



CAD Camp 2009

Who is the CAD manager of 2010?

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CAD Management S2-5

Course Summary:

We will examine the ever increasing duties of the CAD Manager outside of CAD. From file servers to phones, CRM to email, accounting and HR databases, technology support falls on the CAD manager. This course will arm you with ideas, tools and resources to help you survive in the world of IT. Accounting, HR, Marketing, Administrative – and you thought designers were bad.

Instructor:

Matt Bickel is an Associate and IT Manager for AHL (Architects Hawaii Ltd.) He has 20 years working in Information Technology. Formerly with Prometric, he spent 7 years designing and implementing delivery systems for computer based testing for their international division. Mr. Bickel has had the opportunity to work in the educational, insurance, banking, manufacturing and construction fields as an IT consultant for many years. Some highlights of his experience include network design and security, disaster recovery, software distribution, data center operations, and interoperability. Over the last 5 years he has worked for AHL where he maintains a Novell/Linux/Windows network of more than 120 workstations and 20 servers. Mr. Bickel handled the initial implementation of BIM software at AHL, where they now have approximately 60 Revit workstations. In January 2008 he was promoted to Associate, the first non-architect/designer in AHL's 63 year history. He is an Allied member of the AIA and is a LEED-AP.



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Introduction

The duties of the CAD Manager have evolved beyond CAD. You are known as the “Techie”, the one who understands the technology and can make it work. It might have started with CAD, but now BIM? What about file servers, phones, CRM databases, email, accounting and HR systems, technology support falls on the CAD manager and BIM demands familiarity with new technology. Who knows what you might be asked to do next?

We will set CAD aside, at least the design portions of BIM and focus on Information Technology Management. The CAD Manager of 2010 is the Technology Manager, in many cases has been for years. This course will give you some real world solutions to today’s issues and tomorrow’s demands.

You be shown methods and tools for being successful in the expanding role of the CAD Manager.

General Technology Management

Section Summary:

To implement and support efficient technology solutions you must first understand the business process in your firm. Accounting, Marketing, HR, and other similar departments function very differently from your production staff. You need to talk to people in these departments and research how they currently do their jobs, and how their jobs intersect. When you understand how it all fits together, next you need to understand that very few businesses are truly unique. Solutions have usually already been found to your problems. It isn't always a matter of created a solution, just finding one that someone else has done that you can apply.

Topics:

Understanding your firm's business

Ask your "customer"

The Wheel has already been invented

The budget – make it all happen

Support

Section Summary:

There are a wide variety of tools and methods for support. The most important part of any technology support is the ability to communicate effectively. This means listening more, talking less. Good communication is the first step in an efficient support system. Leveraging tools to do as much work for you is another. One person can juggle the demands of supporting many people and departments with the right tools. Even in the most efficient of settings, you sometimes just need help. Outsourcing certain parts of your support can help, but outsourcing incorrectly can be costly in time and money.

Topics:

Communication skills

Efficiency is the key to a stress free day

Streamlining support – outsource or not?

Your Firm's Data

Section Summary:

Data drive any business these days. You know who creates what data and who uses the data for what. You support them in accessing the data. Knowing how to organize and where to locate data is critical for production, and for security of the business. Without proper management of data your business is in jeopardy. Hand in hand with data created are the programs that create them. With all of the licensing options and variety of software you business needs, it is critical to keep everything legal and up to date.

Topics:

Location

Organization and protection

Software licensing

The Tools

Section Summary:

We've seen a glimpse of what software and other tools are available. Now we will dive right in to how it all works and how it works together. Open Source software offers a viable solution to commercial packages. The biggest question is support. Are you ready? And with all this software how do you keep within the sometimes smaller than you would like budget? Virtualization can hold the key, much of what is demonstrated here is Open Source software running on virtual machines.

Topics:

FOSS – Free and Open Source Software

Virtualization

Interoperability