

Help Desk Guide

Barbara Czegel



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The Practical Guide To World-Class IT Service Management Kevin J. Smith, 2017-03-21 This guide contains 6 Core and 12 World Class processes each of which is described in chapters that provide a logical view of the element itself and why it is important to the organization along with a flexible process model that can be adapted to most businesses and how the process works in practice plus proven and practical models and Tips for Success from high performing organizations on implementing the process The technical content takes a mid level view to be useful to a broader group of readers and is complemented by other relevant chapters including A

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A Guide to Computer User Support for Help Desk and Support Specialists Fred Beisse,2014-09-01 Equip current and future user support professionals with the critical people skills and exceptional technical knowledge necessary to provide outstanding support with Beisse s A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS 6E This useful guide focuses on the informational resources and technical tools students need most to function effectively in a support position Readers develop the skills to handle troubleshooting and problem solving successfully communicate with clients determine a client s specific needs and train end users as well as handle budgeting and other management priorities Clear balanced coverage in this edition highlights the latest trends and developments from Web and e mail based support to assistance with Windows 7 and cloud computing Engaging special features such as Tips and On the Web Pointers provide important insights while new Discussion Questions and Case Projects encourage active participation in the learning process Leading professional software HelpSTAR and Microsoft Office Project Professional 2010 accompany Beisse s A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS 6E to reinforce the knowledge and skills your students need for success in today s user support positions Important Notice Media content referenced within the product description or the product text may not be available in the ebook version

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Implementing Service and Support Management Processes Carrie Higday-Kalmanowitz,2005-03-11 The purpose of this book is to provide practical process guide for technical support centres It is based on the ITIL processes covered in Service Support ISBN 011330952X and Service Delivery ISBN 0113309503 but also includes additional processes as well as a Balanced Scorecard Service Model Processes covered in the book are Financial and Operations Management Knowledge Management Configuration Management Change Management Release Management Incident Management Problem Management Service Level Management Capacity and Workforce Management Availability Management IT Service Continuity Management and Customer Satisfaction Measurement

The Complete Help Desk Guide Mary Lenz,1996-01-08 Now there s a book for every help desk and support call center that needs to answer customer questions and solve technical problems This book helps you predict call volume reduce turnover and costs and choose the right tools for automating It s packe

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The Service Desk Handbook - A guide to service desk implementation, management and support Sanjay Nair,2020-09-15 The Service Desk Handbook A guide to service desk implementation management and support provides operational guidance for implementing managing and supporting service desks in the enterprise It will help service desk teams in adopting ITIL to accomplish their tasks while making the necessary adaptations as per their organisation s needs

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