

Could you each please come up with 10 questions that are frequently asked, or problems that you routinely solve that have to do with IT stuff. Hardware, software, "how do I...", networking, printers, whatever.

1. Network structure basic understanding - related to the multitude of questions regarding NetFile and Afs.
2. Understanding the hierarchy of the file storage within the computer (tree-like structure with folders and root folder) - typical questions are: where did I save that file?
3. Familiarity with E-mail functionalities.
4. Lack of initiative in trying to solve problem on your own (by a simple restart of PC or printer).
5. Printer jamming.
6. Showing how to switch from duplex to single page printing.
7. Converting documents from one type to another (from Word Perfect to MS Word, and vice versa).
8. Inability to access files (no network connection) - users are not able to determine that.
9. Opening attached file user receives through e-mail, editing it and then being unable to save it - as opposed to saving the copy of the document and then editing it.
10. Trying to launch Netscape browser with profile being used elsewhere.

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1. Printer smearing pages (change cartridge).
 2. AFS (H:) disappearing (Start | Lib Staff Apps | Utilities | map).
 3. Email slow (OIT problem).
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I wish I could give you something to add to your list, but I really don't get asked the same questions over and over again. The questions I get asked now are usually more technical and indepth questions. Personally, I think my users are getting much better about their computer knowledge, what they can do and can't do. Let me put it this way...I believe we have trained them well. :-)

Ok. I wouldn't rely on this, because my brain must not be working. I do get questions, but for some reason I'm blanking. I guess I don't get them on a daily basis, perhaps because the users in general have been using the programs for quite some time, although recently a certain group of staff started CorporateTime after a long period of not using it, so they had a few questions. Anyway, here are ones I can think of at the moment:

1. What do I do if I forget my CorpTime password.
2. How do I change Corptime password.
3. Should I create a CorpTime offline agenda.
4. How do I change Aleph Password.
5. How to I update my Open AFS.
6. When do we need to switch to N.
7. Why have I been having problems with my H: drive since I got my new computer?

Here are the LAST 10 questions I was asked. They are quite representative.

1. How do I get a CorporateTime account for a new employee?
 2. Can I set up web pages on both H: and N:? How do I set up security on N: for web pages?
 3. Printer jammed.
 4. Junk mail isn't going away.
 5. Can't log into laptop.
 6. Message says that "Network connection keeps dropping".
 7. Should the cleaning folks be cleaning my flat panel monitor?
 8. No network connection.
 9. Jobs won't print on printer (one job stuck in print queue).
 10. Where do I get a copy of Software.
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Could you please come up with a list of the 5 most time-consuming tasks you perform for users.

1. Software and hardware installation.
2. Individual coaching on the structure of the ND network (N: versus H: space).
3. Problems related to network failures.
4. PHAROS problems - hardware and software inflicted.
5. E-mail functionality issues.

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1. Setting Up Workstations during Migration or return from being repaired.
 2. Various special projects i.e., improving or assistance with spreadsheet, document, database, researching a solution, etc..

Usually I spend time when we introduce new things like a new e-mail program.

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1. AFS/Network connectivity issues.
 2. Printer jam.
 3. "Where's my file?"
 4. "I lost my [wallpaper, shortcut, Netscape profile, whatever] Where did it go?"
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