

# BUILDING FOR THE FUTURE

giving your employees the tools to develop and grow



## DDI-Connect Jeopardy

2016 DDI User Group Conference



# DDI Jeopardy

Tips & Tricks

FAQ

Problem  
Solving

General

Wildcard

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# 1 – 500 pts

- How do I set a default start screen in DDI-Connect?
- Find the menu idea → right click → Set as Startup program



# 1 – 500 pts

DDI Demo for Church Extension Funds

File Dashboard Window Admin Help

Main Menu

- Name/Address System
- Extract Module
- Project Management
- Financial Services
- Financial Inquiry**
  - Account Entr...
  - Approvals
  - Data Process
  - Portfolio
  - Line of Credit
  - Investments
  - Loans
  - Online-CEF
  - Pools
  - Merge Forms Sys
  - CheckWriter
  - Fixed Assets
  - FundWriter
  - Accounts Payabl
  - Connect-FR
  - IRS Reporting System
  - Yearbook System
  - Accounts Receivable
  - User Utilities

Portfolio

Loan Data Investment Data Donor/Gift Data Investment/Loan Comparison

**Portfolios**

Portfolio Type	Value
CD's - Non-cash	\$2,927,200
CD's - Non-cash Restricted	\$490,000
Certificates of Deposit	\$1,147,000
Comm. Paper	\$100,000
Common Stock	\$62,776.27
Corporate Bonds	\$9,902,000
Government Bonds	\$750,000
Investment Ag...	\$26,582.69
Money Mkt Cash...	\$2,517,668.62
Money Mkt Cas...	\$7,904.42
Money Mkt Cas...	\$2,295.13
Mutual Funds	\$2,032.81
Mutual Funds	\$9,296,598.52
Mutual Funds	\$512,461.42
Mutual Funds	\$129,200.53
Mutual Funds	\$1,952,459.81

Portfolio Type

Portfolio Type	Value
CD's - Non-cash	\$2,053.52
CD's - Non-cash Restricted	\$438.72
Certificates of Deposit	\$308.97

IntRate	Type description
0	Common Stock
0.06	Money Mkt Cash Mgt Fds

Set as Startup Program

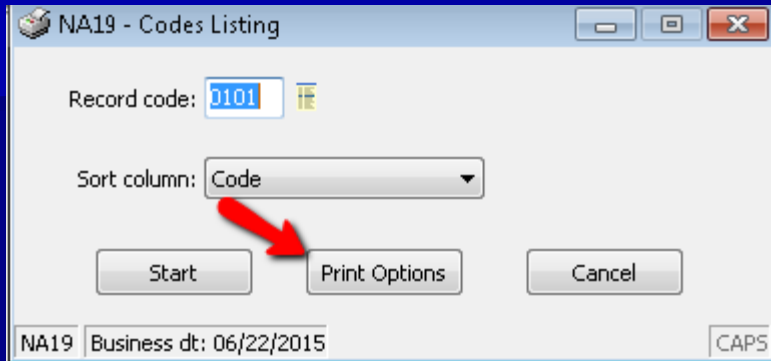


# 1 – 200 pts


- How can you archive a report?
  - Print Options → mark Archive
  - After a report is ran mark Archive
  - Select Archive in your job queue



# 1 – 200 pts



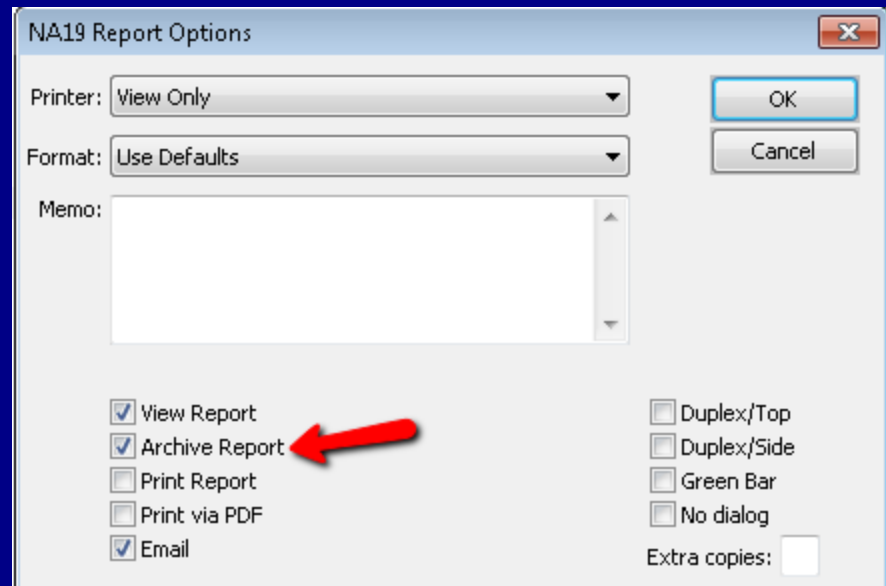
NA19 - Codes Listing

Record code:  

Sort column:

NA19 Business dt: 06/22/2015 CAPS

A red arrow points from the 'Print Options' button to the 'Print Options' dialog box.



NA19 Report Options

Printer:

Format:

Memo:

View Report  
 Archive Report  
 Print Report  
 Print via PDF  
 Email

Duplex/Top  
 Duplex/Side  
 Green Bar  
 No dialog


Extra copies:

A red arrow points to the 'Archive Report' checkbox.



# 1 – 200 pts

NA19 - Codes Listing

 **Report Completed**  
1 Page

Archive this report  
 Send report to a printer  
 Email this report  
 Transfer this report  
 Save report options

OK  
Cancel

Description:  
Rec Code: 0101 - Promotion type codes

Memo:



# 1 – 200 pts

DDI Demo for Church Extension Funds

File Dashboard Window

Main Menu

- Name/Address System
- Extract Module
- Project Management
- Financial Services
- Merge Forms System
- CheckWriter
- Fixed Assets
- FundWriter
- Accounts Payable
- Connect-FR
- IRS Reporting System
- Yearbook System
- Accounts Receivable
- User Utilities
- Processing Monitoring
  - Job Processing
  - Change Business Date
  - Change Process Date
  - Job Maintenance
- Process Management
- Web Forms
- Supervisor Menu

Job Maintenance

Queue: 7: Job processing queue

Entity: (All entities)

Date codes	Seq	Program	Prm	R
SFS	5	ddi56.w	2	
WD	10	na16m.r	3	
MON	15	il211m.r	3	
WD	20	il219m.r	3	
WD	25	na27m.r	3	
SFS	30	il363m.r	3	
SFS	35	fw20m.r	3	
WD	40	il227m.r	3	
WD	45	il302m.r	3	
WD	50	il174m.r	3	
MON				
WD				
WD				
FRI				
WD,ME				
FRI,ME				
FRI,ME				
FRI,ME				
FRI,ME				
SFS	105	wp06print.w	7	

Context menu for Job Maintenance:

- Edit entry...
- Set up job parameters...
- Delete
- Copy
- Paste

IL174 - Deposit Verification Report

Start date: 06/22/2015

End date: 06/22/2015

Exclude erased items

OK Print Options Cancel

IL174 Business dt: 06/22/2015 CAPS



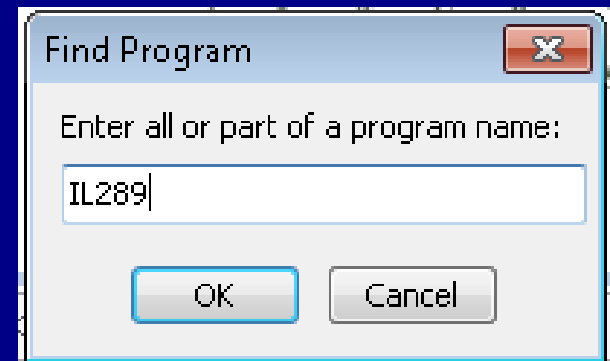
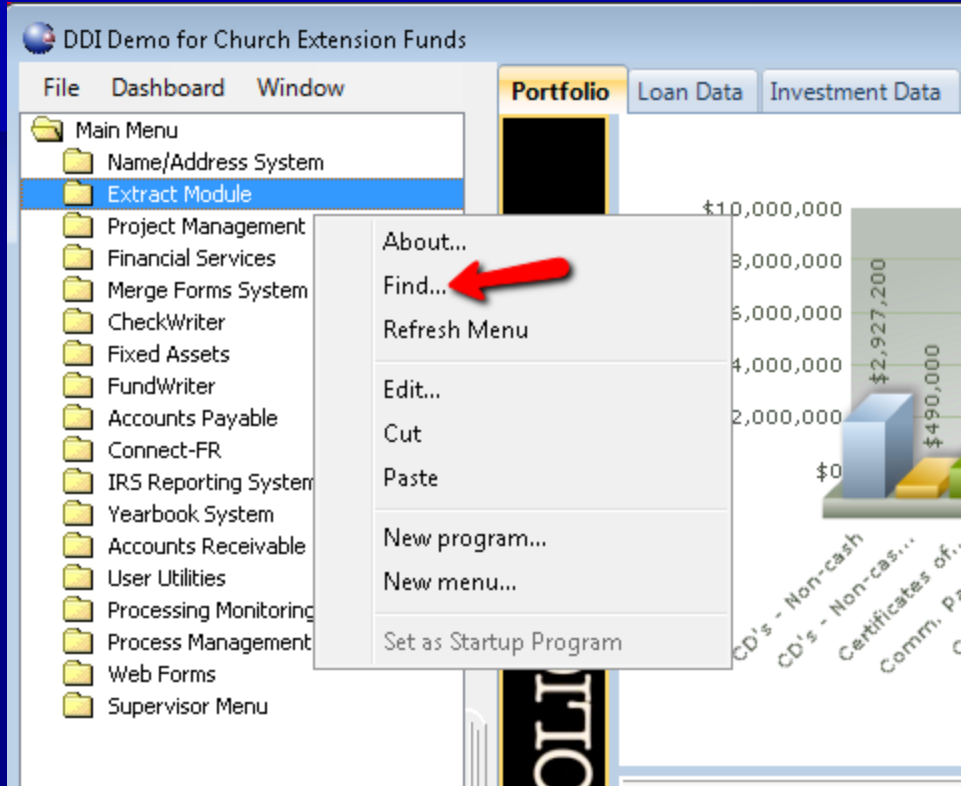


# 1 – 400 pts

- What is the easiest way to locate a program on the DDI-Connect Menu?
  
- Right click on the Menu → Select Find



# 1 – 400 pts



# 1 – 400 pts

IL289 - Investment Statements

Date range: 06/22/2015 thru: 06/22/2015

Sort mode: Account

Account:

Constituent:

Investments:

Include categories:

Exclude categories:

Include investment types:

Exclude investment types:

Statement format: Name / Account / Investment

Include interest rate changes

Include IRA accounts

Include demand investments

Corrected statement

Capitalize address


Generate statements

Exclude closed investments

Form code:

Correspondence method:

Transfer mode: Report only



Start Print Options Cancel

IL289 Business dt: 06/22/2015 CAPS

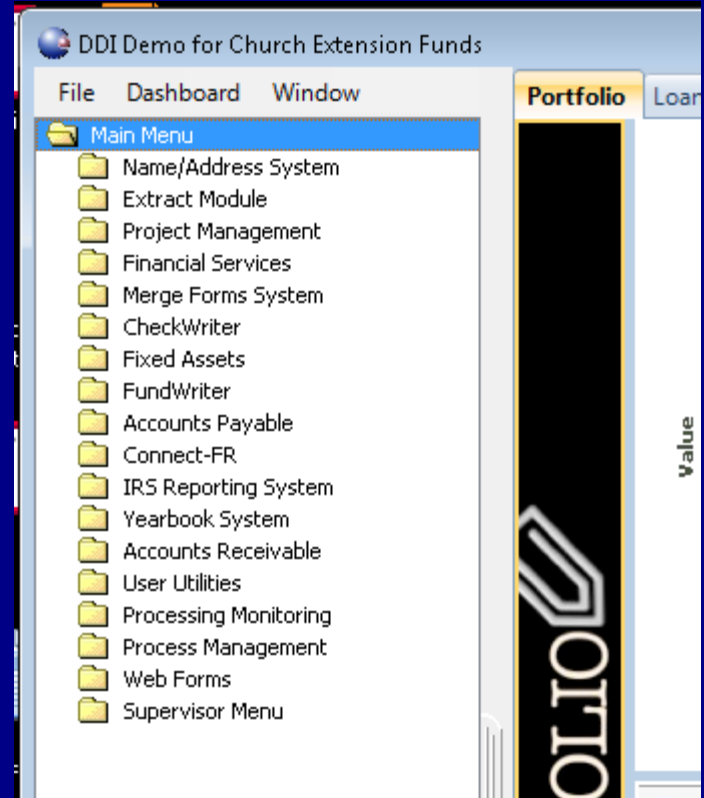
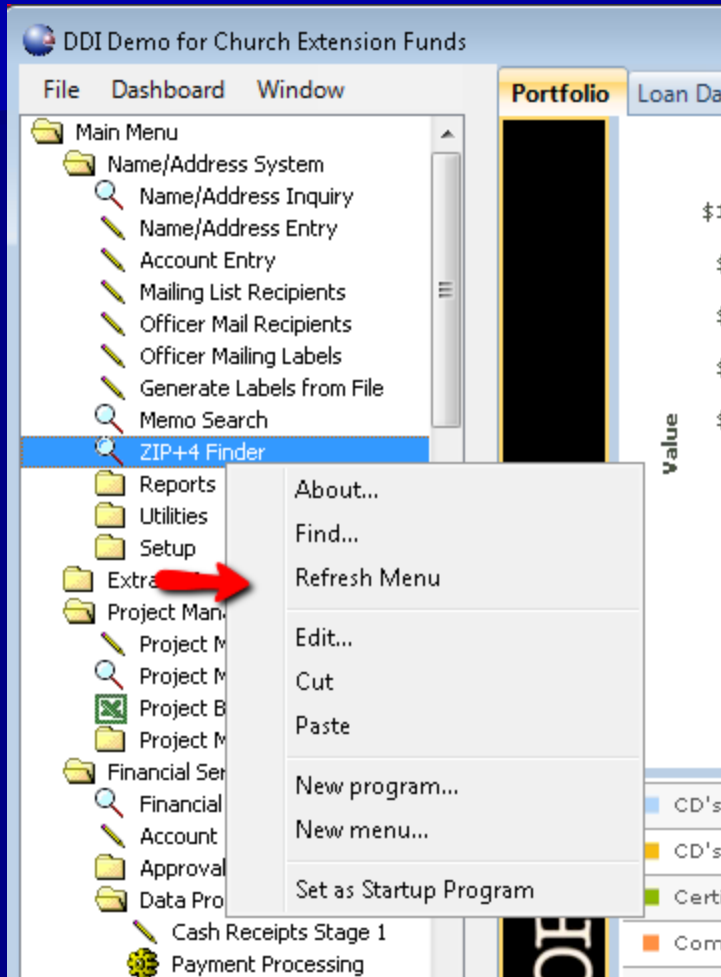


# 1 – 300 pts

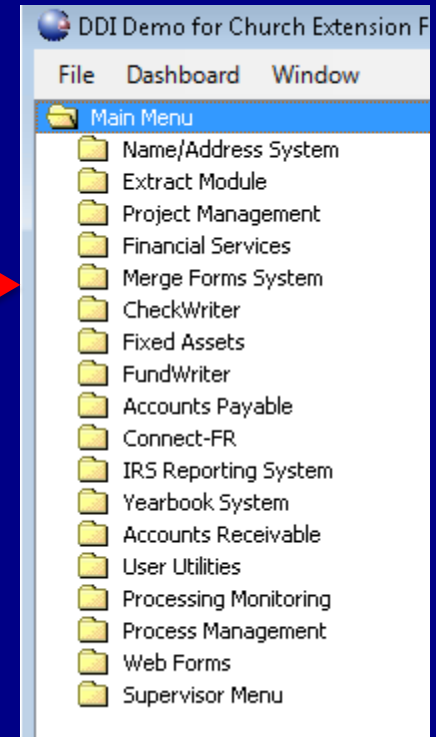
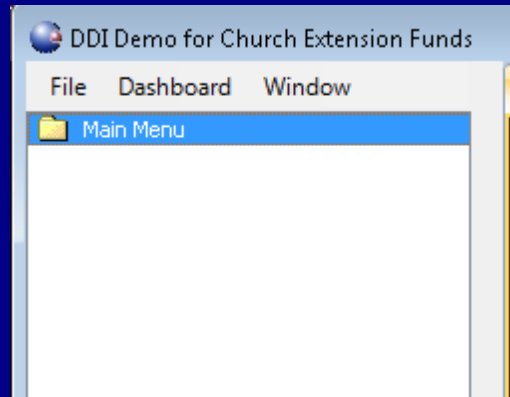
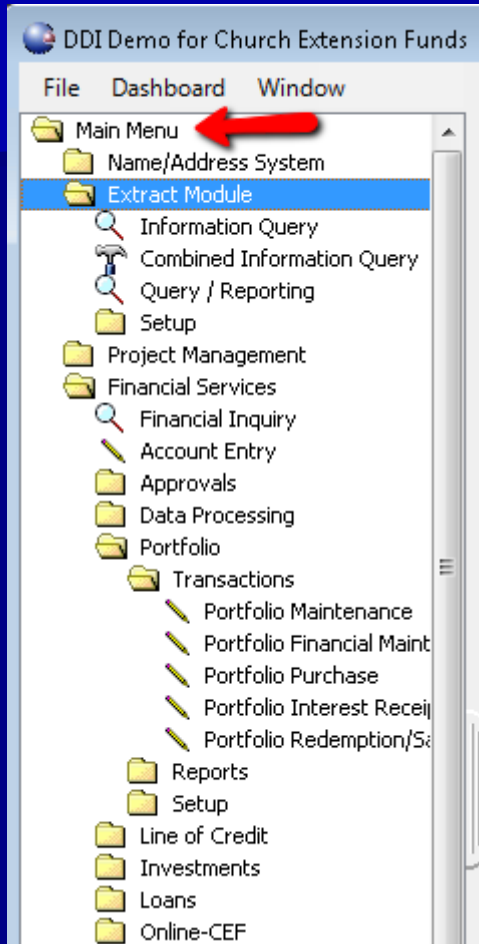
- What is the best way to reset your menu?
- Right click on menu → Refresh
- Double-click on Main Menu



# 1 – 300 pts



# 1 – 300 pts



# 1 – 100 pts

- How can you output a display grid, like Name/address Inquiry grid, in a spreadsheet?
- Right Click on the grid header and select Display in spreadsheet.



# 1 – 100 pts

Add'l   
 Labels   
 Print   
 Exit

## Name/Address Inquiry

PIN:     Tax ID:     Name:

Acct type:     Zip code:     thru:

AI codes:     City:     State:     Region:

  
   
   
   
 Country:    
   
 Area:

PIN	Name	Address	Phone
990057060	Smith Bill		
1539146	Smith Christopher (Rev)	9540 NE Harewood Pl, Wabash, IN 46992	
990043661	Smith del J (Mr)	622 9th Street, Muncie, IN 47304	(765)943-8667
990057077	Smith Frank J (Rev Dr)	513 Evergreen Lane, Hammond, IN 46321	
1508525	Smith Gail L (Ms)	9992 Meadowwood Dr, South Bend, IN 46601	
990043450	Smith Herman R (Mr)	28106 MILITARY ROAD, Dupont, IN 47231	
1515862	Smith Hubert J (Mr Sr.)	917 Two Lick Rd, Bargerville, IN 46106	
1050968	Smith Irma J (Mrs)	63 Duncan Ln, Indianapolis, IN 46202	*DECEASED*
990040591	Smith J. A (Ms)	6844 N Main S #9, Bloomington, IN 47408	(805)346-5171
1031746	Smith Juan (Mr)	684 Holly Court, Remington, IN 47977	
990023544	Smith Mac (Dr)	address, Bloomington, IN 47404	

	A	B	C	D
	PIN	Name	Address	Phone
	990057060	Smith Bill	123 SMith Way, Noblesville, IN 46062	
	1539146	Smith Christopher (Rev)	9540 NE Harewood Pl, Wabash, IN 46992	
	990043661	Smith del J (Mr)	622 9th Street, Muncie, IN 47304	(765)943-8667
	990057077	Smith Frank J (Rev Dr)	513 Evergreen Lane, Hammond, IN 46321	
	1508525	Smith Gail L (Ms)	9992 Meadowwood Dr, South Bend, IN 46601	
	990043450	Smith Herman R (Mr)	28106 MILITARY ROAD, Dupont, IN 47231	
	1515862	Smith Hubert J (Mr Sr.)	917 Two Lick Rd, Bargerville, IN 46106	
	1050968	Smith Irma J (Mrs)	63 Duncan Ln, Indianapolis, IN 46202	*DECEASED*
	990040591	Smith J. A (Ms)	6844 N Main S #9, Bloomington, IN 47408	(805)346-5171
	1031746	Smith Juan (Mr)	684 Holly Court, Remington, IN 47977	
	990023544	Smith Mac (Dr)	address, Bloomington, IN 47404	



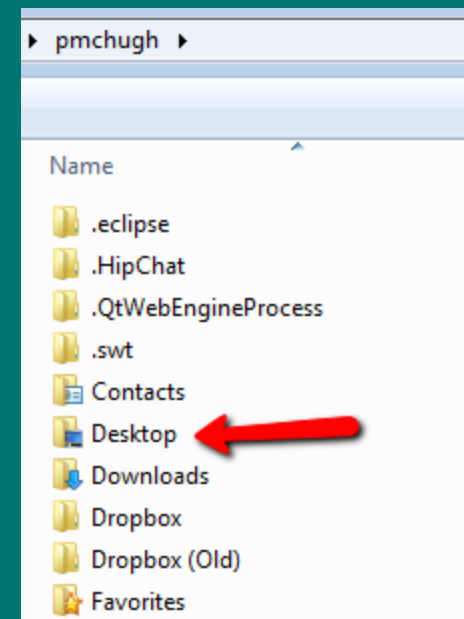
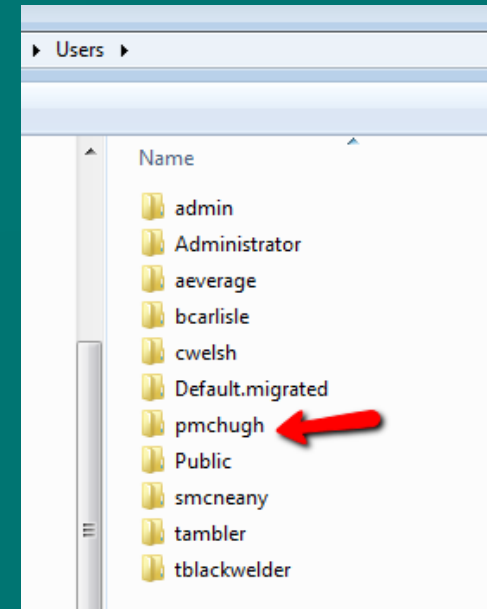
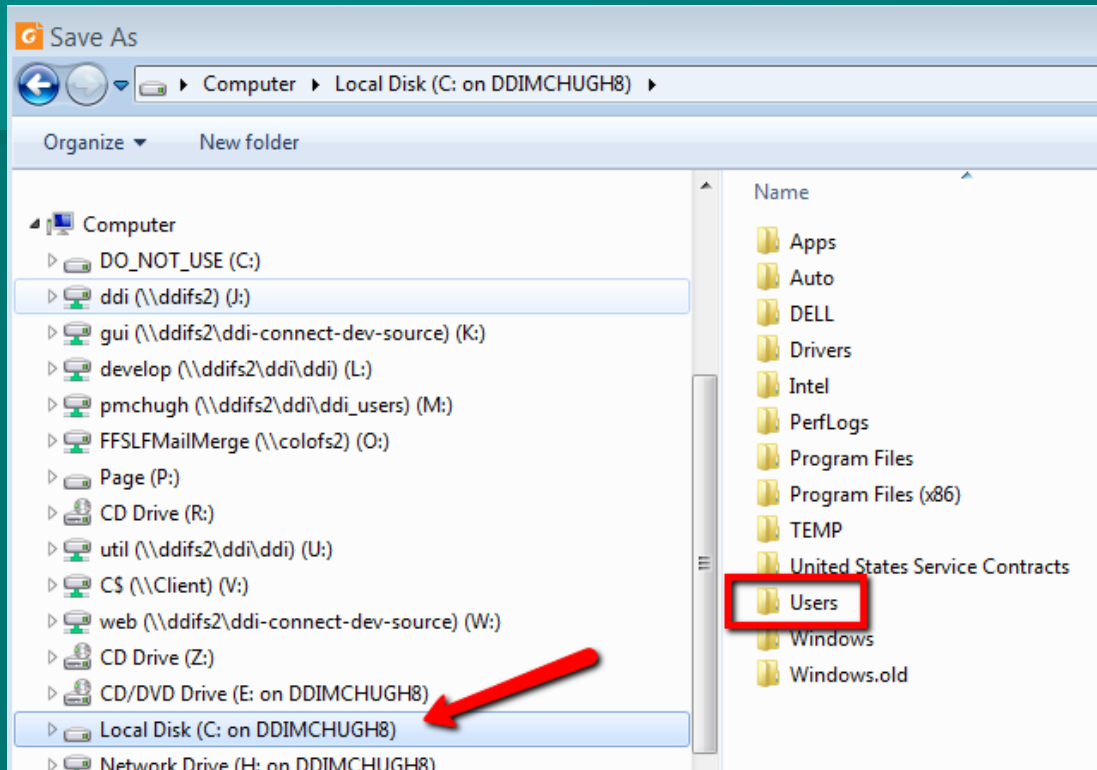


# 2 – 100 pts

- How can I save a file to my Desktop from Citrix?
  
- Local Disk (C:) → Users → your username → Desktop



# 2 – 100 pts



## 2 – 200 pts

- How do you open a system generated .csv file as an .xlsx?
- Open the File → Save As → Select “Save as” type of .xlsx



# 2 – 200 pts

The screenshot shows a Microsoft Excel window titled '304.csv - Microsoft Excel'. The spreadsheet contains data with columns: Taxid, Type, Account, InvNum, Purchase, Balance, Semi Anni, CUSIP, Registrati, Registrati, Registrati. The 'Save As' dialog box is open, showing the file name '304.csv' and the 'Save as type' dropdown menu. The dropdown menu is open, and 'Excel Workbook (\*.xlsx)' is selected, indicated by a red arrow. Other options in the dropdown include 'Excel Macro-Enabled Workbook (\*.xlsm)', 'Excel Binary Workbook (\*.xlsb)', 'Excel 97-2003 Workbook (\*.xls)', 'XML Data (\*.xml)', 'Single File Web Page (\*.mht;\*.mhtml)', 'Web Page (\*.htm;\*.html)', and 'Excel Template (\*.xltx)'. The 'File name' field contains '304.csv' and the 'Save as type' field contains 'CSV (Comma delimited) (\*.csv)'. The 'File name' field is highlighted in blue.

Taxid	Type	Account	InvNum	Purchase	Balance	Semi Anni	CUSIP	Registrati	Registrati	Registrati
395-44-0825	Traditions	361	116370	#####	46985.82	220.33	822995QE!	HERBERT F	S8441	MIC EAU CL
395-44-0825	Traditions									
391-42-8368	Traditions									
391-42-8368	Traditions									
387-52-6074	Traditions									
387-52-6074	Traditions									
389-42-5411	Traditions									
389-42-5411	Traditions									
355-36-6480	Traditions									
355-36-6480	Traditions									
355-36-6480	Traditions									
355-36-6480	Traditions									
355-36-6480	Traditions									
505-60-2427	Traditions									
474-32-8976	Traditions									
474-32-8976	Traditions									
474-32-8976	Traditions									
562-34-6867	Traditions									
468-62-2943	Traditions									



## 2 – 400 pts

- What type of investment or loan financial adjustment require a corresponding journal entry?
- Financial Adjustments that effect the principal balance of an investment or loan



# 2 – 400 pts

## Investment Financial Adjustment

Inv #: 109681

New Paradigm Chapel  
817 S 5rd Ave  
Muskego, WI 53150

Effective date: 02/12/2016

Account: 000000012

Category: LC

Type: 0536

Description: 00000109681-000000000001



	Current	Difference*	New*
Principal balance:	10,883.23	200.00	11,083.23
Accrued interest:	36.99	0.00	36.99
1099 interest:	0.00	0.00	0.00
YTD withholding:	0.00	0.00	0.00
TTD penalty paid:	0.00	0.00	0.00

\* Press F5 to toggle between difference and new amounts.

## Transaction Inquiry

Start date: 02/12/2016

Investment #109681

Id	Tran Dt.	Principal	Interest	Misc2	Penalty	Withheld
100	02/12/2016	0.00	0.00	0.00	0.00	0.00
120	02/12/2016	0.00	22.38	0.00	0.00	0.00
090	02/12/2016	-200.00	0.00	0.00	0.00	0.00

GL Entries for Account # 109681 and Tran ID - 090

G/L Account	Description	GL Amount
201-2600-6-60-000	Loan Certificates Payable - CE	-200.00
201-2605-6-60-000	Suspense Account	200.00



## 2 – 300 pts

- What happens when a financial adjustment is done to effect the Prepaid/PastDue amount on a Loan?
- No general ledger entry occurs. An adjustment of the Prepaid/PastDue amount only effects the Payment History records the system creates.



# 2 – 300 pts

### Loan Financial Adjustment

Loan #: 9571    Eff. date: 06/22/2015    Account: 000530806

Second Mormon Church  
P O Box 6922  
Sugar Land, TX 77479

General | Fees

Balance: 16,245.66    16,245.66    0.00

Prepaid(-)/Pastdue: -14,215.27    0.00    -14,215.27

Interest due: 0.00    0.00    0.00

Principal paid YTD: 21,868.34

Principal paid: 283,754.34

Interest paid YTD: 1,465.66

Interest paid: 525,177.60

### Loan Payment History

View:  Payments due

Payments received

Loan	Due dt	Due Amount	Paid Amount	Type	Status
9571	06/22/2015	14,215.27	0.00	Adjustment	Outstanding
9571	06/01/2015	1,894.00	1,894.00	Regular	Acknowledged
9571	05/01/2015	1,894.00	1,894.00	Regular	Acknowledged
9571	04/01/2015	1,894.00	1,894.00	Regular	Acknowledged
9571	03/01/2015	1,894.00	1,894.00	Regular	Acknowledged
9571	02/01/2015	1,894.00	1,894.00	Regular	Acknowledged
9571	01/01/2015	1,894.00	1,894.00	Regular	Acknowledged
9571	12/01/2014	1,894.00	1,894.00	Regular	Acknowledged
9571	11/01/2014	1,894.00	1,894.00	Regular	Acknowledged
9571	10/01/2014	1,894.00	1,894.00	Regular	Acknowledged
9571	09/01/2014	1,894.00	1,894.00	Regular	Acknowledged
9571	08/01/2014	1,894.00	1,894.00	Regular	Acknowledged
9571	07/01/2014	1,894.00	1,894.00	Regular	Acknowledged





## 2 – 500 pts

- What the best tool in the system to get specific data you want from the Name/Address, Fundraising, Loans, Investments, GL, etc out to spreadsheet?
- Query / Reporting Tool



# 2 – 500 pts

DDI Demo for Church Extension Funds

File Dashboard Window

New Edit Delete View Export Exit

### Query / Reporting


Query Results Viewer: Investments

File Edit Query Save Query Refresh

Drag a column header to sort

	Investment type description	Investment type	Rate
▶	CASH SUSPENSE - INVESTMEN	990	1.0000
	ONE YEAR NOTES - TIERED	1442	0.5000
	ONE YEAR NOTES	1550	5.2500
	ONE YEAR NOTES - TIERED	1442	0.5000
	THREE YEAR NOTES - TIERED	3591	6.3750
	ONE YEAR NOTES - TIERED	1442	0.5000
	THREE YEAR NOTES	3580	6.0000
	30 MONTH NOTES	3100	6.5000
	Forty-Month Note	4005	4.0000
	TWO YEAR NOTES	2550	5.2500
	TWO YEAR NOTES	2550	5.2500
	30 MONTH NOTES	3110	6.7500
	5 Yr Flex Plus Notes -6.0	7700	4.3700
	5 Yr Flex Plus Notes II	7705	3.8745
	Three Year Flex Plus Variable	6501	1.9597
	THREE YEAR NOTES	3510	4.2500
	FOUR YEAR NOTES	4545	5.1250
	TWO YEAR NOTES - TIERED	2541	5.0000

Count: 42703



# 3 – 300 pts

- What causes my Active Directory (DDI-Connect User Account) get locked out?
- Typed in your password incorrectly too many times
- Have a device with an old password saved and it is trying to connect. PC, laptops, cellphones, tablets all need to be updated.

*Tip: Once locked out, you will automatically be unlocked in 30 minutes.*



# 3 – 300 pts


Credential Manager


Control Panel > All Control Panel Items > Credential Manager

Control Panel Home

## Manage your credentials

View and delete your saved logon information for websites, connected applications and networks.

 **Web Credentials**

 **Windows Credentials**

[Back up Credentials](#) [Restore Credentials](#)

---

Windows Credentials [Add a Windows credential](#)

No Windows credentials.


---

Certificate-Based Credentials [Add a certificate-based credential](#)

No certificates.

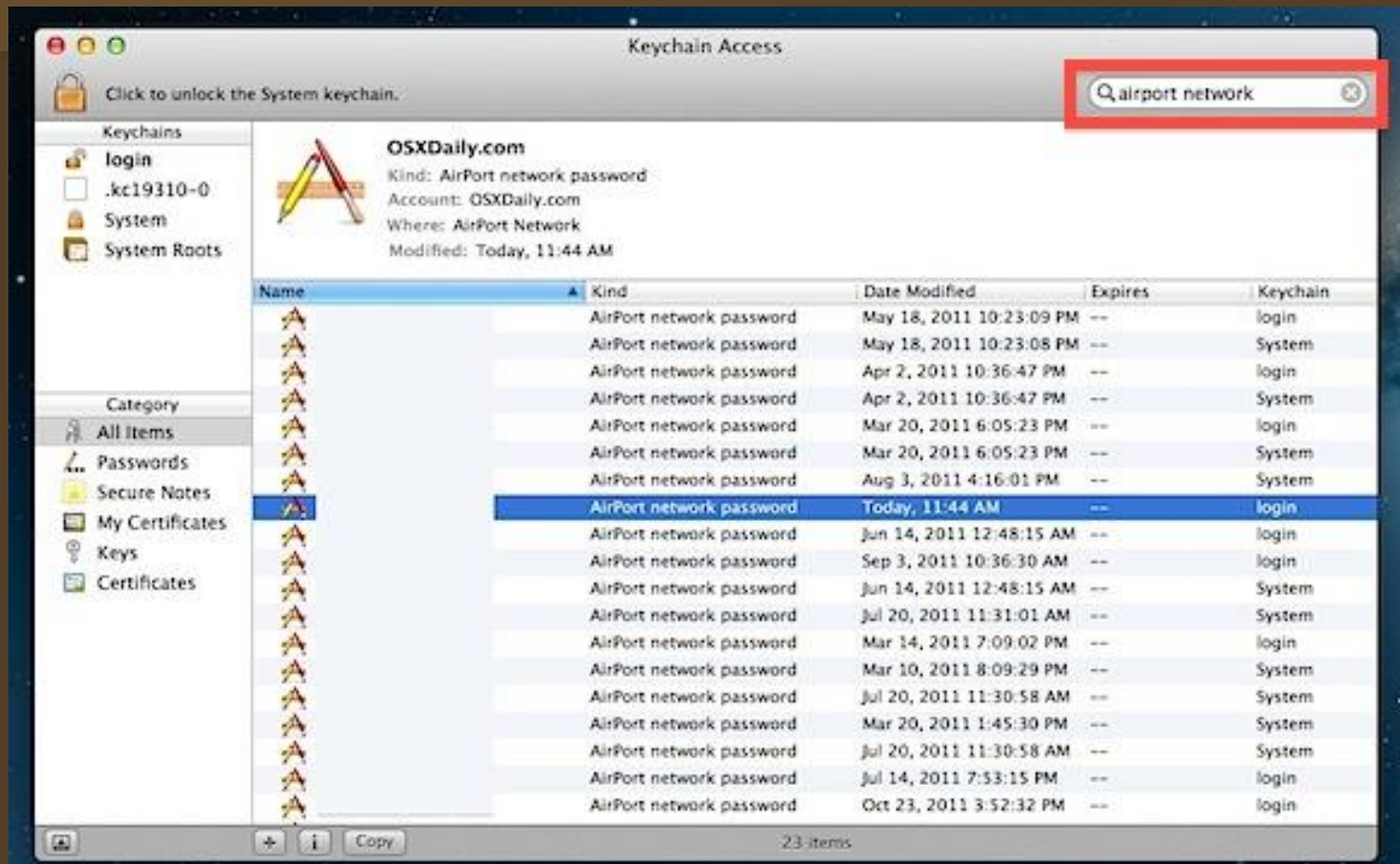
---

Generic Credentials [Add a generic credential](#)

[virtualapp/didlogical](#) Modified: 4/27/2016 



# 3 – 300 pts



3 – 500 pts

- Type question to appear here
  
  
  
  
  
  
  
  
  
  
- Type answer to appear with a mouse-click here



# 3 – 200 pts

- Every month you have a long/similar journal entry to do, how can you do this entry without manually doing it from scratch? (4 possible answers)
- Import from a spreadsheet
- Copy from a journal template
- Copy from an existing journal
- Setup a recurring journal entry



# 3 - 100

- The system keeps changing "Rev." to "Pastor", what causes this?
- Prefix File Maintenance





# 3 - 100

- Name/Address System → Setup → Prefix File Maintenance

**Prefix File Maintenance**

Prefix	Address
Prof	Professor 1
Prof & Mrs	Professor and Mrs. 1
Protopresb	Protopresbyter 1
Pvt	Private 1
Quar	Quartermaster 1
Rabb	Rabbi 1
Rabbi	Rabbi 1
Rep	The Honorable 1
Rep	The Honorable 1
Rev	The Reverend 1
Rev & Rev	Pastor and Pastor 1
Rev Bishop	Reverend Bishop 1
Rev Canon	Reverend Canon 1
Rev Dr	Reverend Doctor 1
Rev Fr	Reverend Father 1
Rev Msgr	Reverend Monsignor 1
Rev Rabbi	Reverend Rabbi 1
Revs	The Reverends 3
Rt Rev	Rt. Rev. 1
Sea	Seaman 1
SecGen	His Excellency 1
Sen	The Honorable 1

Prefix: Rev

Address: The Reverend 1

Gender:

Salutation: Dear Pastor 6

Priority: 3

Address abbrev.: Rev. 1

Available to web applications?

Save Cancel



# 3 – 400 pts

- Problems normally occur when directions are not followed or checklists are not defined & managed. What program in DDI-Connect is designed to help with checklists and management of tasks?
- Process Management



# 4 – 400 pts

- If you have drilled into a lot of screens inside DDI-Connect, what is the easiest way to exit out of all of them at once without leaving DDI-Connect?
- Windows → Close All



# 4 – 400 pts

DDI Demo for Church Extension Funds

File Dashboard Window

Main Menu

- Name/Address
- Name/Address
- Name/Address Entry
- Account Entry
- Mailing List Recipients
- Officer Mail Recipients
- Officer Mailing Labels
- Generate Labels from File
- Memo Search

Refresh

Close All

Prefix File Maintenance

Prefix	Address
Mayor	His Honor, The Mayor
Min	The Honorable 1
Min	The Honorable 1
Miss	Miss 1
Mon	The Right Rev. Monsignor 3



# 4 – 500 pts

- Social Media is here and it looks like it will be sticking around for awhile. How can setup the system so you can store social media sites for your constituents?
- To do this, go to Name/Address - Setup - Contact Info Type Setup. Click New, choose Category = Web, then Enter the name/description of the social media site your wanting to track.



# 4 – 500 pts

### Contact Information Type Setup

Filter by category:

Category	Screen Label /	Description	Prompt?	Active?
Other	Address	Mailing address	no	yes
Phone	Alternate	Alternate phone	no	yes
Phone	Church	Church phone	no	yes
Email	Contact	Contact email	no	yes
Phone	Contact	Contact phone	no	yes
Person	Contact	Contact person	no	yes
Web	Facebook	Facebook	no	yes
Phone	Fax	Fax	no	yes
Email	Home	Home email	no	yes
Phone	Home	Home phone	no	yes
Web	Home page	Home page	no	yes
Person	Leader	Church leader	no	yes
Phone	Mobile	Mobile phone	no	yes
Phone	Vacation	Vacation phone	no	yes
Email	Work	Work email	no	yes
Phone	Work	Work phone	no	yes

Category:

Screen label: Facebook  Prompt for this info for new constituents?

Description: Facebook  Active?

Code: W  Can be deleted

### Mr. Peyton R. Manning

PIN: 001001515

Name: Mr Peyton R. Manning

AI codes: INWP,IN,DN,XMNP

Name 2: Tax ID: 123-45-6789 Source:

Created 04/29/1982 Updated 06/02/2014 Salutation: Dear Mr. Manning:

Contact Home Home (2) New

#### Contact Information

New contact:

- Addresses
  - Home: 123 Denver St, Denver, CO 43235
  - Home: 123 Broncos Colts Way, Denver, CO 80123
- E-Mail
  - Home: pmchugh@ddi.org
- Phone
  - Home: (614) 268-7985
  - Home: (317) 713-2480
- Web
  - Facebook: [Http://www.facebook.com/PeytonMan...](http://www.facebook.com/PeytonMan...)

#### Constituent Window

Name	Rel.
Manning Peyton R	
Atonement Full Gospel Church	MEMB
Smith A. V	AM

#### Contact Details (New contact)

Type:  Preferred

URL

[Http://www.facebook.com/PeytonManning](http://www.facebook.com/PeytonManning)



# 4 – 100 pts

- Is there a place to see all Memos associated to a PIN #?
- Yes! Go to that PIN record in the Name/Address System. Then click on the Memos Tab - View - 360 View. This will pull in memos from the other areas like Loans, Investments, Portfolio, & Accounts.



# 4 – 100 pts

File Window Help

New Edit Delete Save Undo Spell View Filter Report Exit

Name/Address Status Relationship Memos

Memos for PIN: 1001515 Name: Manning Pey

Memos All Attachments

Entered on	Origination	Category		
04/07/2015	Names	Follow Up	PHONE	Follow-up with Peyton Manning on or after 6/01/21015 to see if he wants to reinvest after his contract renewal with the Broncos.
10/07/2013	Loans		URGENT	Called Peyton regarding the loan advance.e
10/07/2013	Loans		URGENT	The interest rate on this loan

Pop-up from: to: Date occurred: Type: (None)

Memo code: PHONE Person responsible:

Value: 06/01/2015 Primary contact: (None)

Category: Follow Up PIN: 1001515 Name: Manning Peyton R

Subject: Topics:

Memo Text Attachments

Follow-up with Peyton Manning on or after 6/01/21015 to see if he wants to reinvest after his contract renewal with the Broncos.

6/3/2015 - Called Peyton, he is sending us \$500,000 to open a 5 Year Note.

Created by: pmchugh on 04/07/2015 at 14:38 EDT Modified by: pmchugh on 06/12/2015 at 09:55 EDT





# 4 – 300 pts

- How can you customize Relationship Types for your organization?
- Name/Address System - Setup - Codes Maintenance - 0012 Relationship Codes. From here you can add the different relationship types that your organization wants to track. Relationships like Church Treasury, Senior Pastor, Board Member, etc.



# 4 – 300 pts

Codes Maintenance	
Relationship codes	
Code /	Description
ADDR	shared address records
AKA	Name Change
ALTP	Alternate interest payee
AM	Associate Minister
AREA	Area Office
ARGM	Associate Regional Minister
ARMN	Area Minister
AUNT	Aunt
BA	Business Administrator
BC	Board Chairperson
BCT	Building Committee
BDM	Board Member
BRO	Brother
BS	Board Secretary
CA	Correspondent
CBG	Chairperson - Building Committee
CCC	Chairperson Capital Campaign
CE	Chairperson - Elders
CEO	President
CHLD	Child (of guardian)
CHT	Church Trustee
CO	Church Officer (unknown position)
COUS	Cousin
CT	Chairperson - Trustee
CUST	Custodian for benefit of another
DAU	Daughter
DEA	Deacon
DEAC	Deaconess
DMND	Disciple Minister Serving Non Disciple

Code List Properties

Record code: 12      Relationship codes

Code:        Active

Description:

Security:

Numeric value 1:

Numeric value 2:

Recip. code (M):

Recip. code (F):

OK

Cancel

**Warning:** As you are maintaining codes, you may find that you want to remove a relationship code you no longer use. It is important to NOT delete the code, instead deselect the Active flag on the code.



# 4 – 200 pts

- DDI's CSS Team went to the "Escape Room" in March. Do you think we escaped the room?
- Nope. Only 5% escape this particular room.



4 – 200 pts




# 5 – 200 pts

- If you collect unique constituent data that DDI-Connect does not have a standard field for, where is the best place to store it?
  
- Custom Fields Tab



# 5 – 200 pts

**Name/Address** | **Status** | **Relationships** | **Memos**

PIN: 001503136 |  **Mrs. Rachel F. Ambler** | **Activ**

**Name** | **Personal** | **Professional** | **Clergy** | **Education** | **Alt ID** | **DBA** | **DDI Extra Field Example**

DDI Extr:		DDI Extr:
DDI Extr:		
DDI Extr:		DDI Extr: 0.0000

**Contact** | **Home** | **Work**

**Contact Information** | **Constituent Window** | **Menu**

**Addresses**  
H: 101 W Ohio St, Indianapolis, IN 46204  
W: 708 Boulder Way, Indianapolis, IN 46217

**E-Mail**  
H: [tambler@ddi.org](mailto:tambler@ddi.org)  
W: [tambler@ddi.org](mailto:tambler@ddi.org)

**Phone**  
H: (317) 713-2476  
W: (317) 212-5824  
M: (317) 502-5745  
A: (317) 212-5824

Name	Rel.
Ambler Rachel F	
Ambler Thomas E	SPOU
Faith Church of Christ	MEMB
Yellow River AMEZ Church	ARMN
Demo System Church	PAS
Ambler Grace O	DAU

**Contact Details**

Type:  Preferred

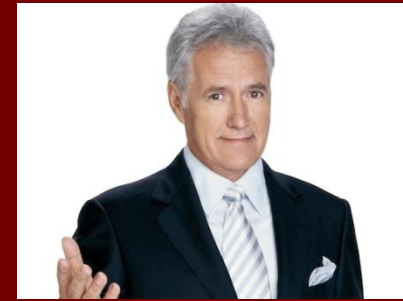


# 5 – 400 pts

- Besides DDI-Connect, what other services does DDI offer?
  - File Server Hosting
  - Web Server Hosting
  - Remote Desktop Services
  - Outlook
  - Client Consulting and Training



# 5 – 100 pts



- Who looks more like Alex Trebek, Kyle or Tom?



- Tom





5 – 100 pts



# 5 – 300 pts

- Per DDI's SLA (Service Level Agreement) a support request is considered "High Priority" when...

## Support Request Priority Levels

<b>Urgent</b>	Client is unable to perform work because existing DDI products or services cannot be accessed or used.
<b>High</b>	Client is able to perform work but is experiencing problems with existing DDI products or services that interrupt normal work activity.
<b>Moderate</b>	Client experiences occasional problems with existing DDI products or services with minimal disruption to normal work activity.
<b>Low</b>	Client suspects or has identified an issue that DDI should address when time permits.

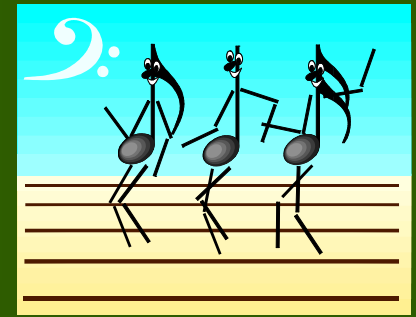


# 5 – 500 pts

- What cities is your DDI-Connect data stored in?
  - Indianapolis, IN
  - Columbus, OH
  - Physical backup send to a facility called Iron Mountain



# Final Jeopardy



- Type question to appear here
  
  
  
  
  
  
  
  
  
  
- Type answer to appear with a mouse-click here

