

A USER'S GUIDE TO SYSADMINS

What to know,

What to do,

What to never do, ever.

The Society for Unnecessary
Applied Anthropology (SfUAA)

EAT•N
Powering Business Worldwide

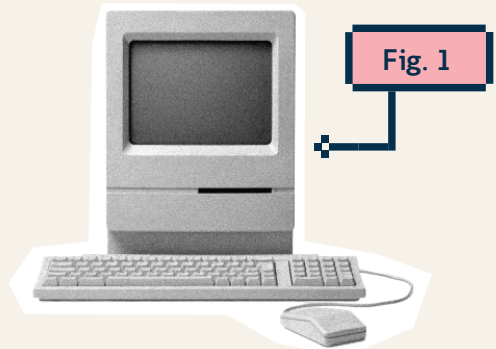
THE CURIOUS CASE OF THE SYSADMINS ■■■

When John Mauchly and J. Presper Eckert invented the world's first digital computer in 1945, they also spawned an entire class of specialists tasked with remedying digital computer-related issues not fully understood by digital computer users.

It was, in essence, the birth of the SysAdmin—and of countless tropes and stereotypes that haunt them to this day.

Thankfully, with the benefit of rigorous modern scientific study, we're now able to cast these enigmatic professionals in a new light to better understand both what makes them tick and what gets their goat.

Our sincere hope is that this helps end users better understand—and work more productively alongside their SysAdmin colleagues.



The minds behind the guide

Founded in 1911, The Society for Unnecessary Applied Anthropology (SfUAA) is dedicated to the pursuit of knowledge that greases the mighty wheels of industry. Our research is designed to improve office dynamics, enhance productivity and accelerate workflows.

SCIENCE OR STEREOTYPE? ■■■

Careful study has revealed that realities and perceptions about SysAdmins are often misaligned. This cognitive distortion can result in misunderstandings that annoy everyone involved.



Who they are most certainly not:



A bunch of nocturnal, anti-social, hoodie-wearing hackers



Mind readers



Concierge password managers



Coders



Printer repair specialists



Your personal assistant

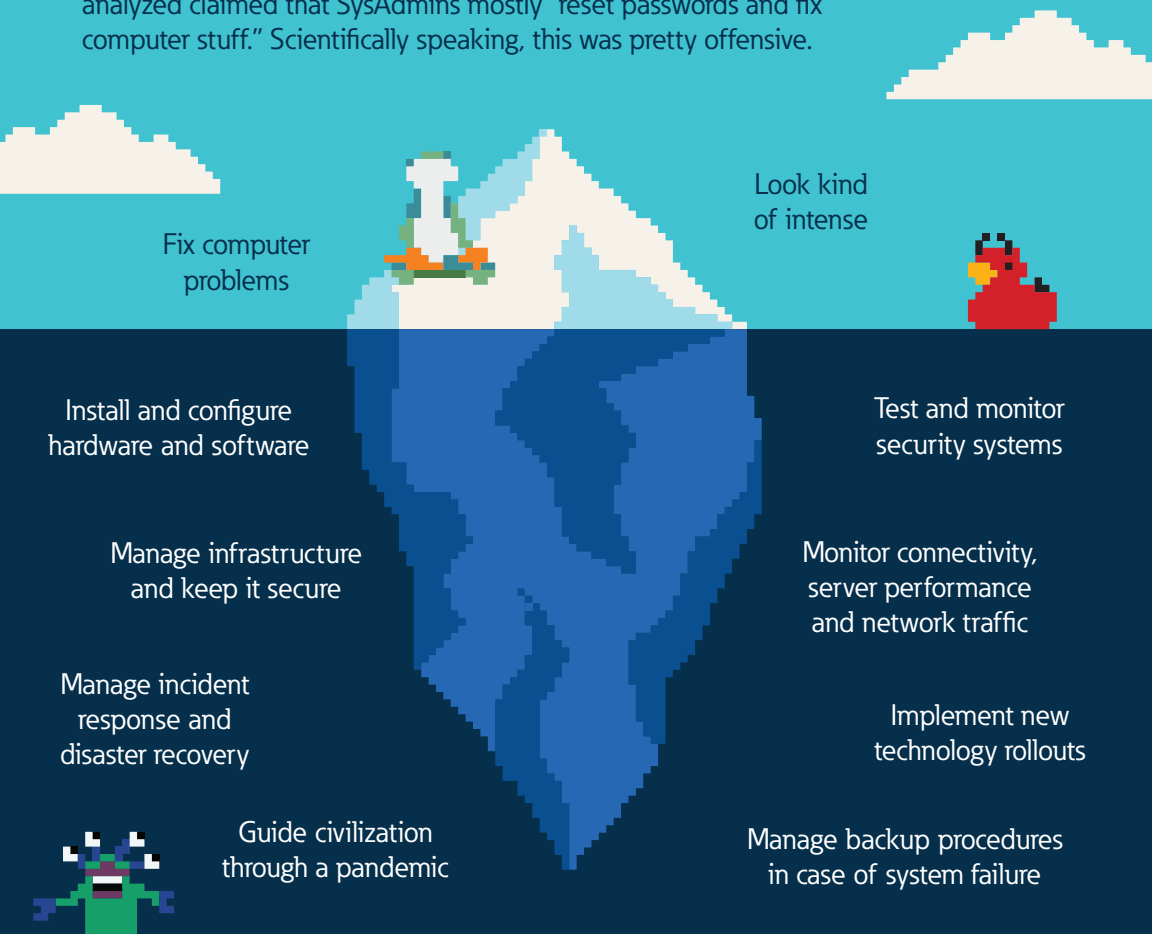
Who they are:



Dedicated professionals who ensure that in today's hyper-connected business world, operations stay up and running and workforces stay productive.

THE TIP OF THE PROVERBIAL ICEBERG █

According to our research, there's more to being a SysAdmin than most of their colleagues seem to know. In fact, 63% of the colleagues we analyzed claimed that SysAdmins mostly "reset passwords and fix computer stuff." Scientifically speaking, this was pretty offensive.



TALES FROM THE VOID

Over the course of three years and 750 hours of interviews, we unlocked groundbreaking insight into the mysterious, oft misunderstood world of the SysAdmin. Be warned: these real-life testimonials (that are totally real) may shock and disturb you.



“

I was asked to provide a second mouse after setting up dual monitors. I don't get paid enough for this.

Dennis Nedry



“

Got an email that said, “My email isn't working.” Wrote back, “Case closed.”

Penny Garcia



“

I drove 3 hours to push the power button for someone. I'm surprised they could even pronounce the word computer.

Jen Barber



“

Got a ticket saying the computer wasn't turning on. The whole building didn't have power.

Maurice Moss



“

She asked me to fix a coffee pot. That's when I updated my LinkedIn.

Bertram Gilfoyle

INNOVATION IN INTERACTION NAVIGATION ■■

Navigating SysAdmin interactions requires great skill and tact. While the wrong approach may trigger an adverse reaction, the right one can ensure productive emotional outcomes.

Do:

Clean your keyboard before asking your SysAdmin to fix something, and don't keep unnecessary stuff under your desk

Do:

Submit a ticket with all relevant information

Don't:

Write your password on a sticky note and stick it to your monitor or hide it under your keyboard



Do:

Check your company's knowledge base articles for assistance before reaching out

Don't:

Ask your SysAdmin to fix something minor at 4:30pm on a Friday



Don't:

Be afraid to open a ticket just to let your SysAdmin know you have a question

Do:

Read the IT communications and updates

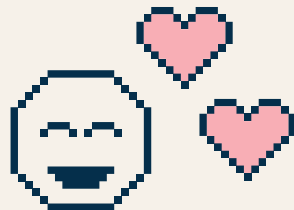
Don't:

Plug in that space heater to the surge strip or UPS under your desk



LAWS OF ACTION AND REACTION

As with any other specimen you encounter in an office environment, the SysAdmin often exhibits predictable, Pavlovian responses to stimuli. The more positive the stimuli, the more positive the response evoked.



Act of Gratitude		Emotional Response
Being thanked.	→	Deep appreciation.
A concise, well-written ticket that clearly describes the user issue with a screen shot of the error message screen.	→	Deeper appreciation.
Receiving a copy of Eaton's "What Does an IT Pro Do?" children's book.	→	Joy, followed closely by glee.
Free food in celebration of SysAdmin Day in July.	→	Stunned silence.
Getting a raise commensurate with skill and contribution.	→	Friendship for life.

CONCLUSION ■

We at the Society for Unnecessary Applied Anthropology believe these findings can pave the way to a more productive workplace environment.

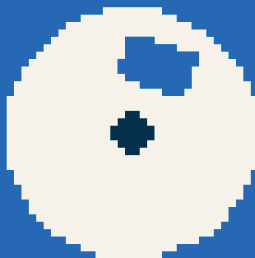
After all, while the hybridized post-pandemic office model continues to put strain on the SysAdmin, it's clear that when they're better understood and more appreciated, the less frustrated they are, the happier everyone is.

Except Rick. He's impossible. 

#EatonGetsIT



[Switchon.eaton.com](https://www.switchon.eaton.com)



Explore our data center
whitespace solutions here.



EAT•N

Powering Business Worldwide

