**The End User’s Level of Expertise**

There are many types of end users. Each user has a different level of expertise, and each one has expertise in varying degrees. Some end users have no computer experience at all and barely understand basic computer terms; some have targeted experience; still others have many years of general computer experience. Table 1-1 shows the different types of users you might encounter.

**Table 1-1 Users Have Varying Skill Levels**

|  |  |  |  |
| --- | --- | --- | --- |
| **Skill Level** | | **Description** | |
| Highly experienced | These users are extremely experienced and most | |
|  | likely know more than you do concerning the prob- | |
|  | lem at hand. Their problems generally need to be | |
|  | escalated quickly. | |
|  |  | |
| Generally experienced | These users can use e-mail and the Internet, down- | |
|  | load and install programs, follow wizards, install | |
|  | and configure programs, set up simple networks, | |
|  | and do minor troubleshooting. Tier 1 or tier 2 sup- | |
|  | port personnel can generally assist these users. | |
|  |  | |
| Targeted experience | These users have experience in one or two applica- | |
|  | tions that they use daily to do their jobs. Other than | |
|  | this experience, they have almost no computing | |
|  | skills. Depending on the application in question, | |
|  | tier 1 or tier 2 support personnel can generally | |
|  | assist these users. | |
|  |  | |
| No experience | These users are completely new to computing and | |
|  | have little or no experience with using e-mail, | |
|  | accessing the Internet, or installing or using applica- | |
|  | tions. Tier 1 personnel should be able to handle | |
|  | most of these calls. | |