Utah CTE

Computer Systems 1 (2023)

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13 Fans pain- no power to other devices 4.2.1.13

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7 RAID not found 4.3.1.7

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    11. Burn-in 4.4.1.11
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Operational Procedures 5

1 Understand proper communication techniques and professionalism. 5.1

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Maintain a positive attitude/ project confidence 5.1.2

Actively listen (taking notes) and avoid interrupting the customer 5.1.3

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4. Be respectful of different cultures 5.1.4
    1. Use appropriate professional titles, when applicable 5.1.4.1
5. Be on time (if late, contact the customer) 5.1.5
6. Avoid distractions 5.1.6
    1. Personal calls 5.1.6.1
    2. Texting/social media sites 5.1.6.2
    3. Talking to coworkers while interacting with customers 5.1.6.3
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    2. Avoid dismissing customer problems 5.1.7.2
    3. Avoid being judgmental 5.1.7.3
    4. Clarify customer statements (ask open-ended questions to narrow the 5.1.7.4
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    6. Do not disclose experiences via social media outlets 5.1.7.6
8. Set and meet expectations/timeline and communicate status with the customer 5.1.8
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    2. Provide proper documentation on the services provided 5.1.8.2
    3. Follow up with customer/user at a later date to verify satisfaction 5.1.8.3
9. Deal appropriately with customers' confidential and private materials 5.1.9
    1. Located on a computer, desktop, printer, etc. 5.1.9.1