Helpdesk bingo

Having a tough day at the helpdesk?

Things getting a little tedious?

Time to liven it up - play Helpdesk Bingo – it's easy!

1. **Print-out, and keep these handy bingo cards within easy reach throughout the day.**
2. **Check-off squares as you catch yourself (or others) saying any of the statements in the bingo card.**
3. **When you get all 5 in a row horizontally, diagonally or vertically….yell "BINGO!"**
4. **Tweet #helpdeskbingo!**
5. **Take a break – you've earned it.**

Helpdesk Bingo comes in 3 editions. General Helpdesk, Windows, and ITSM editions.

Helpdesk bingo
General Helpdesk Edition

The helpdesk. The place people turn to for help. If only it was that simple.

Sounds like you've run out of memory	When was the last time you updated your computer?	This sounds like it could be an driver issue	We don't support that product	Let me do some research on that and I'll get back to you
Is anyone else experiencing this?	Can you send me a screen-shot of that?	What kind of anti-virus product do you use?	OK, I'll log a ticket and we'll get a tech out ASAP.	This is a BIOS problem
Does this happen all the time?	Who are you logged in as?	Have you tried turning it off and on again?	Have you read the help-file about that?	That sounds like a 1Di0T issue
Try shutting down the application and re-opening it.	Are you sure it's plugged in?	That's a permissions issue!	That sounds like a virus.	Is this happening on all machines?
www.lmgtfy.com	Is the light on?	We don't support that platform	Is this the first time this has occurred?	That's by design

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Microsoft Windows Edition

Microsoft Windows. Has there ever been a finer operating system!?

Sounds like you've run out of memory	When was the last time you did a Windows Update?	This sounds like it could be an Active Directory issue	We don't support that version of Windows	What version of Office do you have installed?
It's a hidden folder!	Is that a mapped drive, or UNC path?	Have you installed the latest Service Pack?	Click "Start", then type "regedit"	Use Task Manager to end the task
What version of Windows are you using?	Our group policy rule don't allow that	That's a permissions issue!	Do you have domain admin privileges?	Have you tried using Firefox, or Chrome?
Try re-starting the application	Are you using the 32 bit version, or the 64 bit version?	Have you tried turning it off and on again?	We no longer support Windows XP	Who are you logged in as?
Is the service running?	Try running that as "Run as Administrator"	Right-click and select "Properties"	The start button?! Bottom left.	Yes, that happens in XP/Vista – Have you considered upgrading?

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ITSM Edition

Because IT and ITSM need more acronyms...OK?

Let me log an incident for you	What's our OLA on that?	That kind of change will need a CAB.	What impact is this having?	SPOC? No, not Vulcan...
Our Urgency/Impact matrix doesn't have an entry for that...	Time to implement the CM backout-plan!	We have a major incident on our hands!	We need to do a RCA on that	Let me check the RACI charts
That's an ITIL v3 concept....we don't do that	Our incident classification hierarchy is a mess	"A problem!?" Don't you mean incident?	Do you know which CI on the CMDB you're referring to?	Is a password reset an incident, or a request?
Has your problem been reported previously as an incident?	We're going to need a RFC before we can fix that for you	"Hello helpdesk...errr, I mean Service Desk...how can I help?"	I'm an ITIL Expert! I know what I'm talking about!	Isn't CSI a show on TV?
Our MTTF for that CI in the CMDB does not fall within your SLA, OK. Sorry.	Check the KEDB for a Work-around	So is it "User", "Client", "Customer"???	What is our process for X?	How urgent is this?