



# Managing Time in the Workplace

# Arriving at Work

- ▶ Bathroom
  - ▶ Before work or after ticket completion
- ▶ Check Queue
  - ▶ Delete doubles and close tickets
- ▶ Talk to your Media Specialist
  - ▶ See if they have anything for you
  - ▶ Let them know you are there
- ▶ Plan your day
  - ▶ Leave time to close tickets and talk with Media Specialist

# Prioritize Your Tickets

- ▶ Can the staff continue do their job?
  - ▶ Severity of the Issue
- ▶ How long will it take you to complete the ticket?
  - ▶ Shorter tickets first
- ▶ Will you need help?
  - ▶ Restrictions on what you can do
- ▶ How old is the ticket?
  - ▶ Don't make them wait too long
- ▶ Is it Hardware or Software?
  - ▶ Broken Equipment
  - ▶ Viruses, compatibility issues, or outdated software

# Do it Right the First Time

- ▶ Know what the problem is
- ▶ Bring what you need
- ▶ Make sure the problem is fixed before you leave
- ▶ Know how much time is needed
- ▶ If possible, explain how to fix it

# Don't Waste Time



- ▶ Don't put off a ticket
- ▶ Don't play games
- ▶ Check with your Media Specialist
- ▶ Zip-tie
- ▶ Walk around and ask