

# Everything I Needed to Know About Computing I Learned Supporting the Arts



Allister Banks

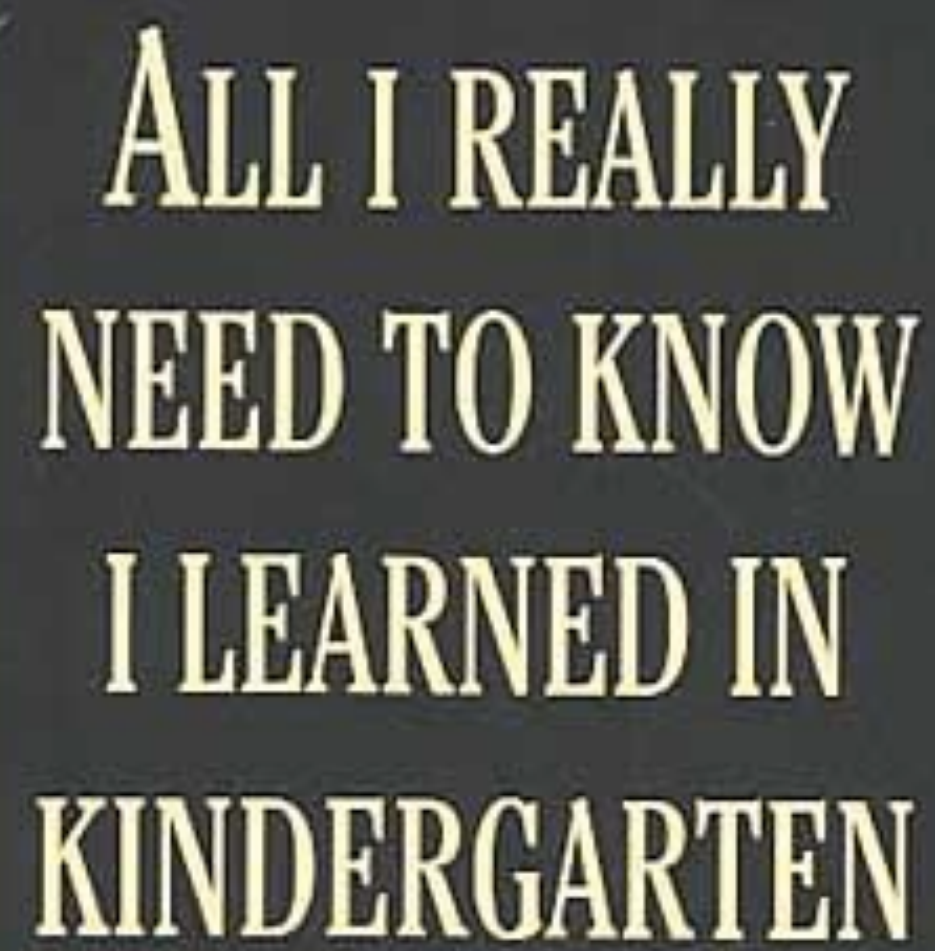
abanks@318.com



@sacrilicious

ALL I REALLY  
NEED TO KNOW  
I LEARNED  
SUPPORTING  
THE ARTS



The image features a decorative graphic centered on a light gray background. The graphic consists of a central dark gray rectangular box with a thin gold border. This box is surrounded by a wider border with a green and blue marbled pattern. Inside the dark gray box, the text "ALL I REALLY NEED TO KNOW I LEARNED IN KINDERGARTEN" is written in a bold, yellow, serif font, arranged in five lines.

ALL I REALLY  
NEED TO KNOW  
I LEARNED IN  
KINDERGARTEN

お客様

おきやくさま

*o - kyaku - sama*

Guest = Customer

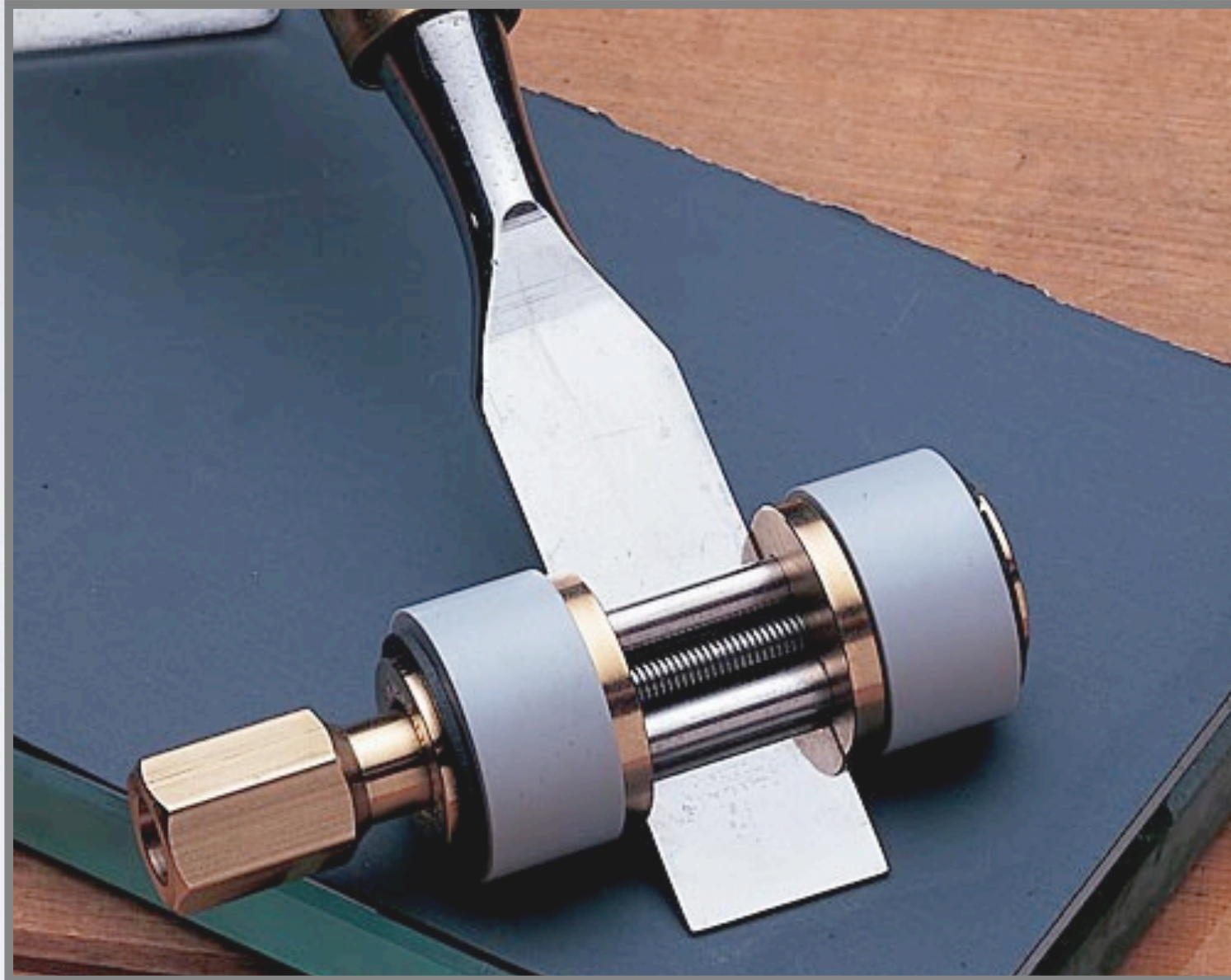


お客様

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Customer = Guest



[http://www.garrettwade.com/pop\\_multi\\_view.asp?t=1&pn=62J02ppp12](http://www.garrettwade.com/pop_multi_view.asp?t=1&pn=62J02ppp12)



# The Customer's Guest



# High Wire





Engineer

Creative

*Everyone Else*

# Engineer



**Adam Stachew**  
@adamstachew

I don't quite understand why Terminal.app is using 800MB of RAM.



“Everything man made,  
Imperfect.”

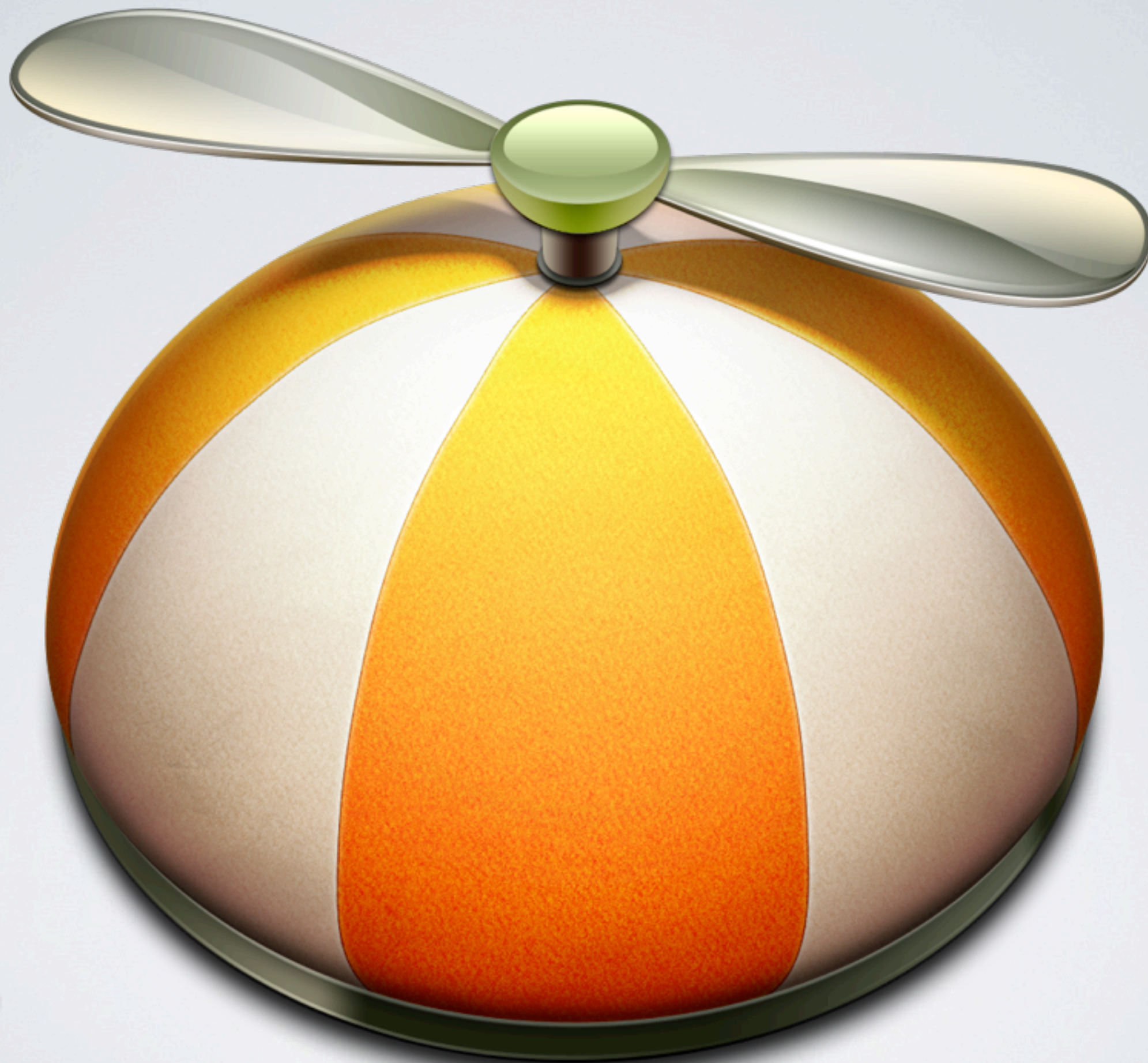






Humility







# 1/64th



[http://www.garrettwade.com/pop\\_multi\\_view.asp?t=I&pn=I6R0IpppI0](http://www.garrettwade.com/pop_multi_view.asp?t=I&pn=I6R0IpppI0)





# *Everyone Else*

<http://en.wikipedia.org/wiki/File:Luddite.jpg>



*Yesterday it worked*

*Today it is not working*

*Windows is like that*

*Quoting MacBeth*

*Break a Leg*

*Whistling*



*Design from the Inside-Out*

*Measure Twice*

*Details are the Product*

Creative





<http://xboxlivearcader.com/wp-content/uploads/2012/07/up-house-made-in-minecraft.jpg>



Why do they have to  
make the server  
rack out of metal?



Why can't the files  
move as fast as  
I can think?

# L.O.B.

Steve Friedl's Unixwiz.net Tech Tips  
**So you want to be a consultant...?**

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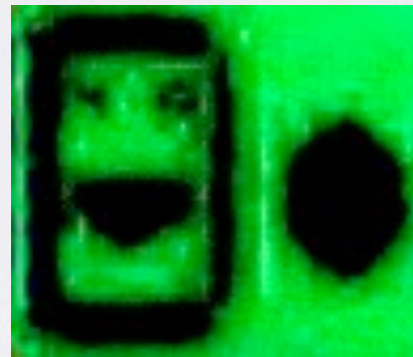
*Hanging your shingle...*



<http://unixwiz.net/techtips/be-consultant.html>



# Engineer



<http://twitter.com/dayglojesus>

# **Warm Fuzzies**



# Visibility





<http://polaris.gseis.ucla.edu/pagre/how-to-help.html>

*Everyone Else*



*“If it's not obvious  
to them,  
it's not obvious”*

*“...You've forgotten  
how many ways  
you've learned to adapt  
to bad interfaces”*



*A computer is a means to  
an end. The person you're  
helping probably cares  
mostly about the end.*

***This is reasonable***

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About Computing  
I Learned Supporting the Arts



# Thank You!



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