

Dear co-workers,

In order to improve our internal service we have established a number of conduct rules to be found below. We thank you for your cooperation.

When we are sitting at our desks eating our lunch, please do come in and dump your problem on. We live to serve.

If you call us to move your computer, please make sure it is buried under hundreds of cards, baby pictures, stuffy animals, dried flowers, nick-knacks and drawings made by your children. We, ourselves, do not have private lives and really enjoy catching a glimpse of yours.

Do not write anything down, ever. We can rewind error messages from here.

Just make sure you go for a quick cup of coffee if we call we're on our way to you, so you will not be around when we need your password. We have absolutely no problem remembering 700 screensaver passwords.

If you call our helpdesk, please tell us what you want, not what is preventing you to do that. We do not need to know your computer won't startup if your mail is not working.

If we send you a high-priority mail, please delete it immediately. We're testing.

Do send urgent e-mail in bold capitals.

The mail server recognizes this and sends it on immediately with the highest priority.

If the Xerox machine does not work, call the helpdesk.  
After all it has electronics built into it.

If there is no dial-tone at home, call our helpdesk.  
We will solve it for you, remote.

If you have 20 old computer monitors, call our helpdesk.  
We collect many things.

If you have a problem with your pc at home, dump it on our desk without a name, phone number or problem description. We love a good puzzle.

If we tell you there are no cartridges in monitors, insist there are. We appreciate a good discussion.

If we tell you we will be with you shortly, just cynically react to it with: "And exactly how many weeks do you mean by shortly?" This motivates us even more.

Send print jobs at least 20 times if the printer isn't working.  
Print jobs have been known to be sucked into black holes.

If the printer still does not work after that, just send the job to all 68 printers in the company. There is bound to be one of them working.

Don't bother to try and learn the correct name for something that's technical.  
We will know exactly what you mean by: "That thing just blew up".

Do not use On-line help. That's just there for nerds.

If your mouse cable is always knocking over the picture frame of your dog, just lift the computer and nicely tuck the cable under it. Mouse cables have been designed to withstand 20kg computers.

If your spacebar does not work, blame the last software update. Keyboards are very happy to function covered with breadcrumbs, dust and cigarette ashes.

If you get a dialog box asking you "Are you sure?" click the Yes button as fast as you can. Shees, if you weren't sure, you would never have chosen that option to begin with, now would you...?

If one of us happens to be calling his bank, just go sit on the corner of his desk, staring at him until he hangs up. We have no need for privacy anyway.

Don't be afraid to say: "I know nothing about this computer crap."  
We don't mind you describing our professional field as crap.

If you need to exchange a printer cartridge, call the helpdesk.  
Exchanging a printer cartridge is a complex task and Hewlett-Packard even indicates that it may only be performed by a professional with a university degree in nuclear physics.

If there is a problem with your computer, please ask your secretary to call the helpdesk. We just love the challenge of talking to a third party that has no knowledge of the problem.

Please forward a 30MB movie clip to everyone as e-mail attachment.  
We just have more than enough disk space on our mail server.

Never divide large print jobs into smaller parts. Someone else just might get a chance to sneak in-between with a little memo.

If you have lost your car keys, send e-mail to the entire company staff. People in other branches very much like to be kept informed.

If you happen to run into one of us in the supermarket on a Saturday, feel free to ask a question concerning our systems. We also work weekends.

Don't bother telling us you have been moving computers to other locations yourself. The names on those computers are purely decorative.

If you happen to bring your own PC into the office to have it checked out, please leave the documentation that came with it at home. We are confident we will find the appropriate configuration settings and drivers somewhere.

We thank you for your valued cooperation.

Yours truly,

Helpdesk and Systems department.