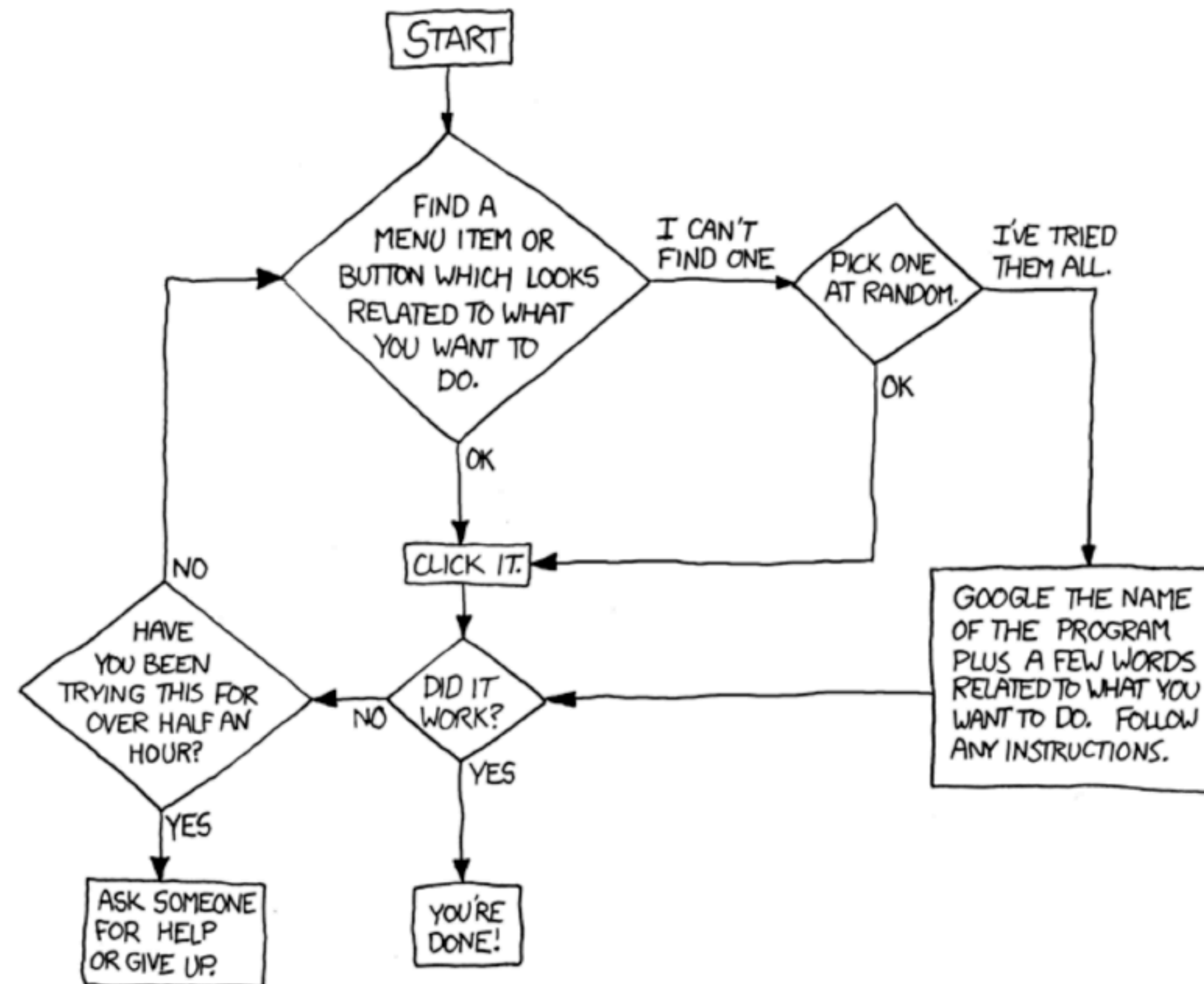


# TECHNICAL SOPHISTICATION

DEAR VARIOUS PARENTS, GRANDPARENTS, CO-WORKERS,  
AND OTHER "NOT COMPUTER PEOPLE."

WE DON'T MAGICALLY KNOW HOW TO DO EVERYTHING IN EVERY  
PROGRAM. WHEN WE HELP YOU, WE'RE USUALLY JUST DOING THIS:



PLEASE PRINT THIS FLOWCHART OUT AND TAPE IT NEAR YOUR SCREEN.  
CONGRATULATIONS; YOU'RE NOW THE LOCAL COMPUTER EXPERT!

# TECHNICAL SOPHISTICATION

“IN ADDITION TO “HARD SKILLS” LIKE FAMILIARITY WITH TEXT EDITORS AND THE UNIX COMMAND LINE, TECHNICAL SOPHISTICATION INCLUDES “SOFT SKILLS” LIKE LOOKING FOR PROMISING MENU ITEMS AND KNOWING THE KINDS OF SEARCH TERMS TO DROP INTO GOOGLE, ALONG WITH AN ATTITUDE OF DOING WHAT IT TAKES TO MAKE THE MACHINE DO OUR BIDDING.”

Michael Hartl, Learn Enough