

## TECHNICAL EVALUATION BY IT INDUSTRY EXPERT

# 25 Time-Tested Truths About IT Support

READ 'EM AND REAP BETTER PRODUCTIVITY, SERVICE AND OVERALL PERFORMANCE. BY ROBERT C. ANDERSON



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**W**ebster's Dictionary defines an axiom as "a self-evident truth that requires no proof." Over the course of decades in IT, I've discovered 25 axioms about the IT support environment. Being aware of these can help you design support processes that will make sense, work well and improve your team's performance. Here are some of the great truths I've learned and how your team can apply them for better IT support:

"I have been in the IT industry for 45 years, from programmer to CIO of a large IT consulting company. I have reviewed Dispatch Dynamics software schema, the source code, comments to the code and the tables. I vetted all eight production applications. I am truly impressed. *DDI websites and applications are elegantly simple, scalable, yet fast and full of robust functionality.*

I would challenge anyone, including any experienced IT professional, to even come close to what DDI has accomplished for the maritime industry."

### Robert C. Anderson

Director Product Development and Quality Assurance  
Computer Aid, Inc.

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