

## **IT Service Desk Broadcast Email**

Our support team have experienced some confusion when dealing with some support calls.

Upon investigation we have found that the incorrect use of terminology has been the root cause of the problem, so in order to correct the problem we have provided you with a glossary of terms as follows.

**LOG ON:** Adding wood to make the barbie hotter.

**LOG OFF:** Not adding any more wood to the barbie.

**MONITOR:** Keeping an eye on the barbie.

**DOWNLOAD:** Getting the firewood off the Ute.

**HARD DRIVE:** Making the trip back home without any cold tinnies.

**KEYBOARD:** Where you hang the Ute keys.

**WINDOW:** What you shut when the weather's cold.

**SCREEN:** What you shut in the mozzie season.

**BYTE:** What mozzies do.

**MEGABYTE:** What Townsville mozzies do.

**CHIP:** A bar snack.

**MICROCHIP:** What's left in the bag after you've eaten the chips.

**MODEM:** What you did to the lawns.

**LAPTOP:** Where the cat sleeps.

**SOFTWARE:** Plastic knives & forks you get at Red Rooster.

**HARDWARE:** Stainless steel knives & forks - from K-Mart.

**MOUSE:** The small rodent that eats the grain in the shed.

**MAINFRAME:** What holds the shed up.

**WEB:** What spiders make.

**WEBSITE:** Usually in the shed or under the veranda.

**SEARCH ENGINE:** What you do when the Ute won't go.

**CURSOR:** What you say when the Ute won't go.

**YAHOO:** What you say when the Ute does go.

**UPGRADE:** A steep hill.

**SERVER:** The person at the pub who brings out the counter lunch.

**MAIL SERVER:** The bloke at the pub who brings out the counter lunch.

**USER:** The neighbour who keeps borrowing things.

NETWORK: What you do when you need to repair the fishing net.

INTERNET: Where you want the fish to go.

NETSCAPE: What the fish do when they discover the hole in the net.

RAM: A technique used to get out of tight parking spots

ONLINE: Where you hang the washing.

OFFLINE: Where the washing ends up when the pegs aren't strong enough.