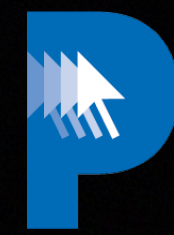


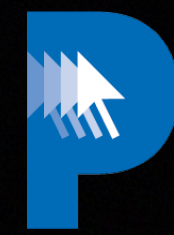
30 Years In 5 Minutes

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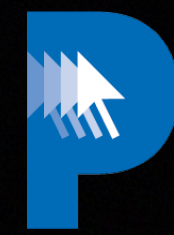
- 18 Munki One-to-Many and SelfService items
- 19 FileMaker and REST APIs
- 20 Auto Triage Board
- 21 BlueSky in a Docker Container
- 22 REST API's for Monthly Reporting
- 23 To Remind or Not To Remind?

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Mac Dev Ops

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Mac *mini* Dev Ops

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Press Release

April 10, 1994

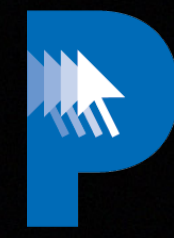
Alex Narvey Founds Precursor Systems to Provide Support to Macintosh-Based Professionals

Contact: Alex Narvey

Alex Narvey, former Systems Manager of F...
founded Precursor Systems, a new company
computer consultant and support for
businesses on a Macintosh-based
Publishing... Digital Imaging...
Precursor Systems provides support programs designed for those
who can... systems management and to
research... balance systems administrator
and port... Mr. Narvey.

The Pace...
As reported... March 27: According to a new
study by William... the Gartner Group of Stamford CT,
the typical cost of a personal computer over five years is \$40,000 U.S.*
“Far beyond the purchase price of the hardware and software are the costs of
technical support — setting up equipment, installing new software and learning to



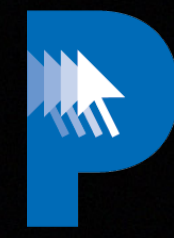


Rule #1

Not Everyone is My Customer!



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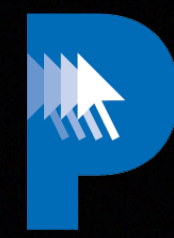


Rule #2

Customer Service Skills
are more important than
Technical Skills



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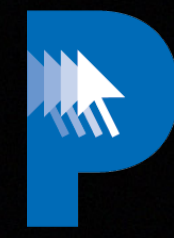


Rule #3

I am worth what I say I am worth!



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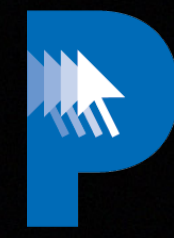


Rule #4

Why Send an Invoice...
When You Can Send a Receipt?



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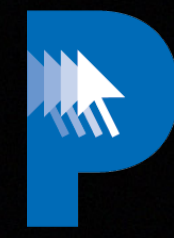


Rule #5

“Hour” is a Four Letter Word!



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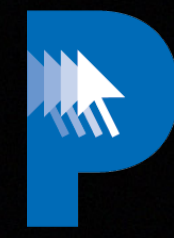


Rule #6

***You are not paying to 👁👁 me;
You are paying to NOT 👁👁 me!***



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Rule #7

Standardize Tools / Leverage Opensource

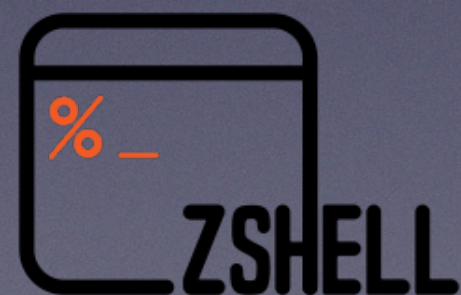
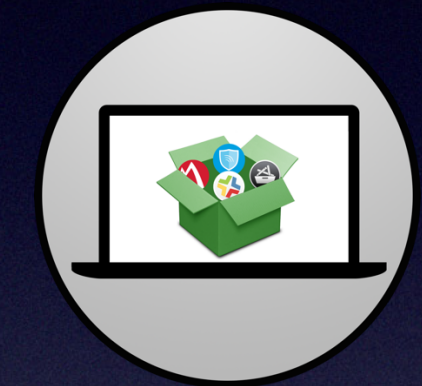


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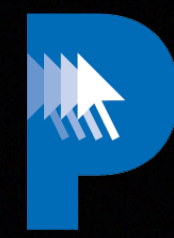


Rule #7

Standardize Tools / Leverage Opensource



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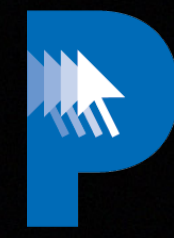


Rule #8

Not Everything is Billable



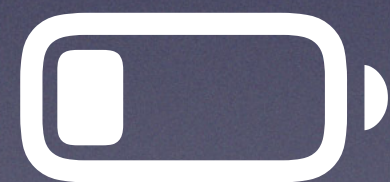
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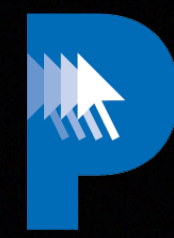
Rule #9

Pareto Principle

The 80:20 Rule



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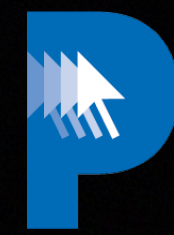


Rule #10

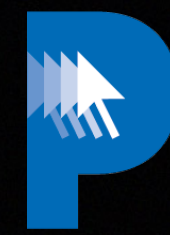
Rules were made to be broken



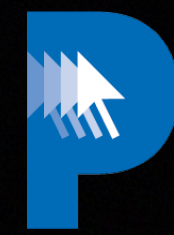
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Alex Narvey



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