

Notes from an I.T. Professional

Hello and Happy Monday new staff. Welcome to the Information Technology portion of Orientation Day here at Globe Computing and Sales, Inc. I want to keep this as brief as possible so I can get you guys to lunch but my name is Dominic, and due to some downsizing I am the sole remaining IT staff person. Desktop issues. That's me. Software issues. That's me. Telephone and voicemail issues. That's me. Email issues. Me. Print, fax, scan, network connectivity, website, mailing lists, technical-related purchasing, directory security and user accounts. Me. Not a comprehensive list so needless to say, I can't always help you immediately.

So let's set some ground rules: technical issues get solved, if they get solved, via a policy of prioritization I've developed over my years here. Category I's are any support inquiries from Georgia Thompson, the technical writer on the 2nd floor. No matter how inane and easy or confusingly ill-worded and complex, there is one indisputable fact: her amazing milky-white calves. Just enough muscle combined with just enough flesh, bound by the sheerest of pantyhose to give her walk professional pep and sultry seduction. Hearing her say, between her snorty giggles, that she's forgotten her password again is a weekly routine I look forward to. Even though I've memorized her latest series of passwords (georgiapeach78, peachy78, butterfly78, and 78butterfly) and could easily tell her this over the phone, I stop whatever I am doing and reset her password in person.

Category II's are legitimate emergencies. Downed servers due to a brownout, corrupt hard drives, development of our internal web portal, Finance can't print paychecks, and the elevator has trapped my never-learning boss. These are good examples of issues that require my immediate and undivided attention. Most of my time is split between Category II's, Category I's, remembering previous Category I's, thinking about causing future Category I's, and writing poetry.

Category III, the final category, is for the rest of you. Your support requests are incredibly vague, littered with pronouns: it doesn't work, it is broken, I clicked on it and it didn't open. Or your requests are whiny. "Yesterday my shortcuts worked and now they don't. Help asap." "I'm on a deadline and can't find where I saved the memo. Help asap." I've gotten emails that read, "Dominic, I don't think email is working. Help asap." My approach to Category III's is to never respond, preferring to continually ignore your pleas for assistance. I can't make you not an idiot when you try to attach 100 pictures of your puppy to an email and then complain that your computer is running slowly. I can't make you not an idiot when I actually have to ask if things are both plugged in and turned on. Category III's make me hate you and my life which is why if you

don't get the drift and continually send them, I will plant child pornography on your computer (if you are a man) or sexually explicit emails to the President in your Drafts folder (if you're a woman). Perhaps a little unoriginal and uninspired, but highly effective. Because when I unexpectedly discover these items during a routine virus scan and sadly forward my findings to Human Resources, you will be terminated immediately.

Understand there's no advanced warning before this can happen so I'll take the time now to reiterate the above and read the poem / official GCSI IT Policy I wrote this morning:

Nothing too vague
And nothing too whiny
Unless you want pictures
Of little boy heiny
Copied to your hard drive

Nothing too stupid
And nothing too dumb
Or I will write x-rated
Emails of romp and fun
Sent to the CEO, Clive

Nothing so gorgeous
And nothing so sweet
As Georgia's calves devoured
Starting from her feet
To make me feel alive

Nothing as lonely
And nothing as sad
To sort computer issues into
categories of good and bad
Kaiser Permanente. Thrive.

It's a work in progress, but it's a great segue way to your Benefits Orientation after lunch.
Welcome and Happy Computing!