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Help Desk Technician Complete Certification Kit: You-Powered Help Desk Support -Essential Study Guide and eLearning Program

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Ivanka Menken

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Course Outline The topics covered in this course are An Overview of Help Desk Customer Service and Product Support Technical and Customer Support Customer Experience Customer Relationship Management Help Desk Auditing Help Desk Application Software Contact Hours The recommended minimum contact hours to pass the certification test is 18 hours Delivery The program combines present Help Desk Technician Complete Certification Kit ,2010 Technician Complete Certification Kit Tim Malone, Ivanka Menken, 2010 Boost your career with this book and the accompanying instant on certification program and community for sharing Help Desk Technician answers ideas and solutions A typical Help Desk Technician provides an extension of the skills required by a senior Help Desk technician who may be responsible for second line support as well as for performing specialist maintenance activities Already have some technical knowledge that is or will be utilized in a Help Desk role Then get this book and its accompanying online course and get certified The focus of the book is on the high level practices that are important when providing Help Desk support services including customer service IT Service Management and the technical activities that will be performed This comprehensive book gives you access to and is designed to complement the access included in depth Help Desk Technician eLearning program provided by The Art of Service The interactive eLearn course uses a combination of narrated presentations with text supplements and multiple choice assessments which will ultimately prepare you for the Help Desk Technician certification exam Contents CUSTOMER SERVICE PRINCIPLES FOUR COMPONENTS OF CUSTOMER SERVICE CONFLICT RESOLUTION What is Conflict TYPES OF CONFLICT Open Conflict vs Hidden Conflict DECISION MAKING AND ASSERTIVENESS Seven Steps to Good Decision Making Pareto Analysis Grid Analysis PMI Weighing the Pros and Cons of a Decision Force Field Analysis Six Thinking Hats Starbursting Stepladder Technique Making Better Group Decisions Cost Benefit Analysis Evaluating the options quantitatively IT SERVICE MANAGEMENT THE SERVICE LIFECYCLE SERVICE DELIVERY PRINCIPLES CAPACITY MANAGEMENT Goals and objectives Principles of Capacity Management Capacity Management Activities CHANGE MANAGEMENT Goals and Objectives Designing and Planning Change Models Triggers and Interfaces Change Management Activities Roles and Responsibilities within Change Management Challenges affecting Change Management SERVICE OPERATION PRINCIPLES SERVICE OPERATION FUNCTIONS TECHNICAL MANAGEMENT Goal and Objectives Key Performance Indicators KPIs for Technical Management IT OPERATIONS MANAGEMENT Goal and objectives Operations Control Facilities Management Key Performance Indicators KPIs for IT Operations Management APPLICATION MANAGEMENT Application Management Lifecycle SERVICE OPERATION PROCESSES EVENT MANAGEMENT Goals and Objectives Scope Event Management Activities PROBLEM MANAGEMENT Goals and Objectives Scope Benefits Problem Management Activities Proactive Problem Management Managing Known Errors from the Service Transition Phase REQUIRED TECHNICAL KNOWLEDGE DESKTOP ENVIRONMENTS STANDARD OPERATING ENVIRONMENTS SOES MANAGING NETWORKS TCP IP Networks Network Addressing Network Devices Managing High

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