

"Here's To The Crazy Ones.

The misfits.

The rebels.

The trouble-makers.

The round pegs in the square holes.

The ones who see things differently.

They're not fond of rules, and they have no respect for the status-quo.

You can quote them, disagree with them, glorify, or vilify them.

About the only thing you can't do is ignore them.

Because they change things.

They push the human race forward.

And while some may see them as the crazy ones, we see genius.

Because the people who are crazy enough to think they can change

the world

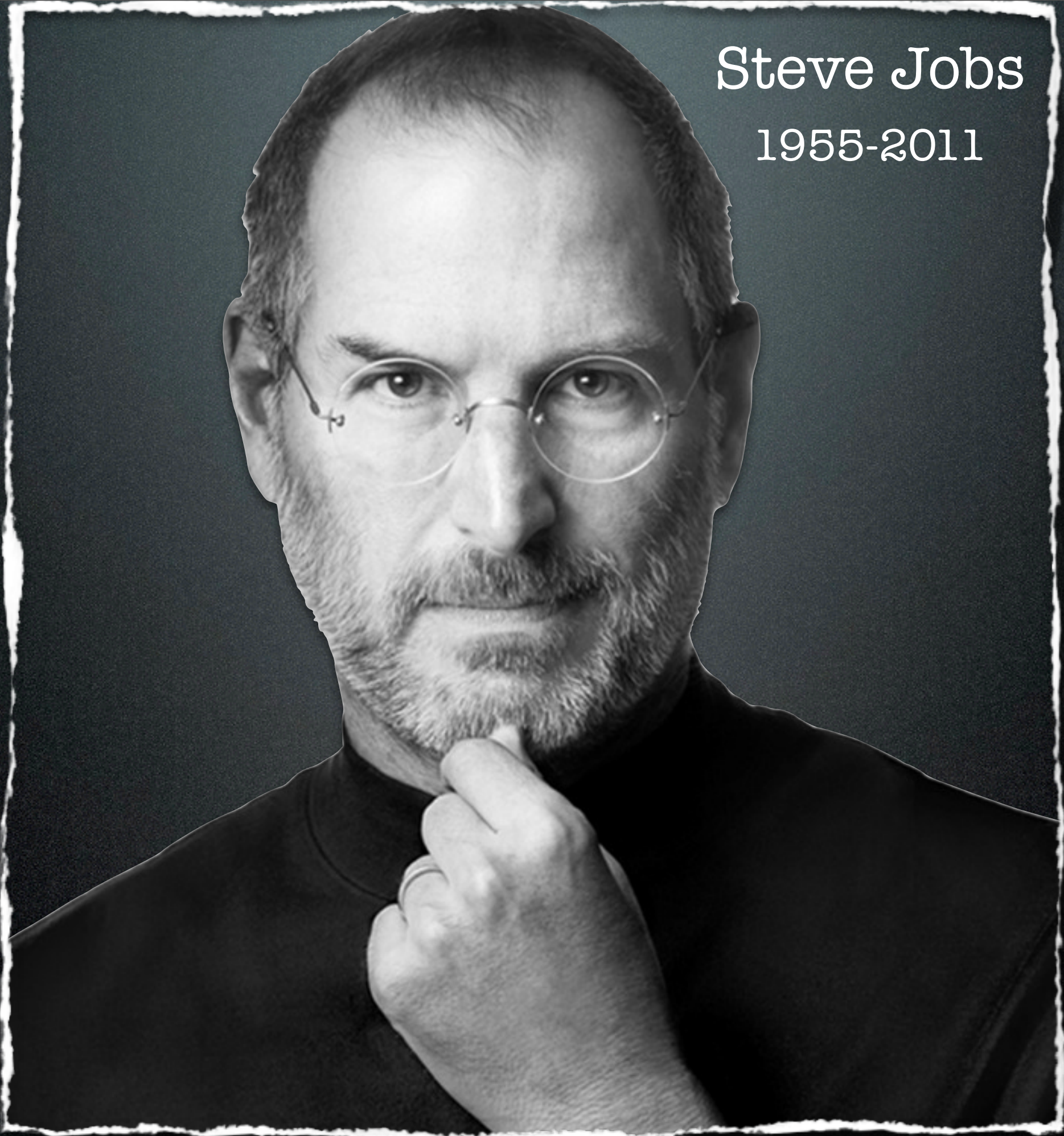
are the ones who DO !"

~ Apple Computers ~



Steve Jobs

1955-2011





# Welcome!

## Jean Berrouet

Technologist

IT Integrator

IT Consultant

Apple Consultant Network

Association of Macintosh Trainers

Hold several certifications

Tell me your problem and I will provide the solution

**MACTECH**



# Welcome!

## Jean Berrouet

### iTech Global Enterprises

Tool Free

888-959-1179

Miami

305-224-1856

Mobile

305-772-5176

eMail

[info@itgellc.com](mailto:info@itgellc.com)

eMail

[jberrouet@mac.com](mailto:jberrouet@mac.com)



# You Can't Know Everything: Getting the Support You Need

Jean Berrouet  
iTech Global Enterprises



~The more I learn the  
more I realize how little  
I know~



# Building a Support Structure

- Organizations
- Publications and online resources
- Teach
- Learn



# Information Overload

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- Focus on your task
- Dedicate time for “Dream Browsing” and looking for the latest gadgets



# Plan Your Support Structure

- What supports what your focus is?
- Save yourself pain through planning
- Think. Plan. Execute.



# Plan Your Support Structure

- [www.mavenlink.com](http://www.mavenlink.com)
- [www.basecamp.com](http://www.basecamp.com)
- [www.webhelpdesk.com](http://www.webhelpdesk.com)
- [www.computeradminpro.com](http://www.computeradminpro.com)
- [www.filemaker.com](http://www.filemaker.com)
- [www.springpad.com](http://www.springpad.com)
- [www.bluemangolearning.com/screensteps](http://www.bluemangolearning.com/screensteps)
- [www.omnigroup.com/products/omnigraffle](http://www.omnigroup.com/products/omnigraffle)



# Publications

- Business Planning
- The E-Myth By Gerber
- One Page Business Plan By Horan
- Getting Things Done By Allen
- 7 Habits of Highly Successful People By Covey



# Magazines

MacTech (of course!)

Mac|Life (used to be MacAddict)

MacWorld and MacWorld UK

MacTribe

MacDirectory

Take Control eBooks



# Technical Documentation

- Manuals like the Apple Technical manuals from Peachpit
- Books related to your area of expertise
- Whitepapers



# Organizations

- ACN, ADC, MUGs, Vendor Partner Programs, Product Manufacturers Support Contracts, DriveSavers
- Apple Care and Enterprise Support
- Apple Consultant Network and Certified Alliance



# Teaching - Why?

- Credibility
- Fun
- Leads and opportunity
- Learning experience



# Teaching - Where?

- Local Colleges
- Apple Stores
- Senior Centers
- Local schools



# Teaching - Where?

- Conferences
- Own office/local library
- Write articles online or print



# Online Resources

- MacTech Magazine and [www.mactech.com](http://www.mactech.com)
- [www.lynda.com](http://www.lynda.com)
- [www.youtube.com](http://www.youtube.com)
- [www.google.com](http://www.google.com)
- [www.Krypted.com](http://www.Krypted.com)
- [www.MacWindows.com](http://www.MacWindows.com)



# Online Resources

- [www.AFP548.com](http://www.AFP548.com)
- [www.MacFixIt.com](http://www.MacFixIt.com)
- [www.arstechnica.com](http://www.arstechnica.com)
- [discussions.apple.com](http://discussions.apple.com)
- [support.apple.com](http://support.apple.com)
- [www.OSXFAQ.com](http://www.OSXFAQ.com)
- [www.XSanity.com](http://www.XSanity.com)



# Independant Contractors

JC Sierra “The Professor”

For anything related Digital Media / (305) 979-7231

Michael Johnson

For storage, security and application support / (571) 265-4719

Maxim Tremblay “Guru”

For almost everything but specially scripting, security and customization /  
(410) 562-5764

Daniel Bortunk “The Oracle”

Network and security expert / (786) 897-5591





# VARs

Tim Hasset

252-258-7881

[www.appogee.com](http://www.appogee.com)

Jack Gaido

864-234-1441

[www.square-i.net](http://www.square-i.net)



# Useful Online Tools

[www.dslreports.com/tools](http://www.dslreports.com/tools)

[www.mxtoolbox.com](http://www.mxtoolbox.com)

[www.mydnstools.info](http://www.mydnstools.info)

[www.ipchicken.com](http://www.ipchicken.com)

[www.ifixit.com](http://www.ifixit.com)

[www.yougetsignal.com](http://www.yougetsignal.com)



# Useful Online Tools

[www.ipchicken.com](http://www.ipchicken.com)

[www.speedtest.net](http://www.speedtest.net)

[www.arin.net](http://www.arin.net)



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eMail	<a href="mailto:jberrouet@mac.com"><u>jberrouet@mac.com</u></a>