

GFI Software**205 IT administrators in companies of 10+ employees in the UK****11.03.2015 to 16.03.2015**

Q7. What is the most ridiculous thing you've seen an end user do?
a advisor told a customer he has got a blueberry
A man skipping and singing
accidentally unplug pc without saving
ALL
alot
alot of work
Ask for an actual apple, not an apple product
Ask how to send an email...considering they sent one to me to ask
be stupid
being abusive to me
being naked
Believe management
Blaming other users just because he hasn't done work
blow £100s of thousands of equipment by messing around with the supply
Break their laptop screen
breath
build a new computer
cant comment
carry a monitor and pc around thinking it was a laptop, sounds so unbelievable
Cause a power surge to a network of computers.
Cleaning jobs
Click delete
clock out before closing time
completely ignore me
crap himself
Crash a whole network by doing something I told them not to. word 26hours to correct it as was for a hotel w
crazy stuff they do
cry
Cry all night
daft logons
delete and format the whole archive of the database
delete the hard drive
delete the software
delete their system files
Deleting important files to free up space.
deliberately crash a computer
die his hair blue and have two tatoos on a lunch break
dispose of good pcs
dont know there are so many
dont update java
End the user several times without pressing delete
everythiung
exit the whole session without saving any thing
expect to fit something in using a ridiculous amount of memory with a tiny timescale
fall asleep
fall asleep
Fall asleep

Fall asleep at work
Fall asleep on thr job
fall over and knock coffee every where
flick the red 240 v switch on the back of a computer
give awful feedback
Give too much irrelevant issue
Got password wrong
head butt the screen
I don't want to discuss
I have not seen anything ridiculous.
i have seen lots of stressful things done by an end user
I saw he did the same thing three times!
I shall not disclose this information
I was once asked by someone on a flight why he could not connect to his home router and had to inform him t
item not working due to not being plugged in
Jam something in the cd player
Jump on a table
keep coming back to ask the saem question after making the same repeated mistake
Kick the processor to try and make it work
ko
leave
leave computers logged on in a public area
leave their work for other people
Let viruses roam on their computer.
loads
messing everything up, needed days to sort out
none
none
none
Not checked properly for bugs.
Not finish his job
Not finishing they work and let me finish it for them so they can go out.
not knowing how to get the pointer on screen to work, where they don't even know what the mouse is
not knowing how to use a power switch
not plg a laptop in correctly
Not plugging machine in
not saved work and lost everything they have worked on
not saying
not thinking straight with his head
Not turn the pc on....
nothing
Nothing
nothing
nothing
nothing
NOTHING
NOTHING
Nothing
nothing
nothing
nothing
nothing much!

nothing of note to be considered ridiculous
nothing special
nothing was done
NOTHING, I RARELY INTERACT WITH THEM
password
pee in their car
people calling me when the switch is just off
phone me about their problem and they was sat infront of me
play games
pull the plug
Reformat the hard drive
rip up paper and throw it at the boss!
scolding me
sell their house for £1
Send a blank e mail
send pornography by mistake
shat on a carpet, seriously
shout
show their pants
smash his computer on the floor and walk out
smile
someone threw a laptop across the office because they couldn't get it to do what they wanted, smashed it to
Switch letter keys on the keyboard to avoid ordering a new one when a letter went missing.
take off his pants
Tell me I don't know what I'm doing
Tell me that they have asked their son who is an expert because he is doing his degree in IT and have given me
The one that irritates me the most is people saying I've lost my email or I've lost the internet when what they mean is their desktop shortcuts have disappeared for some reason. They think the program has then
there are many
there have been so many i cant think of a specific one.
they complained the pc was not working and actually they didn't switch it on properly
They insulted their manager because they planned to quit for a new job. But he didn't get the new job he thou
They were lying about their identity and turned out they had been in prison
they wrote click when i asked them to right click
Think an email would make a coffee
thinking the IT department is Godlike and watching them and then accusing us of it
throw a computer across a room in a violent rage
throw there mouse at a VDU
tie himself up
Tippex a monitor screen and then complain that it wasn't moving when they scrolled.
Told me that I was doing my job wrong, then proceeded to harass me
Too many to remember one particular example
Trying to swipe a none touchscreen monitor
trying to wash a keyboard
Turn monitor upside down because of a virus turning page up the wrong way
turn of computer without saving
unplug a mouse and then wonder why it wasnt working
unplugged a vital piece of equipment so that they could charge their phone, though they were still wondering
Unplugged the server
Use their mouse on the screen covering the pointer
using google thinking it was their website rather than their actualy website
watch porn and blame it on someone else

What's 'end user'?
where do i start?
Wonder why a computer that isn't plugged in doesn't work
wouldn't be allowed to mention due to confidentiality policy

no needed their systmes

the router only worked within a 150 metre radius not 1500 mile

pieces

→ the completely wrong solution

right he got. So he had to beg the manager to take him back.

why the system was not working

