by R.I. Pienaar's popular [free-for-dev](#) repo.

Code

Issues0

Pull requests0

Pulse

Graphs

HTTPS clone URL

https://github.com/1

You can clone with [HTTPS](#) or [Subversion](#).

Clone in Desktop

Download ZIP

Strong people don't put others
down... They lift them up.

Michael P. Watson

Understand

Then Be Understood



I need to be an admin
on my machine.

I have to install
software



ENGAGE

Make Me Administrator

Running this command will give your bbidm account administrative rights for the next 30 minutes. Use these privileges wisely. All administrative activity will be logged.

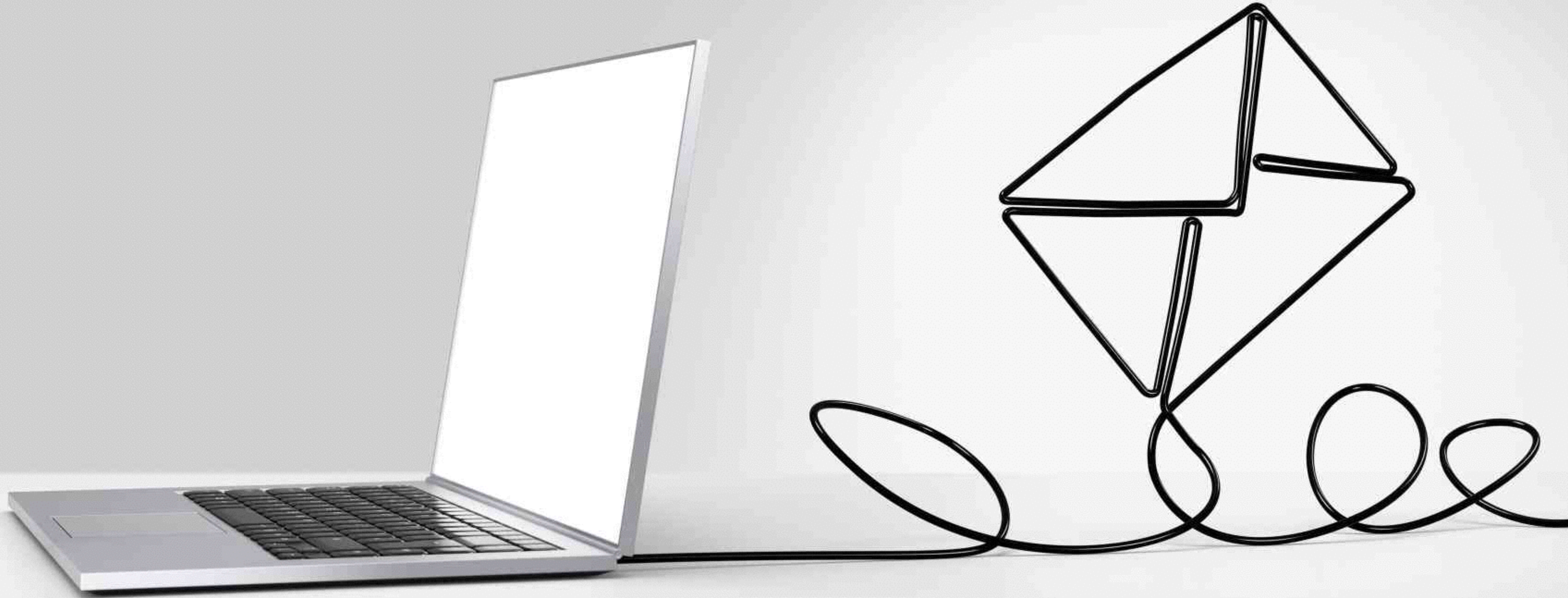
OK, Thanks.

5 minutes later...

My machine is broken,
something in the network
isn't working.

Networking said everything is fine
because I can browse the
internet, but I still can't get these
files uploaded to DropBox!

As per company policy, we don't allow access to DropBox.

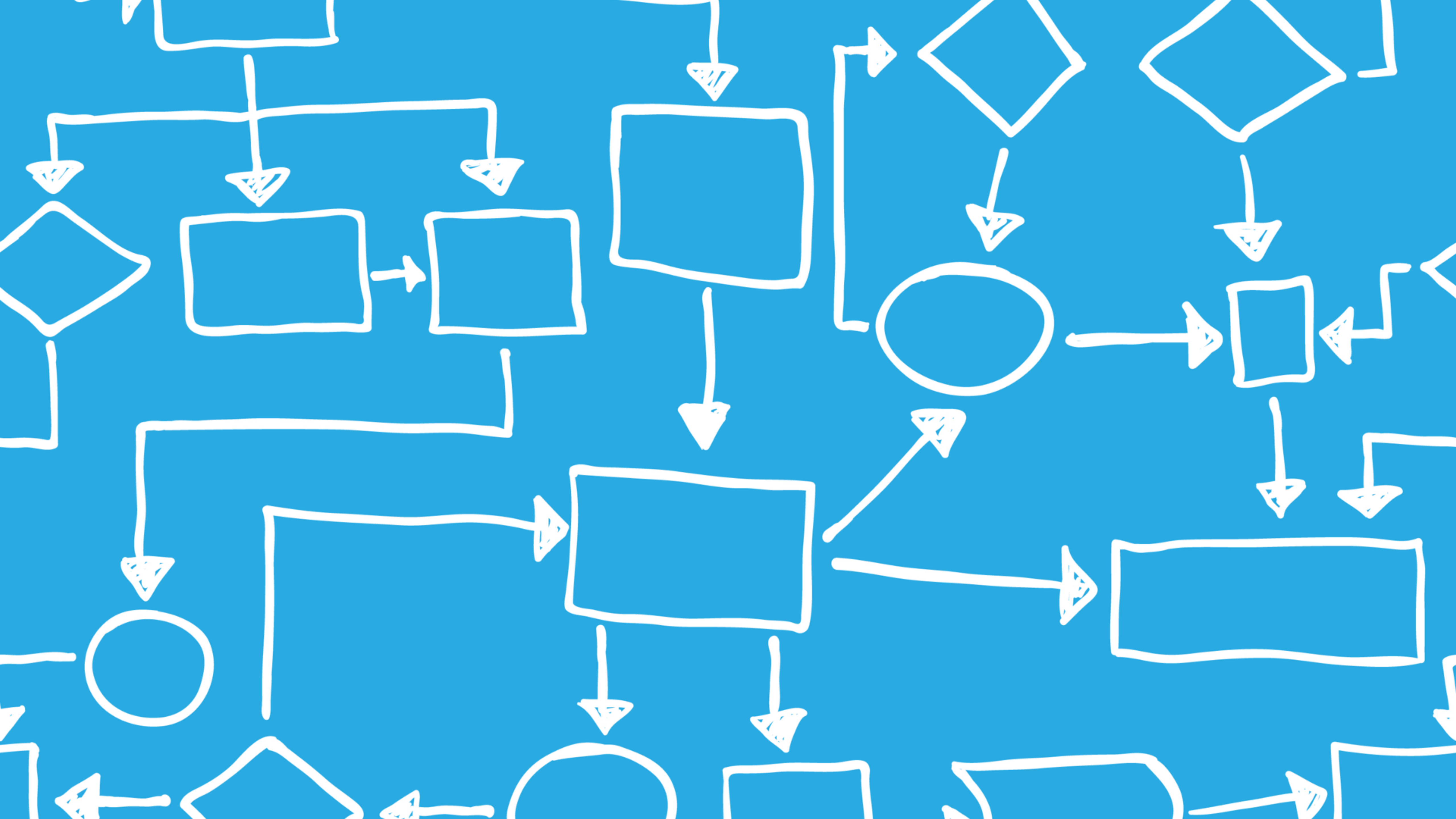


So how am I supposed to work with
our external vendor! We have a
deadline! They need these files, and
they're too big to send through email,
I already had to contact helpdesk
about that earlier today and now
we're running out of time! Help me
Sys Admin, You're my only hope!



What Happened Here?





של (ש) של



"Goddamn developers not testing
their changes" he said while
sudoing to root in production.

@sadservers



Cooperation





Sharpen The Saw



“We’re too busy to do it the
right way”



@sadoperator



Unlimited Undo
& Redo

Precise control
over font, text
style, & paragraph
settings

Writing
tools

Color palette

Transpare
Effects

Measuring tools
• Text spacing
• Alignment
• Grid tool

Extreme
tinting



PROJECT: APPLICATION.APP

NEW

ARCHITECT: XCODE





The screenshot shows a web browser displaying the Confluence page for 'CP24 iOS' on the Bell Media intranet. The page header includes navigation links for Pages, Dev Support, iTunes Connect Submission Builds, and a 'Create' button. The main content area shows the page title 'CP24 iOS', created by Andrina Kelly, with a 'New Build' button. A 'Job Status' section displays two builds: 'CP24 GO ADHOC' and 'CP24 GO APP STORE', both with a status of '0 test'. A 'File' section lists three IPA files: 'CP24-4-2015.04.23.ipa', 'CP24-3-2015.04.20.ipa', and 'CP24-2-2015.04.02.ipa', with a 'Download All' link. A comment section at the bottom shows a user profile and a text input field. A 'Registration' modal is open in the foreground, showing a 'Build Type' section with radio buttons for 'AdHoc Build' and 'App Store Build'.

ts-confluence.bellmedia.ca

BellMedia Spaces People Calendars Create

Pages / Dev Support / iTunes Connect Submission Builds

CP24 iOS

Created by Andrina Kelly, last modified on Apr 02, 2015

Registration

Clicking "Save" below will create a new build of your app.

Build Type *

- ☒ AdHoc Build
- ☐ App Store Build

An AdHoc build will be posted to HockeyApp, while the App Store build will produce an .ipa file to be used in Application Loader on this page in 2-3 minutes.

+

Save Cancel

Download All

Like Be the first to like this

submissions

Write a comment...

Is there a support group for neglected,
poorly automated, overworked and
unhappy servers?
Asking for a friend.

@sadserver

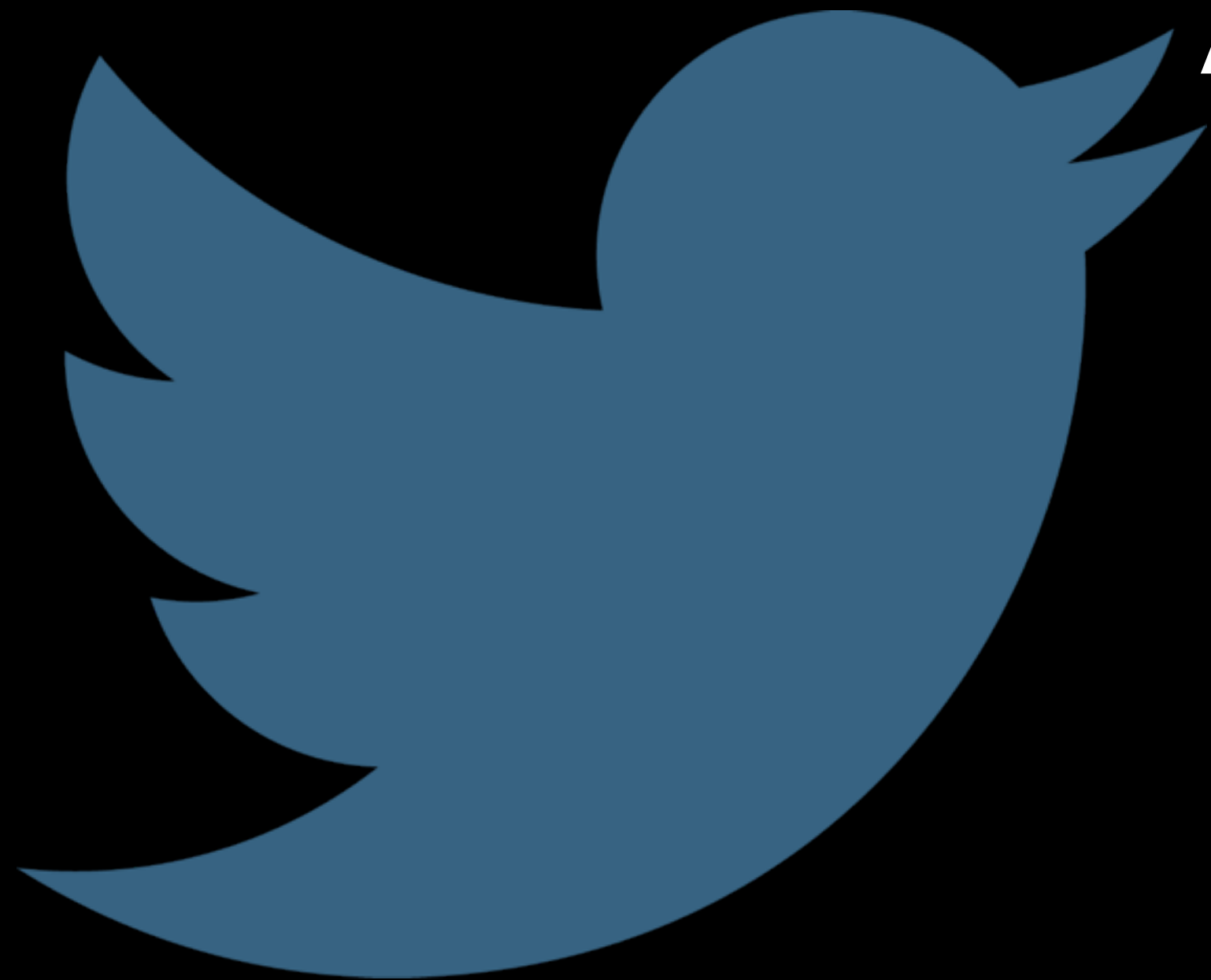


Image & Reference Credits

- Plutchik's Wheel of Emotions: https://en.wikipedia.org/wiki/Robert_Plutchik
- University of Maryland, Emotional EQ and You: <http://onlinemba.umd.edu/resources/infographic/emotional-iq-and-you/>
- [forbes.com](http://www.forbes.com/sites/stevecooper/2013/03/18/look-for-employees-with-high-eq-over-iq/), Look for Employees With High EQ over IQ: <http://www.forbes.com/sites/stevecooper/2013/03/18/look-for-employees-with-high-eq-over-iq/>
- Learn the Command Line: <http://www.codecademy.com/learn/learn-the-command-line>
- Building Your Personal Brand: <http://www.quicksprout.com/the-complete-guide-to-building-your-personal-brand/>
- Time Management for System Administrators, Thomas A. Limoncelli: <http://www.amazon.ca/Management-System-Administrators-Thomas-Limoncelli/dp/0596007833>
- Brené Brown on Empathy: https://youtu.be/1Evwgu369Jw?list=PLMo9vqiZPs0RQa_kypIS3tchANZa-MJGO
- @sadserver
- @sadoperator

Q&A

Thanks!!

@andrina