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  - Viruses, compatibility issues, or outdated software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