



**Forget Computers**



# You Can't Know Everything

Getting the Support You Need

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MacTech Boot Camp Chicago

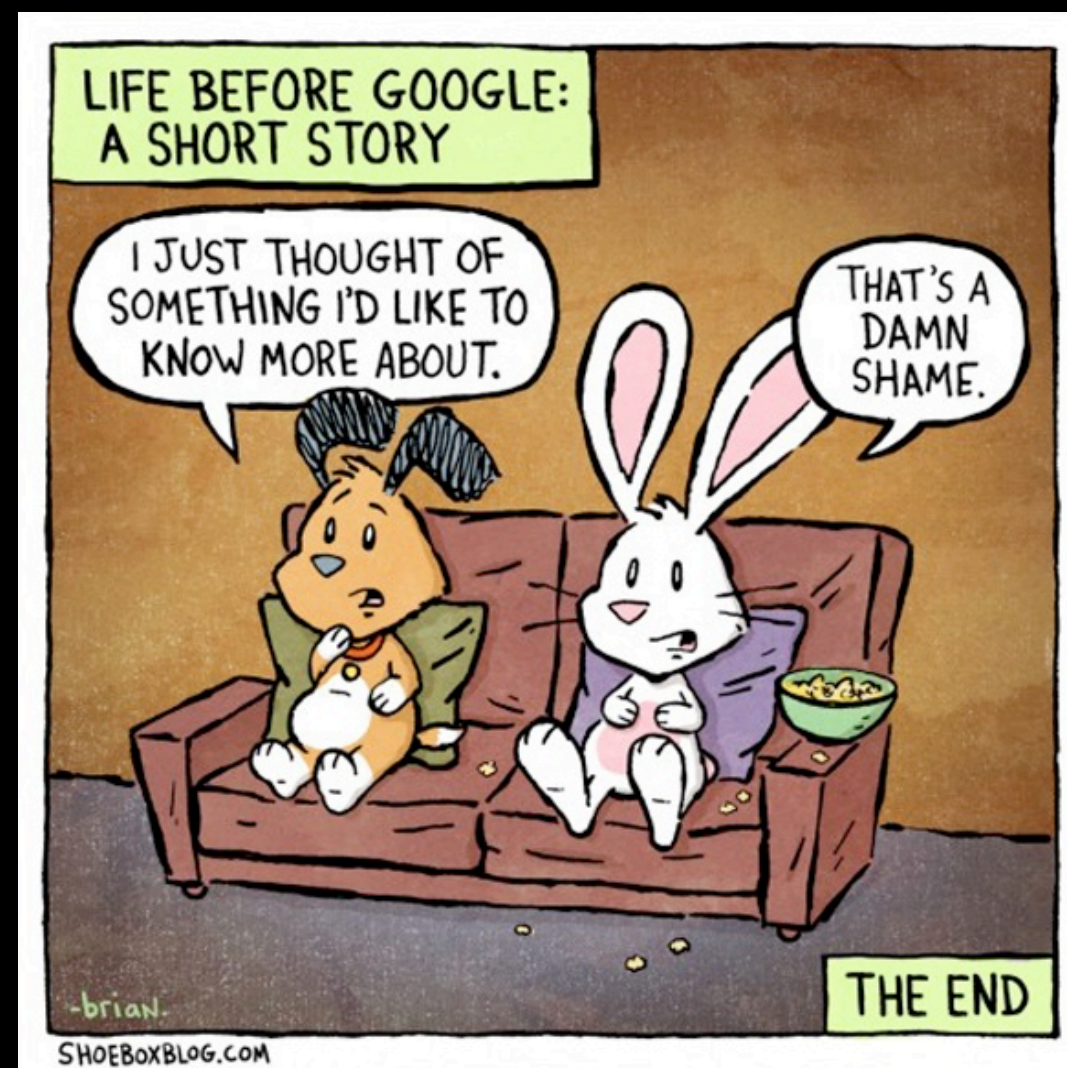
# You Can't Know Everything

## Executive Summary

1. It's not necessary to know everything. So stop trying.
2. Don't work alone (even if you do).
3. Document your stuff.
4. Don't be a Cowboy.

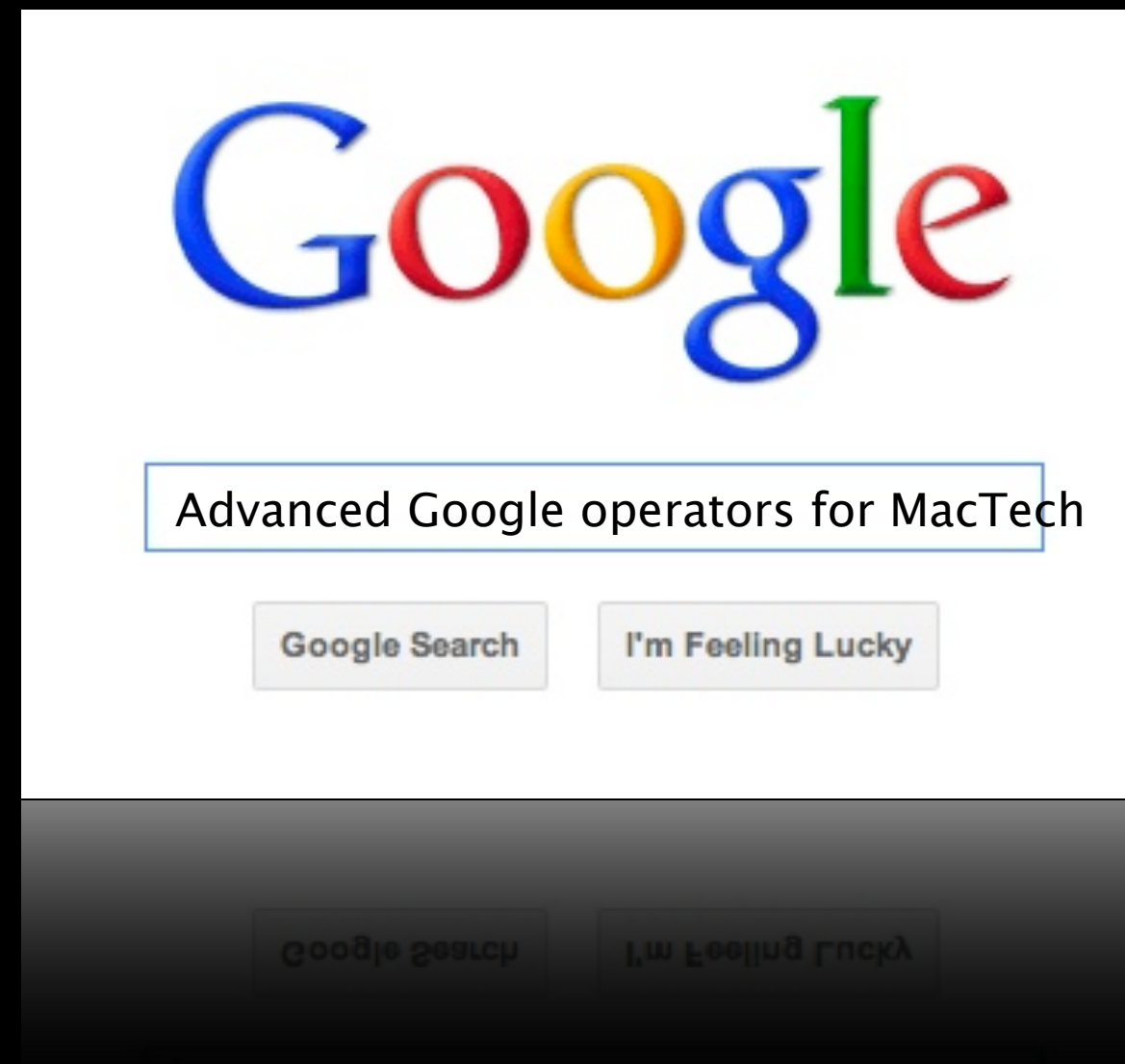
# Swiss Army Knife

## Of Support



# Search

## Between Keyboard and Chair



# Google Advanced Operators

## Google It Yourself

The screenshot shows a web browser window titled "Advanced Google Search Operators". The page layout includes a Google logo, a "Google Help Center" header, and a left sidebar with navigation links. The main content area is titled "Advanced Operators" and explains that Google supports special query words. It lists several common operators: OR, "" (quote), - (minus), and + (plus). Below this, it introduces "Alternate query types" with detailed explanations for the **cache:**, **link:**, **related:**, and **info:** operators, including examples and how to access these features through the search interface.

**Google** Google Help Center

[Google Home](#)  
[About Google](#)  
[Help Center](#)  
[Basics of Search](#)  
[Advanced Search](#)  
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### Advanced Operators

Google supports several advanced operators, which are query words that have special meaning to Google. Typically these operators modify the search in some way, or even tell Google to do a totally different type of search. For instance, "link:" is a special operator, and the query [link:www.google.com] doesn't do a normal search but instead finds all web pages that have links to www.google.com.

Several of the more common operators use punctuation instead of words, or do not require a colon. Among these operators are OR, "" (the quote operator), - (the minus operator), and + (the plus operator). More information on these types of operators is available on the [Basics of Search](#) page. Many of these special operators are accessible from the [Advanced Search](#) page, but some are not. Below is a list of all the special operators Google supports.

#### Alternate query types

**cache:** If you include other words in the query, Google will highlight those words within the cached document. For instance, [cache:www.google.com web] will show the cached content with the word "web" highlighted.

This functionality is also accessible by clicking on the "Cached" link on Google's main results page.

The query [cache:] will show the version of the web page that Google has in its cache. For instance, [cache:www.google.com] will show Google's cache of the Google homepage. Note there can be no space between the "cache:" and the web page url.

**link:** The query [link:] will list webpages that have links to the specified webpage. For instance, [link:www.google.com] will list webpages that have links pointing to the Google homepage. Note there can be no space between the "link:" and the web page url.

This functionality is also accessible from the [Advanced Search](#) page, under **Page Specific Search > Links**.

**related:** The query [related:] will list web pages that are "similar" to a specified web page. For instance, [related:www.google.com] will list web pages that are similar to the Google homepage. Note there can be no space between the "related:" and the web page url.

This functionality is also accessible by clicking on the "Similar Pages" link on Google's main results page, and from the [Advanced Search](#) page, under **Page Specific Search > Similar**.

**info:** The query [info:] will present some information that Google has about that web page. For instance, [info:www.google.com] will show information about the Google homepage. Note there can be no space between the "info:" and the web page url.

This functionality is also accessible by typing the web page url directly into a Google search box.

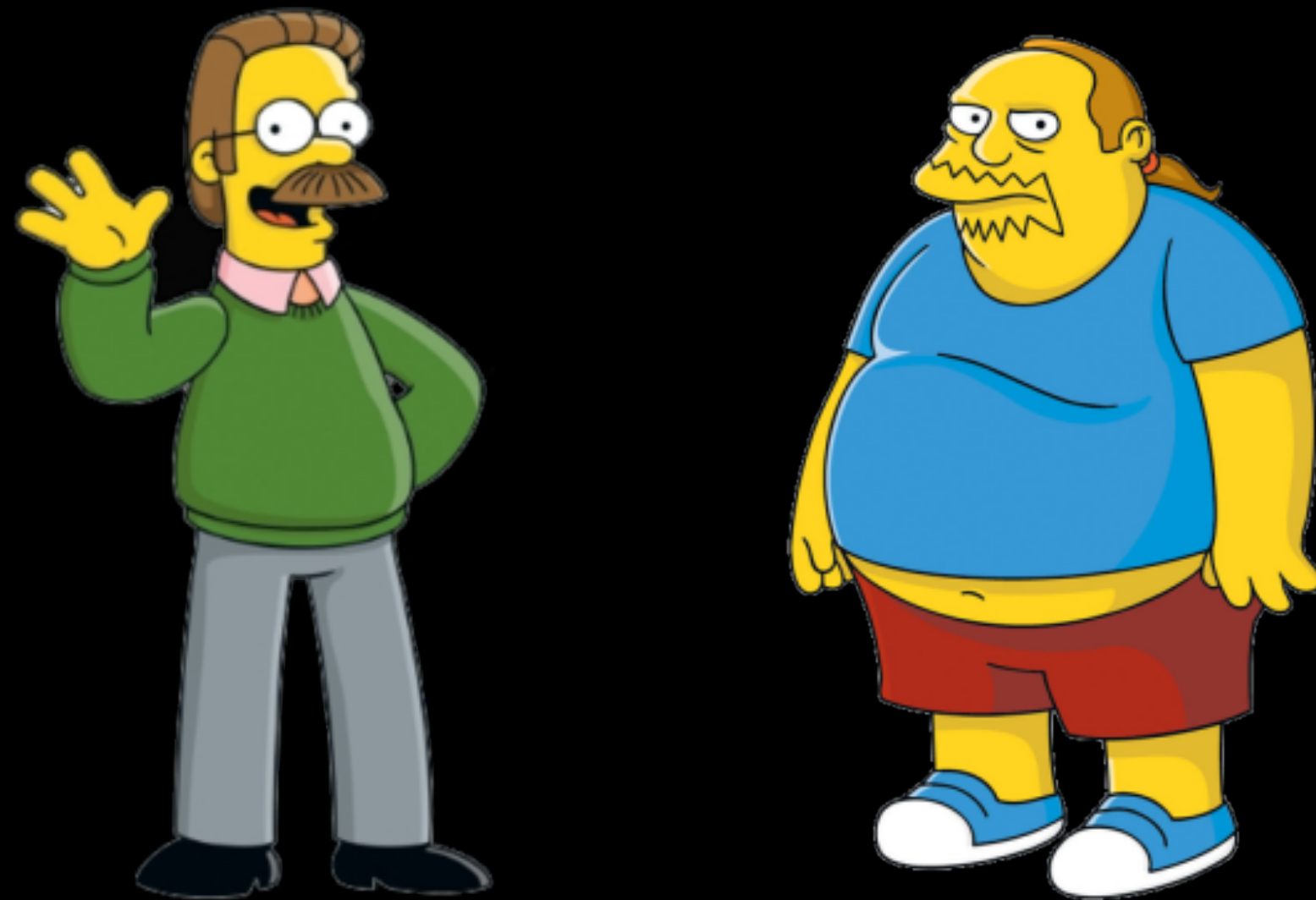
# You Can't Know Everything

## Take The Oath

I [Your Name], reluctantly  
swear  
that I do NOT know  
everything  
and accept the fact  
that knowing everything  
is unattainable.



**It's Not Necessary to Know**  
**So Stop Trying**



**Customer Service Trumps  
Knowledge**



# Don't Work Alone

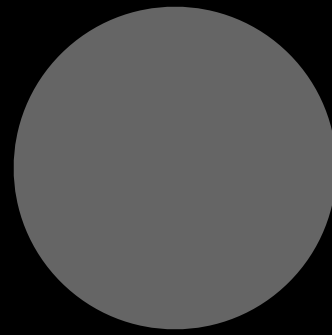
## Even If You Do



# Always ask for help!

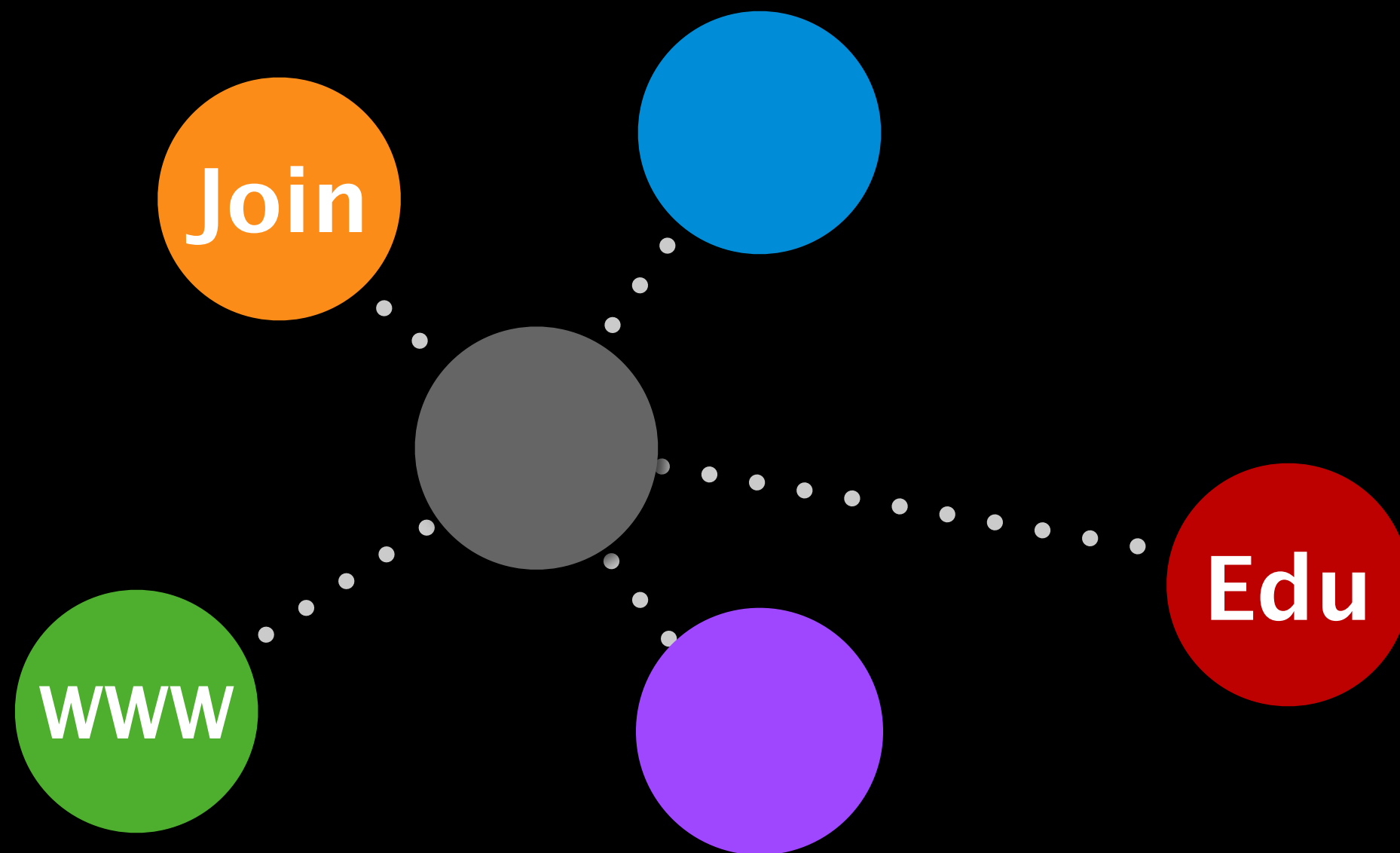
# Document Your Stuff

Start with your Support Structure



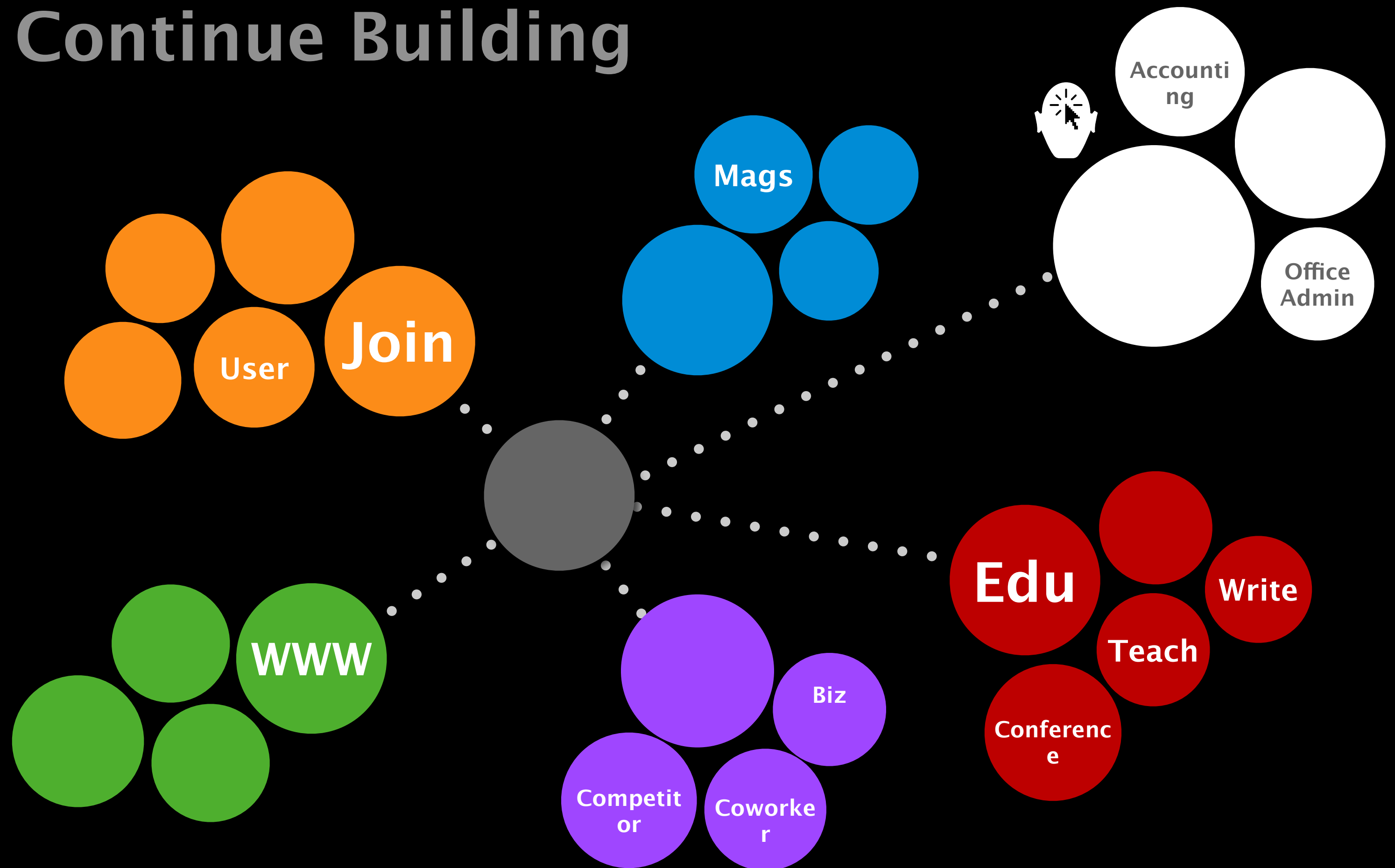
# Document Your Stuff

## Build Your Support Structure



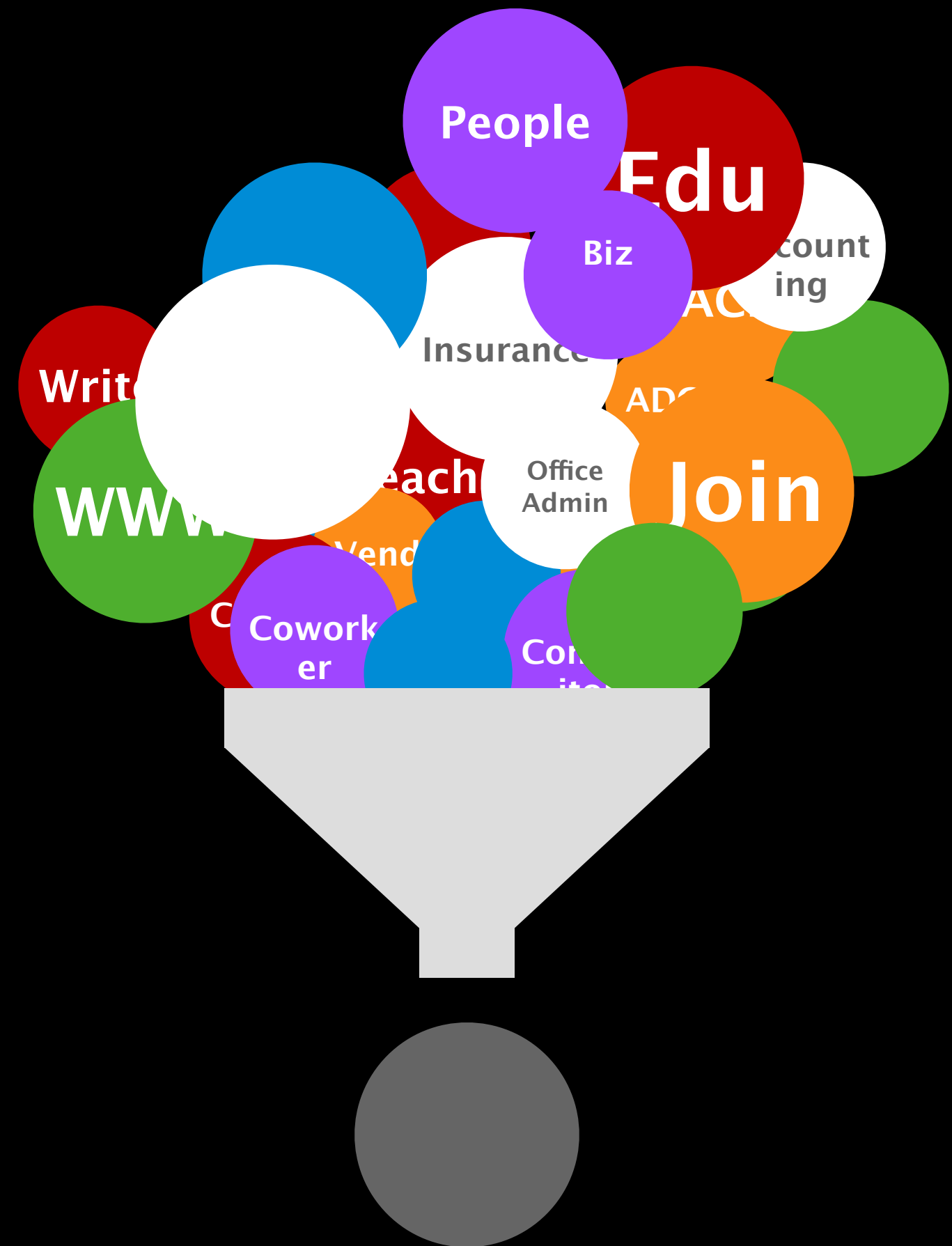
# Build a Support Structure

## Continue Building



# Build a Support Structure

## Stay Focused





# Document Your Stuff

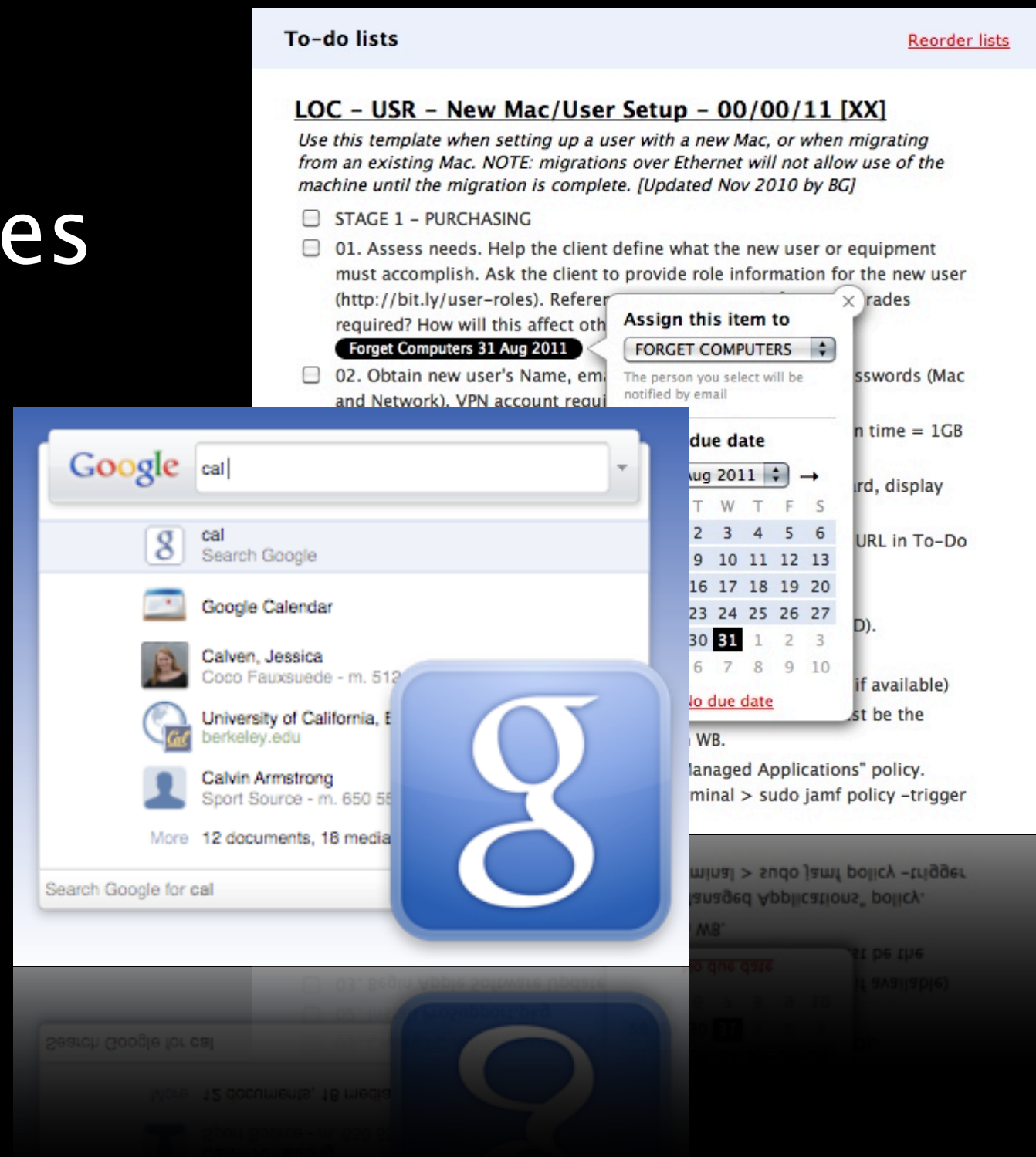
## Plan Your Process



# Document Your Stuff

## Living Documents

- Checklists
- Knowledge Base Articles
- Wikis
- Google Docs





# Document Your Stuff

## Living Documents

1. **Document**

Get the info out of your brain and onto “paper”.

2. **Execute**

Use your document! Make it accessible.

3. **Repeat**

Revisit and edit as often as necessary.

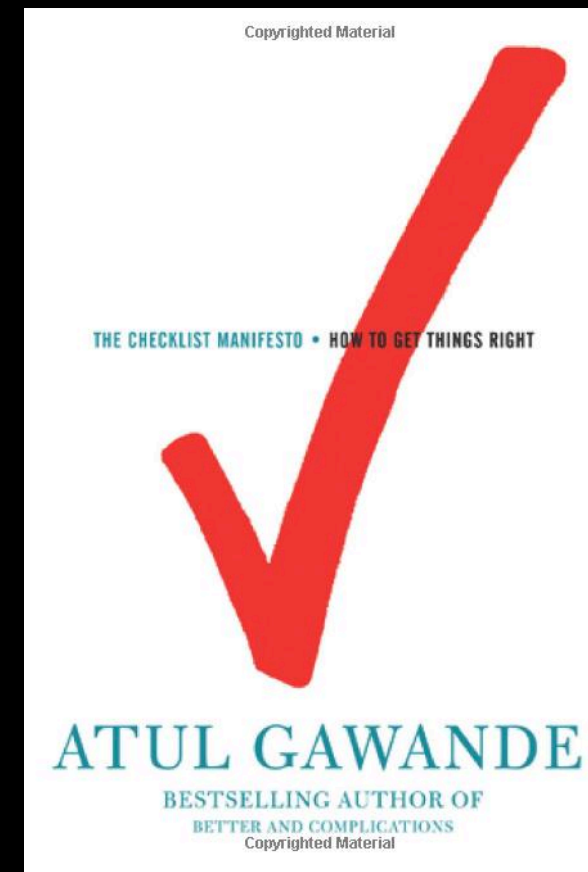
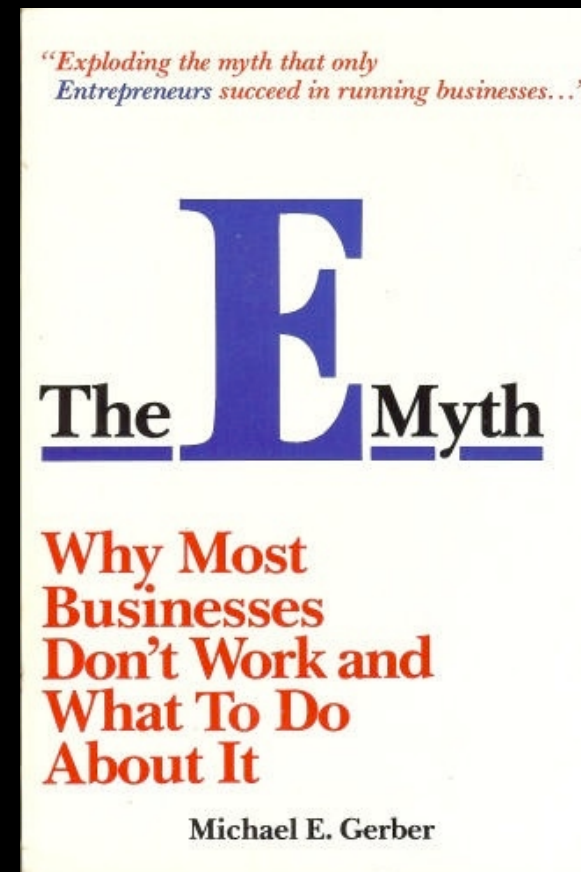
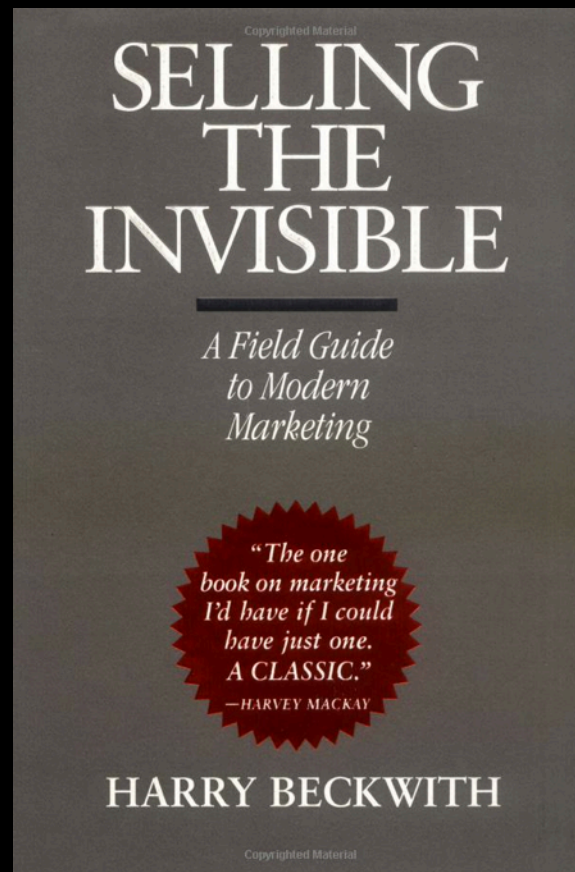
# Don't Be a Cowboy

## Resources & Procedures Must be



# Business Books

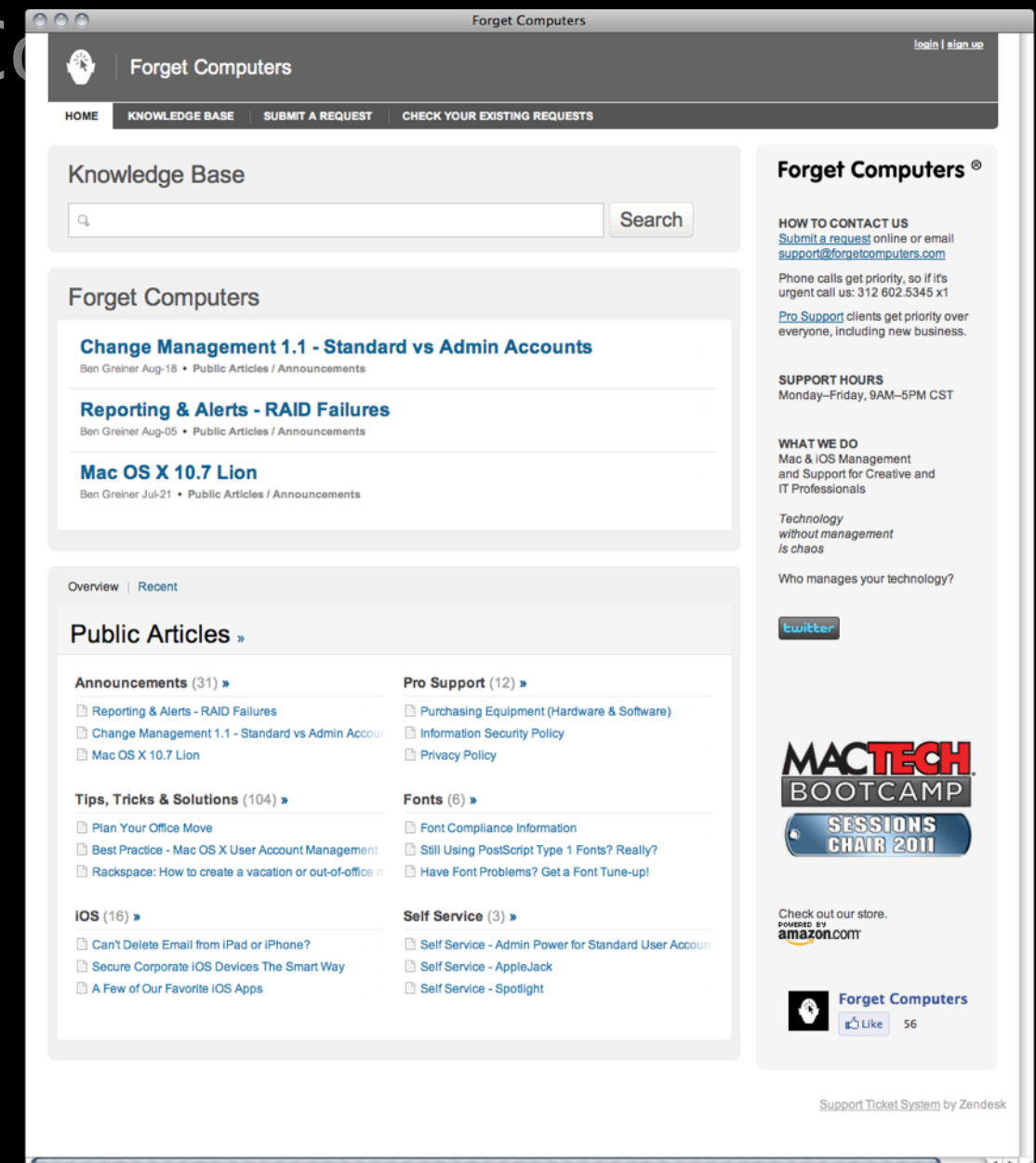
## Personal Favorites



# Business Books

## Alphabetical Order

- 7 Habits of Highly Successful People (Covey)
- The Checklist Manifesto (Gawande)
- The E-Myth (Gerber)
- Getting Things Done (Allen)
- One Page Business Plan (Horan)
- Selling The Invisible (Beckwith)



See complete list and add your own at

[Support.ForgetComputers.com](http://Support.ForgetComputers.com)

# Online Resources

## Alphabetical Order

- AFP548.com
- Apple.Slashdot.org (high noise level)
- ArsTechnica.com/apple/
- Discussions.Apple.com
- Experts-Exchange.com (\$100 per year)
- Krypted.com
- MacFixIt.com (now owned by CNET)
- MacOSXHints.com
- MacTech.com
- MacWindows.com

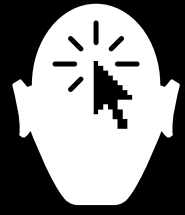
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# Summary



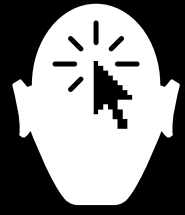


# Stop Trying to Know– It–All

Those who think they know it all  
are annoying to those of us that



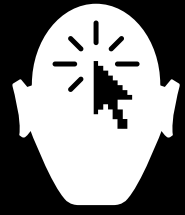




# Don't Work Alone

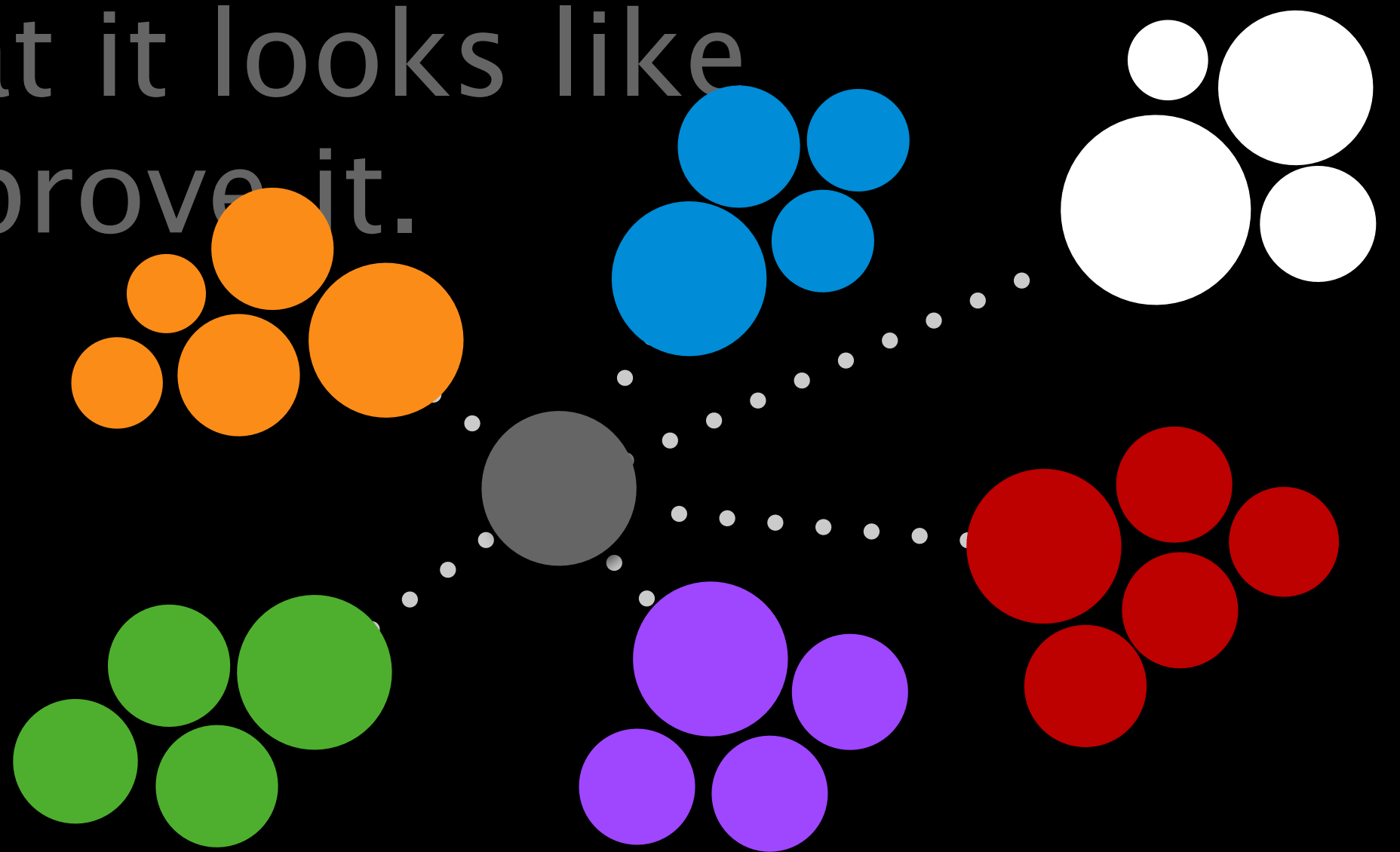
Even if you do work alone,  
find a Watson.

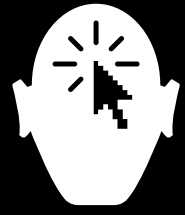




# Build a Support Structure

Document what it looks like  
so you can improve it.





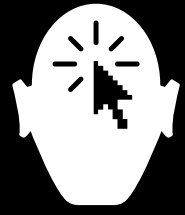
# Plan Your Process

Create Living Documents  
to refine your process.

1

2

3

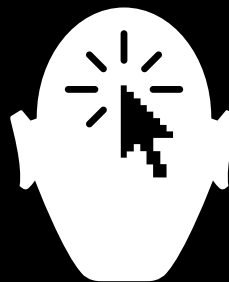


# Don't Be a Cowboy

Cowboys cause problems.  
Hold yourself and your team  
accountable.



# Q&A



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