HELP DESK

TRAINING

Its Help Desk Training Manual

Dirk Ifenthaler

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Control and Manage the IT Helpdesk: A Practical Manual for Support and Service Managers Pasquale De Marco, In today's digital world a well functioning IT helpdesk is essential for the success of any organization Customers and employees rely on technology more than ever before and when things go wrong they need fast efficient and friendly support Control and Manage the IT Helpdesk A Practical Manual for Support and Service Managers is the definitive guide to helpdesk management Drawing on the experience of IT professionals from around the world this book provides a comprehensive overview of all aspects of helpdesk operations from hiring and training staff to implementing effective processes and procedures Whether you are a new helpdesk manager or an experienced professional looking to improve your skills this book has something for you It is packed with practical advice tips and best practices that can help you transform your helpdesk into a world class operation This book covers a wide range of topics including Building a successful IT helpdesk team Implementing effective IT helpdesk processes Providing exceptional customer service Managing IT helpdesk resources Leveraging technology to enhance helpdesk operations Ensuring IT helpdesk security Measuring and improving IT helpdesk performance Planning for the future of the IT helpdesk The book also includes case studies and examples from real world helpdesks as well as exercises and discussion questions that can be used for training and development purposes By the end of this book you will have a deep understanding of the essential elements of a successful helpdesk You will be able to develop and implement effective policies and procedures manage and motivate staff and use technology to improve helpdesk operations You will also be able to measure and improve helpdesk performance and ensure that the helpdesk is aligned with the organization's overall goals If you are looking to improve your helpdesk operations this book is a must read It is packed with practical advice and guidance that can help you transform your helpdesk into a valuable asset for your organization If you like this book write a review How to Manage the IT Help Desk Noel Bruton, 2012-07-26 Are you overworked unappreciated and under resourced This book understands you and provides years and years of User Support experience packed into one volume The How To book that every IT department needs it will help turn your helpdesk into a company asset How to be successful at probably the most stressful job in IT This book offers tools for measuring productivity and features ten key steps for successful support while User Support successes and failures are revealed in true life case studies This book gives you techniques for Justifying staff and other expenditure Gaining senior management support Getting the users on your side Running a motivated and productive team Designing and managing services and service levels The second edition of this popular book brings updates to several of the author's ideas strategies and techniques with new material on Customer Relationship Management definition and the role of the helpdesk E Support and the Internet Contrasting the Call Center and the Helpdesk first second and third line support Operational Level Agreements Strategies for backlog management Telephone technologies in user support In addition there is A new Template for a Service Level Agreement An

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