

# Working with Clients



# Speaking Tech & Human at the same time

- What is a client?
- Skill Sets - Listening is your key.
- IT Contact - have one / need one
- Talking above their heads

# What is a Client?

- 1 part computer hardware/software/network.



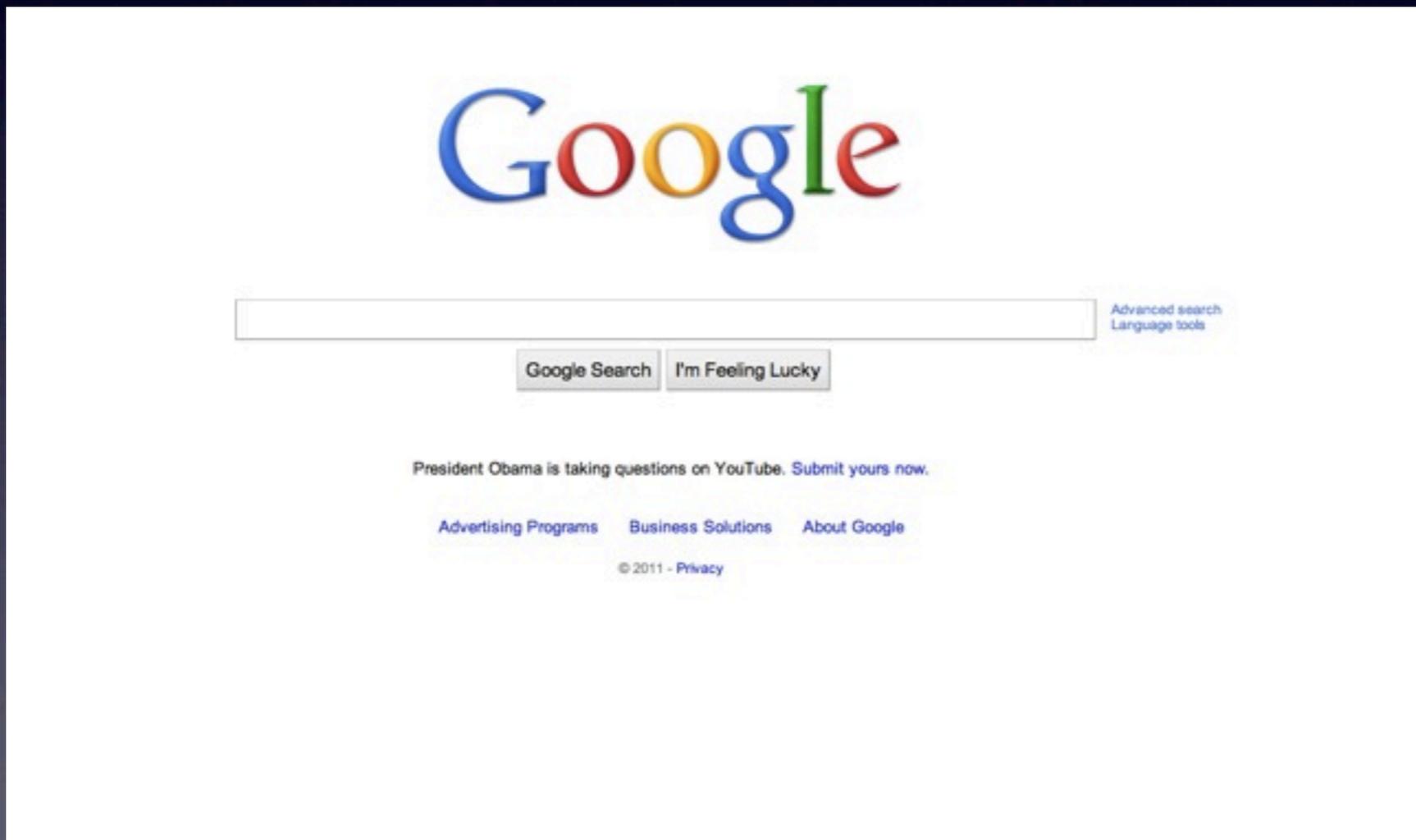
# What is a Client?

- 1 part people/staff.



# Skill Sets

- Know your client ahead of time



# Skill Sets

- Pre meeting interview



# Skill Sets

- LISTEN TO YOUR CLIENT



# Skill Sets

- Remain Calm All is Well



the dude abides

# IT Contact

- Client has one onsite IT supplement



# IT Contact

- Client is looking to you for IT





# Gobbledygook

- Talking above your client's head

# Gobbledygook

- Talking yourself out of a gig



# Gobbledygook

- Trying to impress



# Setting Goals & Limits

- Listening
- Stay on Target
- Aligning perceptions with reality

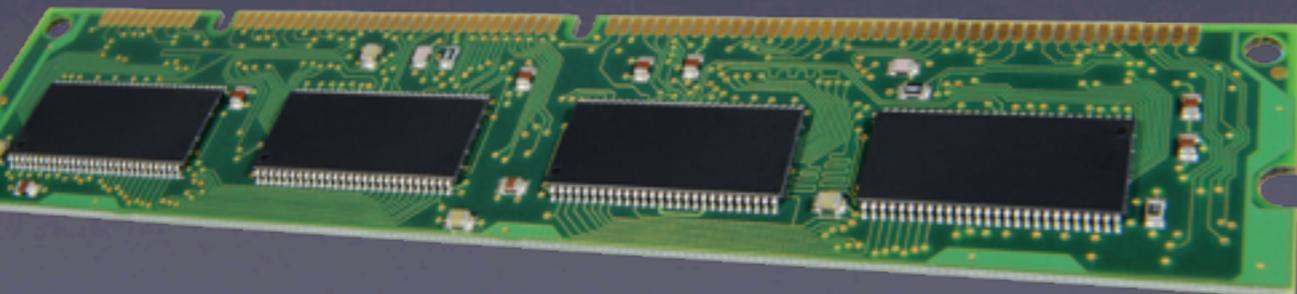
# Listening

- Your client knows what they want



# Listening

- Your client has specific needs - focus on them



# Listening

- Ask and you shall receive



# Stay on Target



# Stay on Target

- Use your insight to guide them



# Stay on Target

- Create a realistic list



# Stay on Target

- Create a realistic timeline



# Stay on Target

- Deflect add-ons until after the job is done



# The Looking Glass

- Explain - be Mellow - Details



# The Looking Glass

- Kindly correct bad information



# The Looking Glass

- Be sure the client understands



# Rates & Rules

- How much is this going to cost me?
- What protocols I will be following
- What the client can expect

# The Money Talk

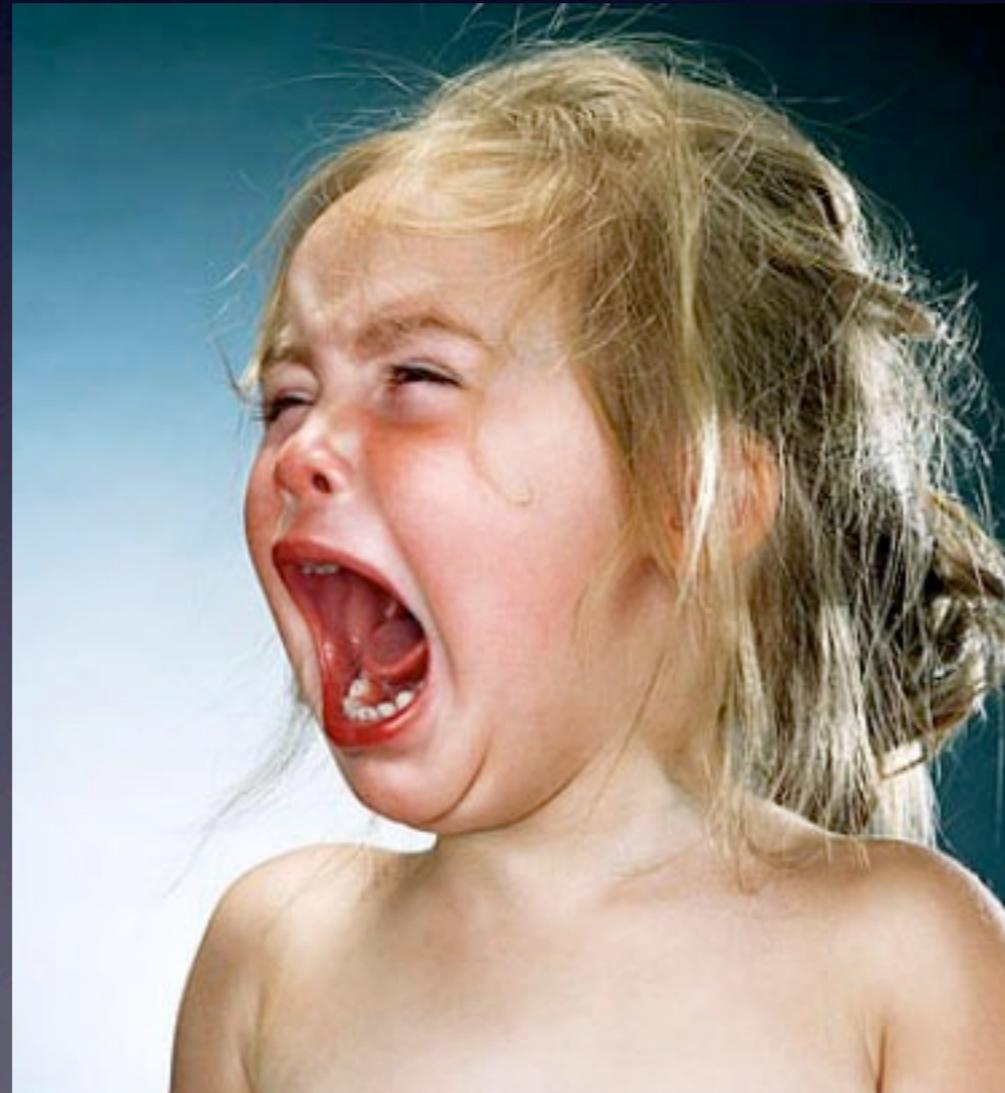
- Rate card





# The Money Talk

- Talk charges before work is done



# Protocols

- Work within your clients rules



# Protocols

- Adhere to their policies and yours



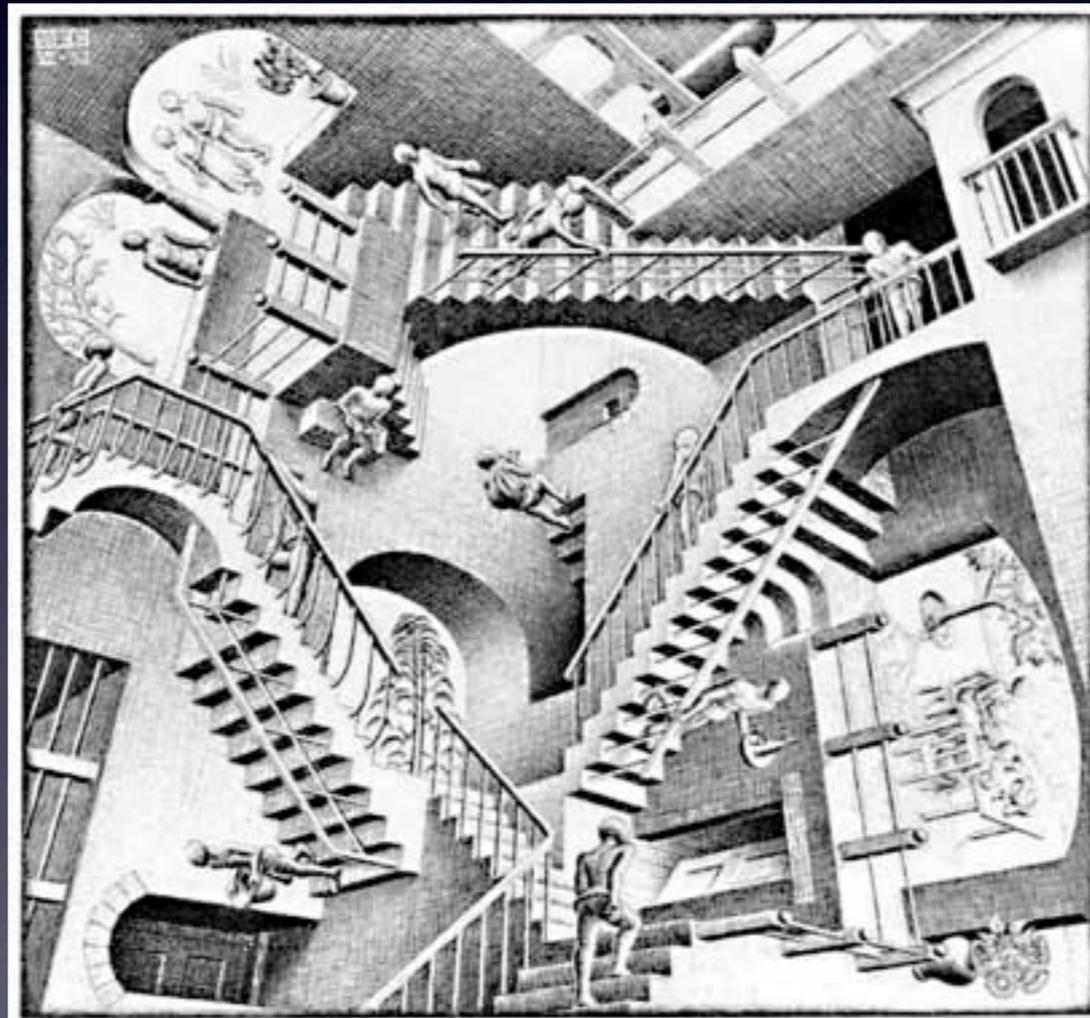
# Protocols

- Define what you will be doing and what you need from them.



# Expectations

- Realistic goals



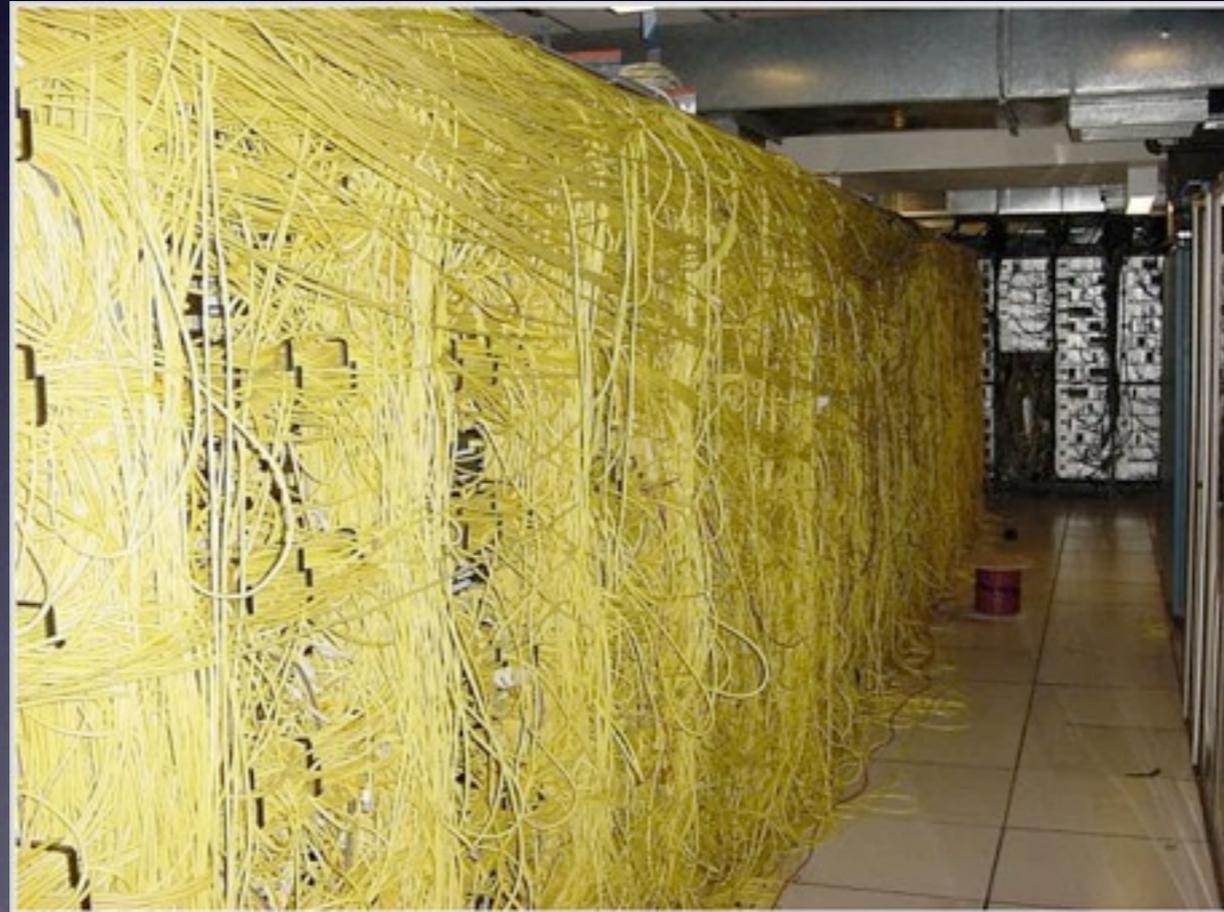
# Expectations

- Realistic outcomes



# Expectations

- Communicate problems right away



# Proposals

- Listen
- Learn
- Resolve

# Listen to your Client

- Asking for service



# Listen to your Client

- Detailing their needs



# Listen to your Client

- Creating a wish list



# Listen to your Client

- Defining the workload/goals



# Learning

- Adhering to your client's needs



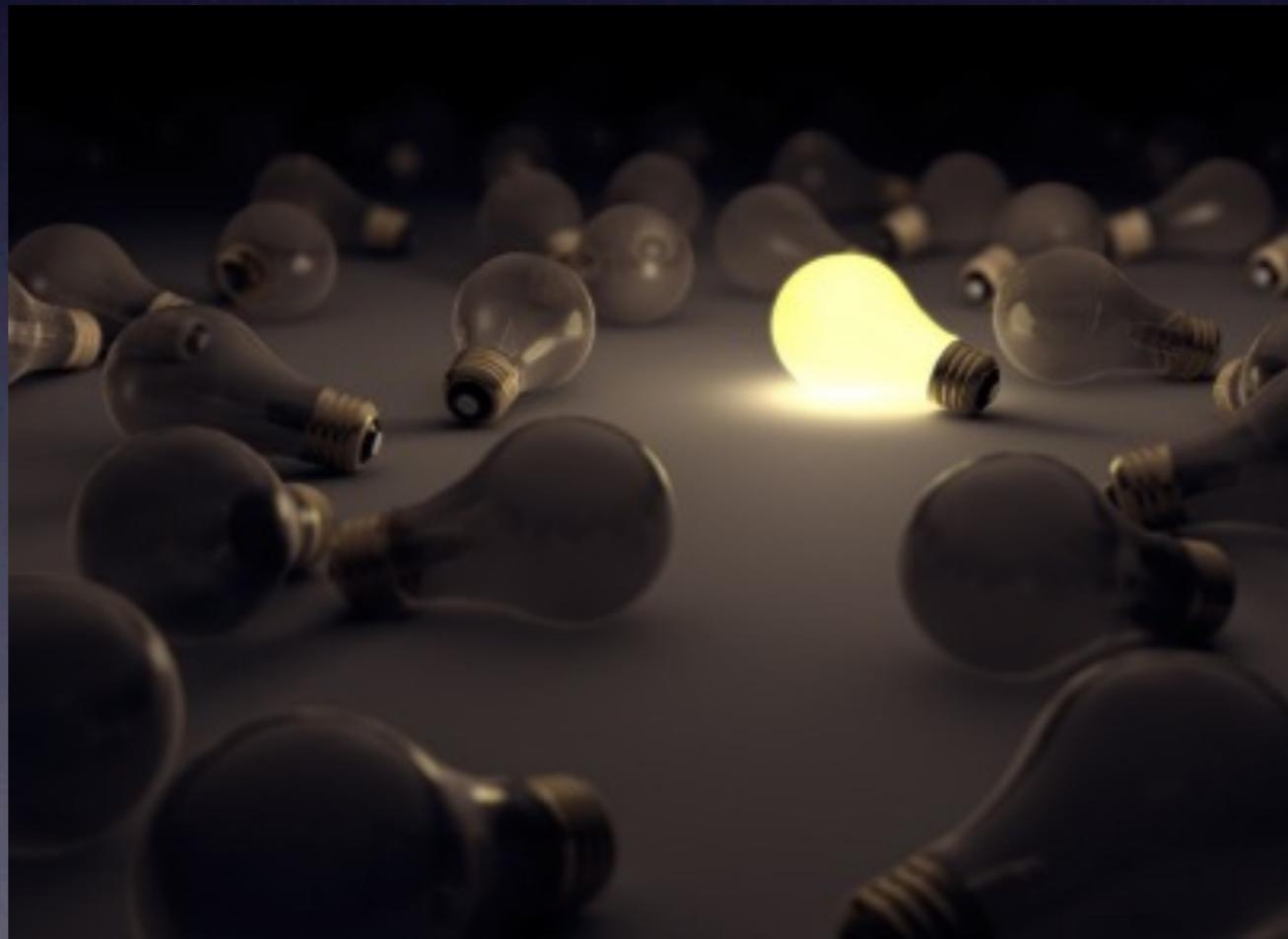
# Learning

- Using what you learnt to help them



# Solutions

- Use the information at hand



# Solutions

- Clear goals with clear outcome



# Solutions

- Define the steps



# Solutions

- Define the limits



# Solutions

- Define the times

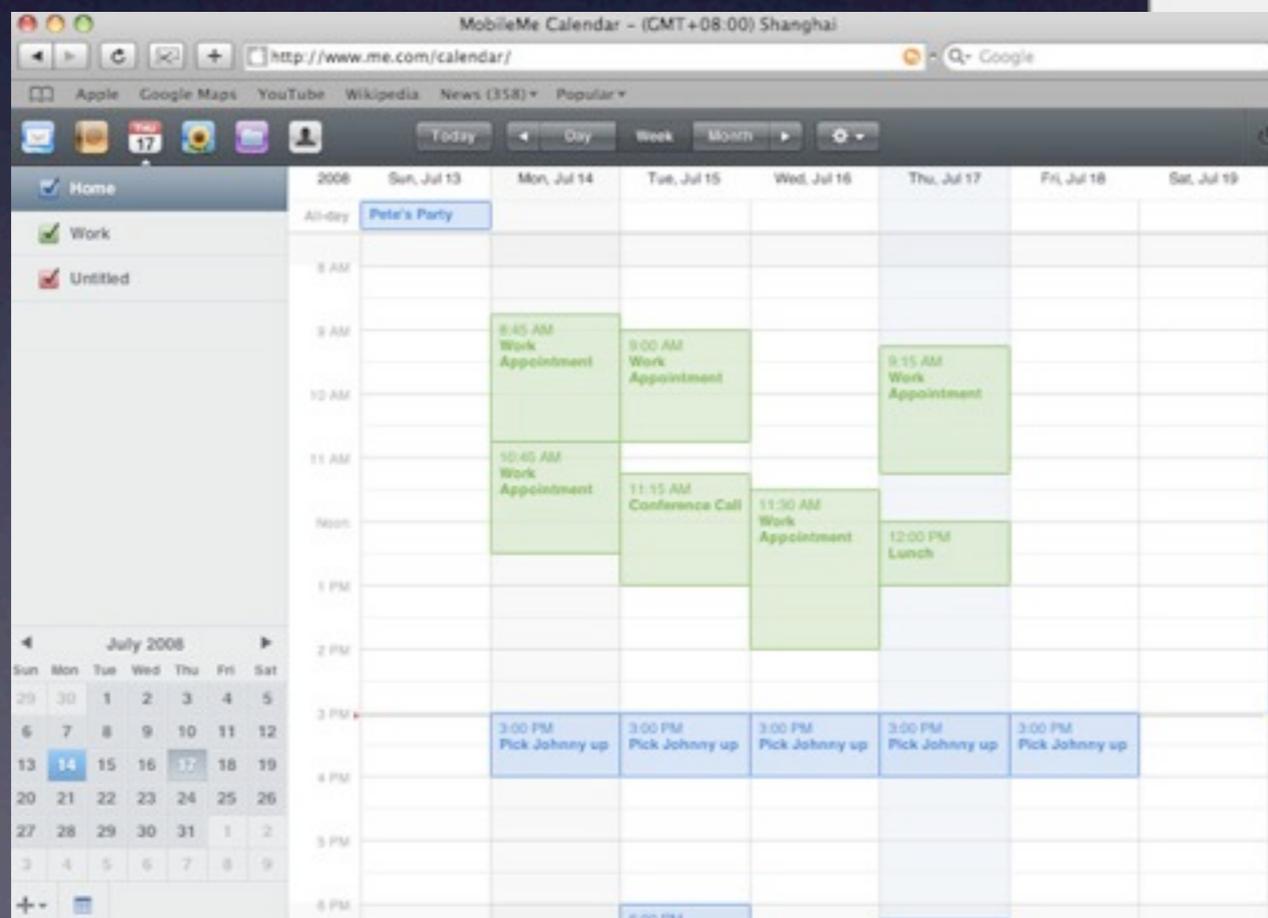


# Documenting

- Notes
- Reporting

# Notes

- Notes for the client

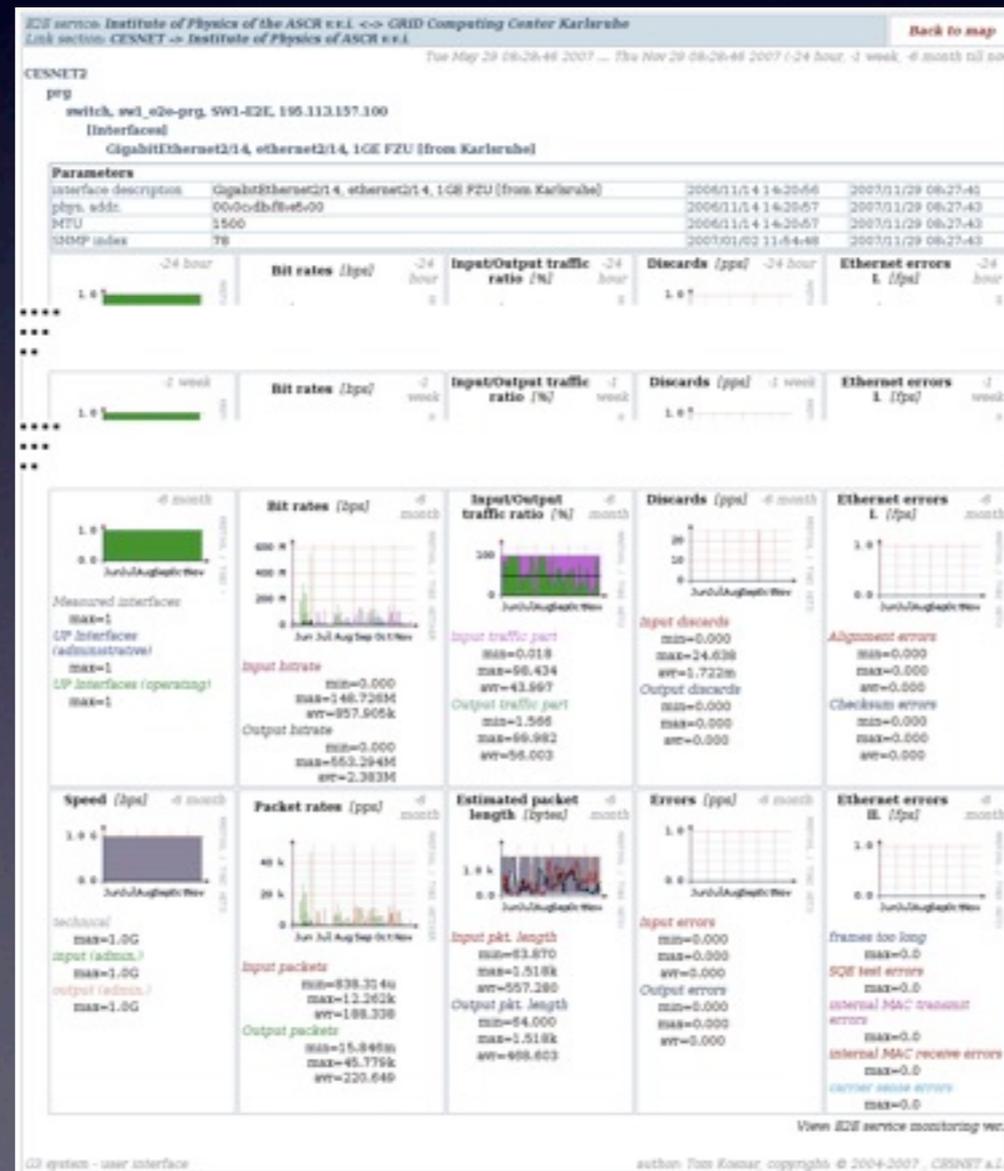


The screenshot shows the Cisco WLC configuration page for Client Reporting. The page is divided into several sections:

- Profile Information:** Number of Client Profiles: 3; Profile: Currently Used; SSID: 802.11 (Yes/No).
- Operating Parameters:** MAC Address: 00:40:96:a7:5d:55; Radio Type: OFDM(802.11a); Radio Channels: 36 40 44 48 52 56; Data Rates (Mbps): 6.0 9.0 12.0 18.0; SSID: 802.11; Device Name: Wireless Network Connection 2; OS Identification string: Windows XP; OS Version String: 5.3.2600 Service Pack 2; IP v4 Address: 209.165.200.225; IP v4 Subnet Address: 209.165.200.225; IP v6 Address: 209.165.200.225; IP v6 Subnet Address: 209.165.200.225; IP Address Type: DHCP; Default Gateway Address: 209.165.200.225; DNS Servers: 209.165.200.225; WINS Servers: 209.165.200.225; Enterprise Phone numbers: Cellular Phone number; Firmware version: 4.2.0.232; Power save mode: Normal Power Save; Localization: Tx Powers (dBm): Automatic.
- Manufacturers' Information:** Manufacturer OUI: 00:40:96; Manufacturer ID: Cisco; Manufacturer Model: Cisco Aironet 802.11a/b/g; Manufacturer Serial Number: FOC0902W57C; Radio Type: DSSS-OFDM(802.11a) HRD; MAC Address: 00:40:96:a7:5d:55; Antenna Type: Omni-directional diversity; Antenna Gain (dB): 2; Receiver Sensitivity: 1) Radio type: DSSS; Rx Sensitivity: Rate: Min(Rssi) Max; 1.0 -95 -30; 2.0 -95 -30.
- Client Capability:** Radio Type: OFDM(802.11a) DSSS-OFDM(802.11a) HRD; Radio Channels: 1) Radio type: DSSS; Radio Channels: 1 2; 10 11; Data Rates (Mbps): 1) Radio type: DSSS; Rate List(MB): 1.0; 2) Radio type: HRD; Service Capabilities: Voice: supported; Streaming Video: supported; Interactive Video: supported; GPS Location: Not supported or unknown; Tx Powers (dBm): 1) Radio type: DSSS; Tx Power Mode: Auto; Tx Power(dBm); 2) Radio type: HRD.
- 802.11 Security type:** Authentication: None; EAP Method: None; Key Management: None; Encryption: None.

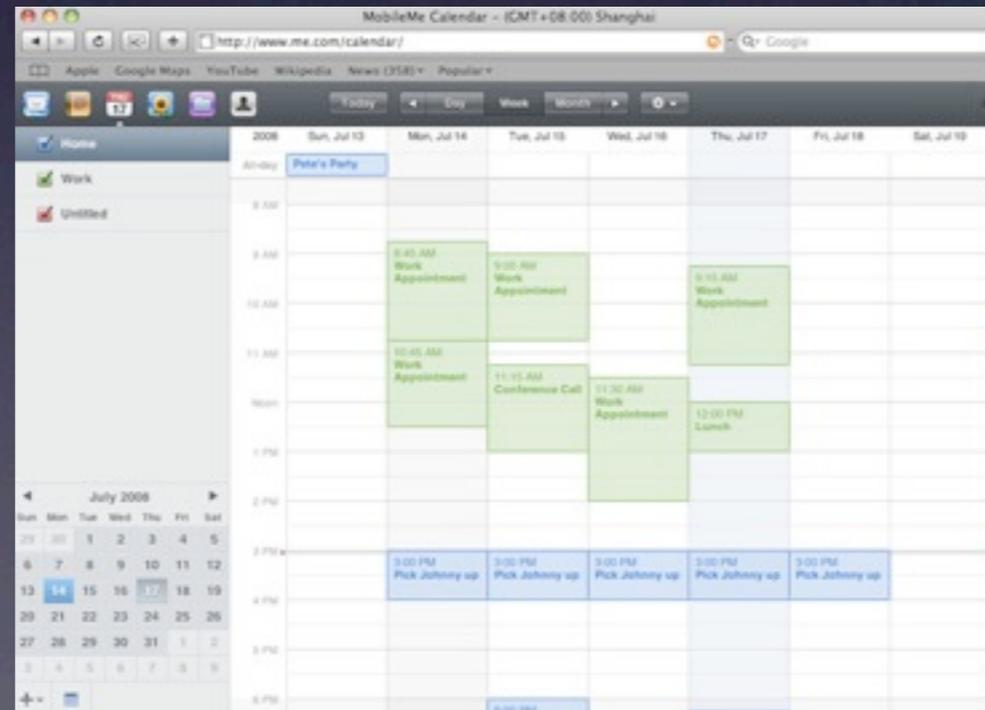
# Notes

- Notes for the tech/company



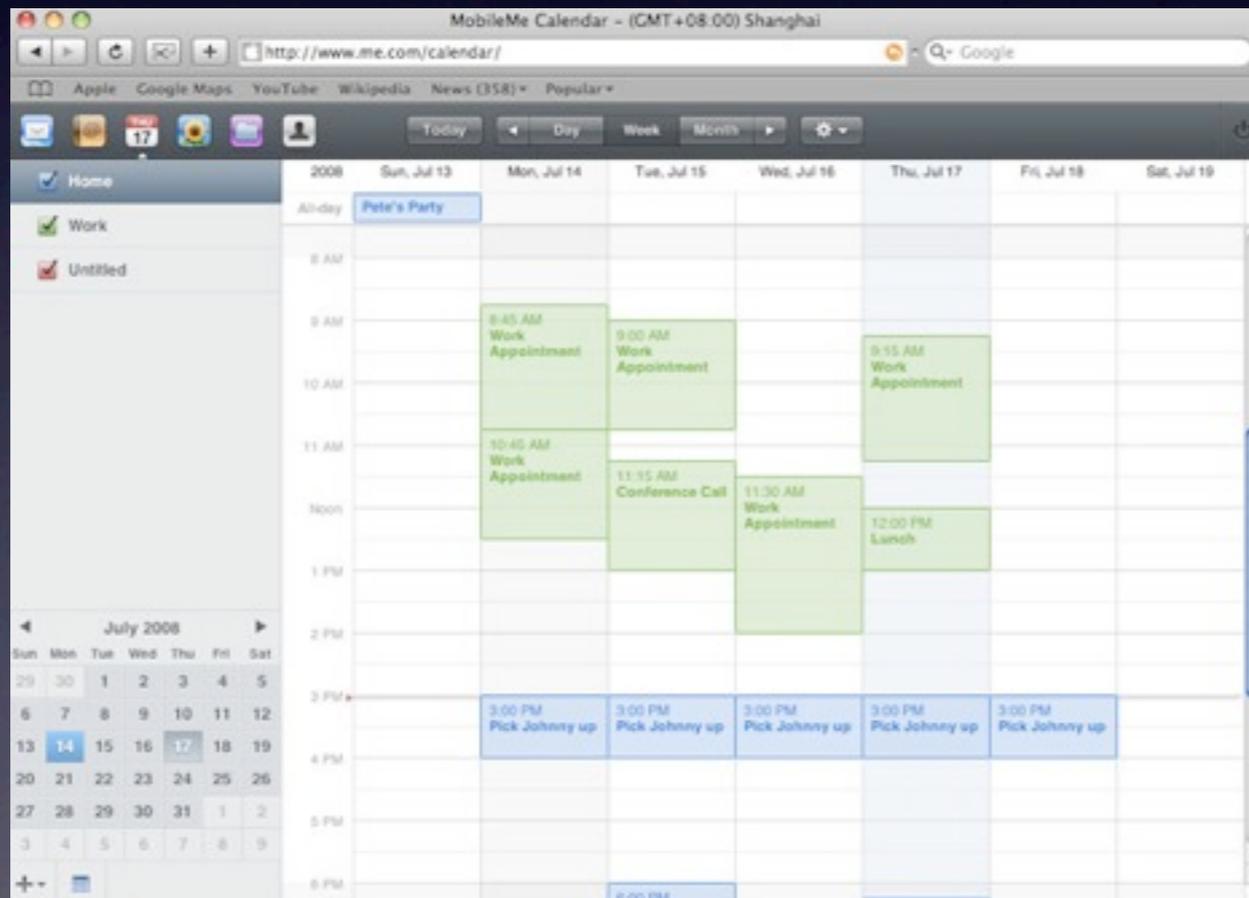
# Notes

- Job Notes



# Notes

- Using iCal & File Maker Pro



# Reporting

- Submitting your notes



# Reporting

- Review



# Reporting

- Discuss future needs



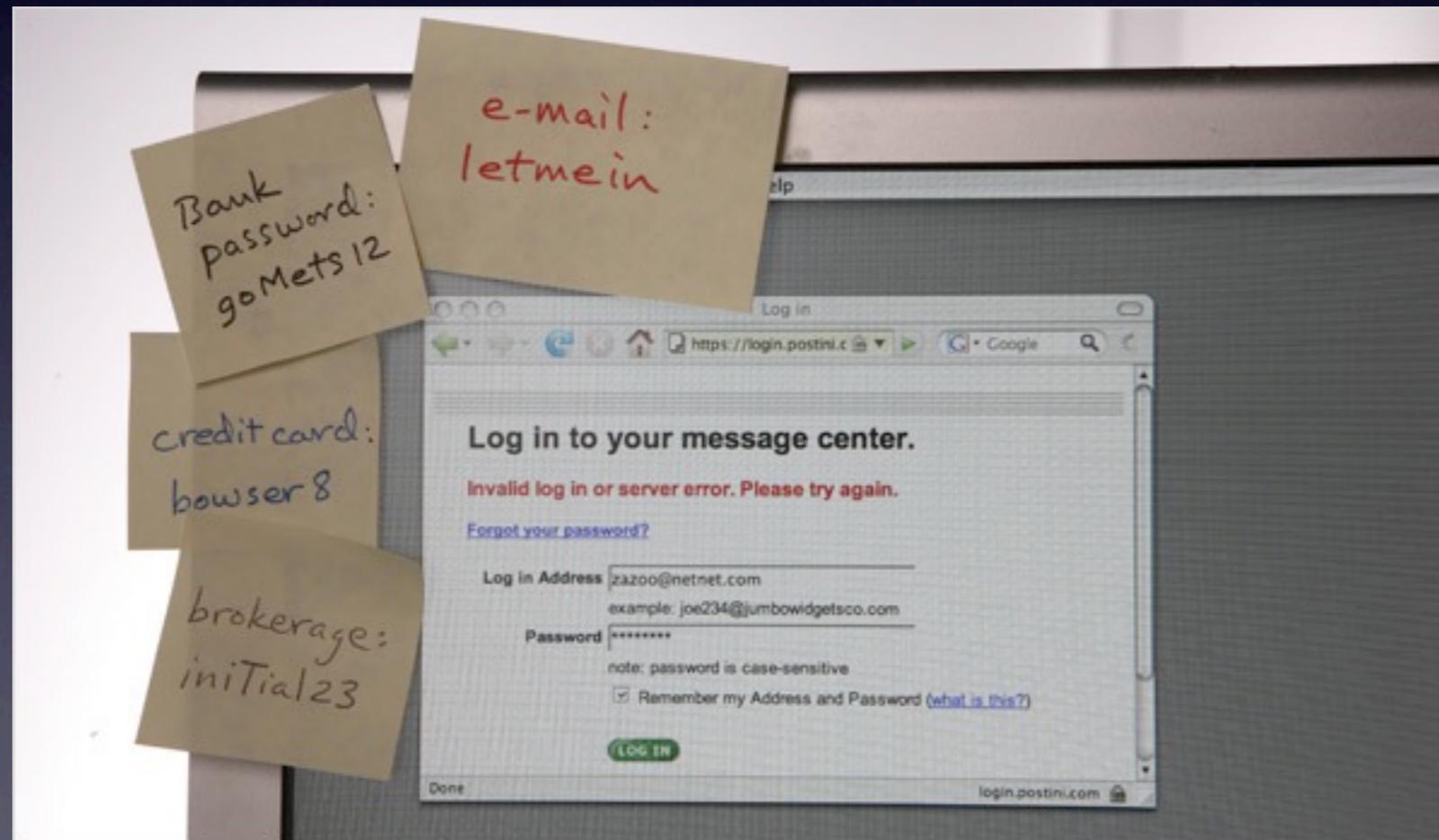
# Passwords

- Defining limitations



# Passwords

- Explaining password strength



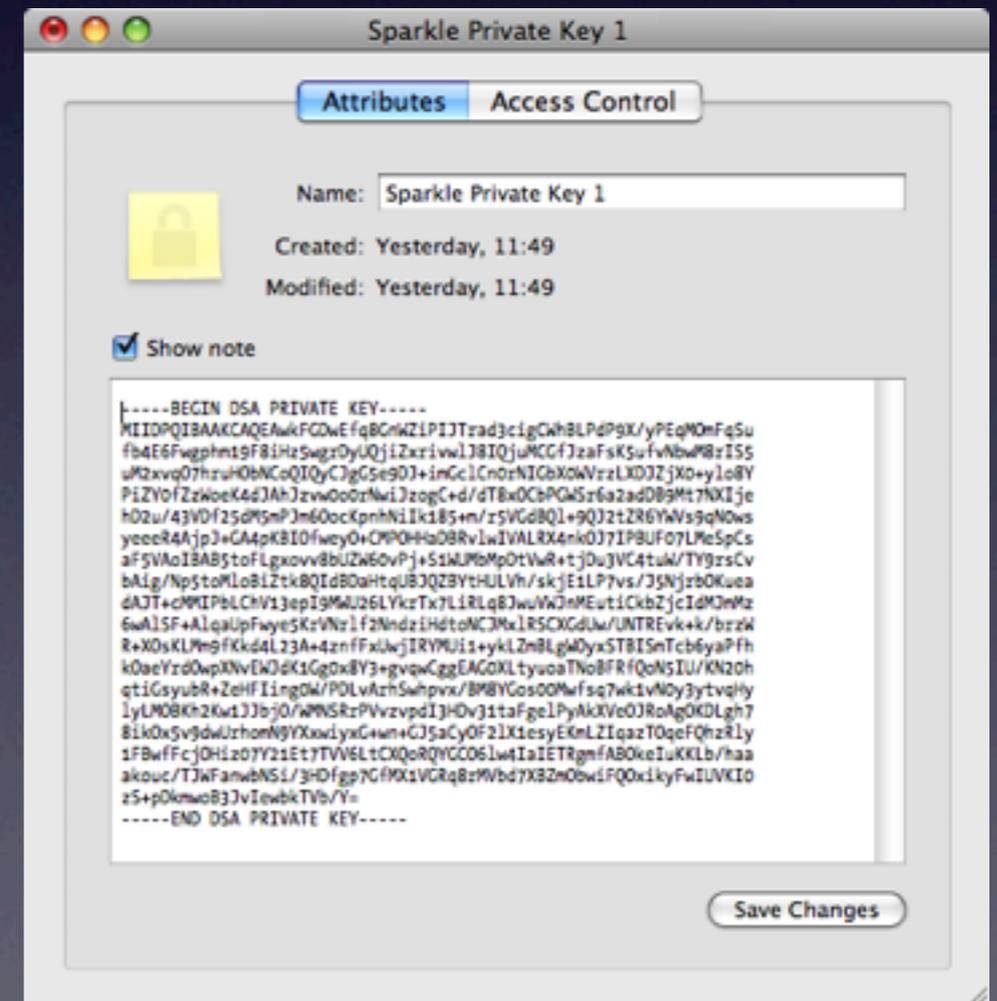
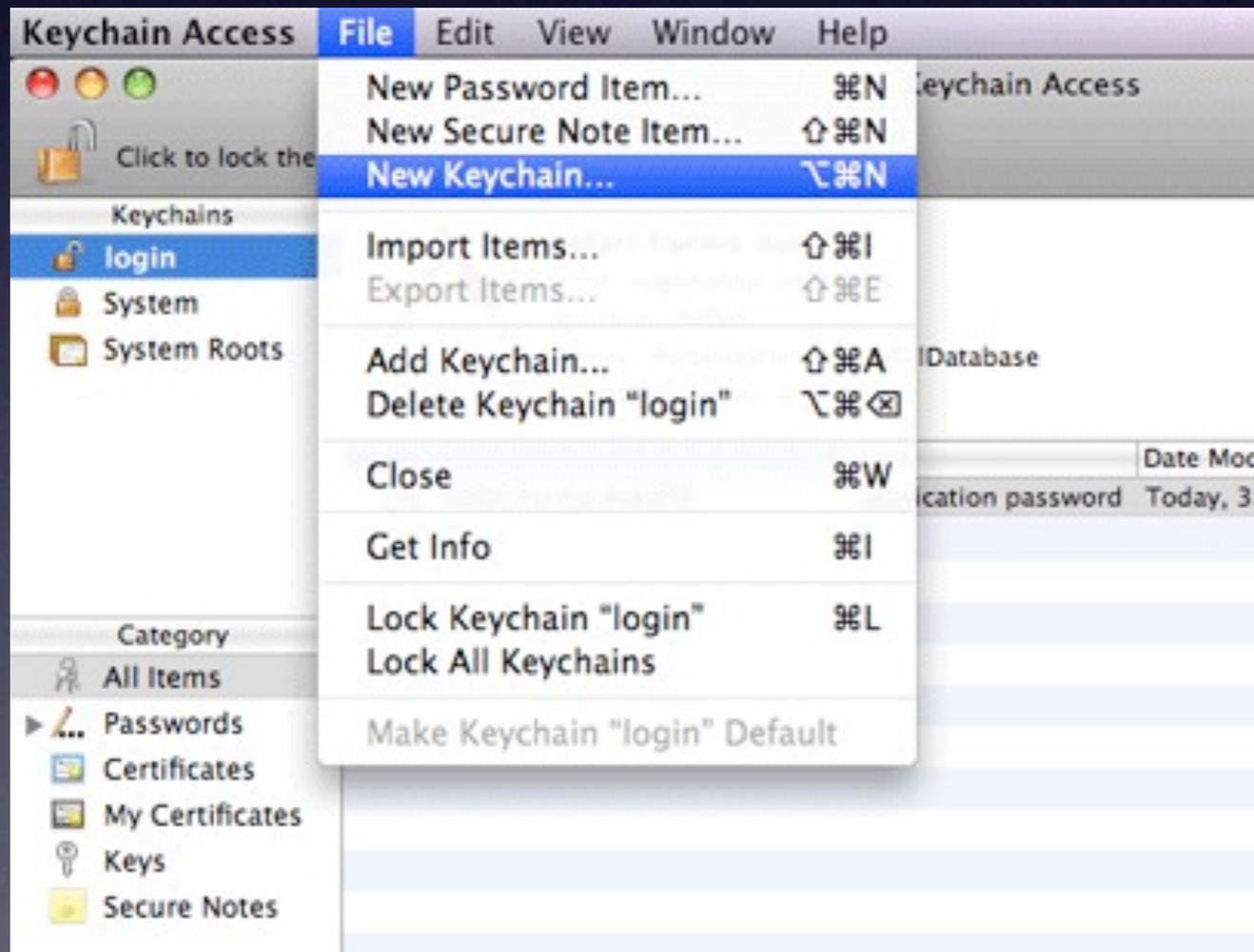
# Passwords

- Encrypted DMG's



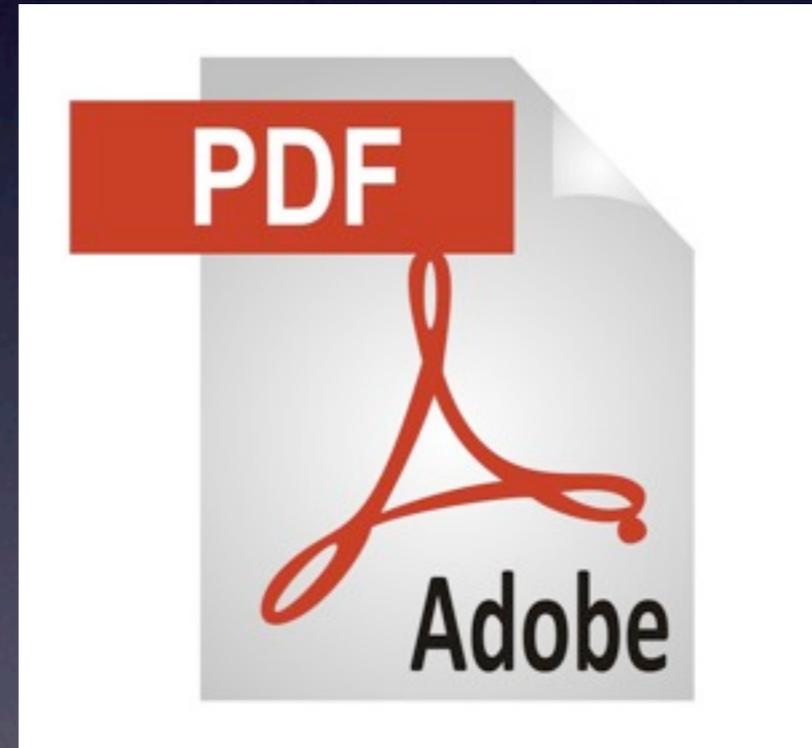
# Passwords

- Keychain Access & Secure Notes



# Passwords

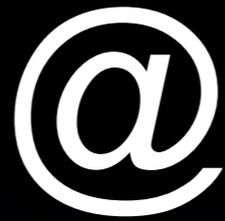
- Secure PDF's



# Passwords

- Encrypted Databases





- vector@corequick.com
- @jfcare
- www.corequick.com