

Conclusion: _____



Title: Providing Consistent Computer Support

Speaker: Tom Francis

Introduction: _____

1. What Defines Consistent Support?

2. How Technology Impacts Our Ministry

3. Setting Expectations



4. Understanding Communications

5. Planning or Reactive?

6. How to Deliver Customer Satisfaction that Exceeds Expectations

7. Documentation—It's a Must, Not a Later

8. The Five Pillars of Consistent Support

9. Measuring Success

10. Knowing the Right Questions to Ask
