

A Guide to Service Desk Concepts, Third Edition



Chapter 1

Introduction to Service Desk Concepts

A Guide To Service Desk Concepts Third Edition

Shon Harris



A Guide To Service Desk Concepts Third Edition:

A Guide to Service Desk Concepts Donna Knapp, 2009-03-24 A Guide to Service Desk Concepts Third Edition discusses the different types of service desks that exist how they are measured by the organizations they support the varying roles and skills required within a typical service desk and the processes and technologies commonly used to ensure the service desk is operating efficiently and effectively In this edition the author also includes references to ITIL V3 best practices leading quality and IT service management frameworks and standards up to date research trends case studies and resources and the latest information regarding the role of outsourcing and certification in the service desk Important Notice Media content referenced within the product description or the product text may not be available in the ebook version *The ITSM Process Design Guide* Donna Knapp, 2010-08-01 The Definitive Source for Certified Process Design Engineers IT organizations increasingly recognize the need to design re design and improve their internal IT service management ITSM processes While popular frameworks such as the IT Infrastructure Library ITIL Control Objectives for IT COBIT Microsoft Operations Framework MOF and the ISO IEC 20000 standard describe what to do they do not describe the mechanics of how to do it The ITSM Process Design Guide Developing Reengineering and Improving IT Service Management closes the knowledge gap by providing detailed guidance on assessing designing measuring and integrating ITSM processes The advice and techniques in this book apply unilaterally to every IT service provider and ITSM framework standard and maturity model While other books may touch on process design methods and techniques there is no other publication dedicated specifically to developing re engineering and improving ITSM processes This guide is also the definitive reference source for the Certified Process Design Engineer CPDE qualification The CPDE qualification imparts and validates knowledge of best practices in the assessment design integration implementation and management of ITSM processes It recognizes the value of having a qualified CPDE within an organization and has been endorsed by The APM Group ITIL s official accreditor as a complementary qualification for the ITIL Qualification Scheme **A Guide to Help Desk Concepts** Donna Knapp, 2003 The second edition of Donna Knapp s highly successful first edition introduces service concepts skill sets career paths and operations of the help desk industry The author s expertise provides strong real world computer support examples and case studies [A Guide to Computer User Support for Help Desk & Support Specialists](#) Fred Beisse, 2004 A standard for help desk professionals and those considering becoming support professionals this text focuses on key information for user support professionals including decision making communicating successfully with a client determining the client s specific needs and writing for the end user This text has been updated to reflect the latest in support industry trends especially the use of Web and email based support For those considering entering the field alternate career paths for user support workers are described This edition has retained and updated the CloseUp feature which details real life scenarios of working professionals and issues in the workplace With balanced coverage of both people skills and technical skills this book is an

excellent resource for those in the technical support field **A Guide to Customer Service Skills for the Help Desk Professional** Donna Knapp, 2005 This detailed look at the soft skills needed to succeed as help desk professional will provide students with proven customer support techniques for the workplace *A Guide to Customer Service Skills for the Service Desk Professional* Donna Knapp, 2012-07-19 The Third Edition of A GUIDE TO CUSTOMER SERVICE SKILLS FOR THE SERVICE DESK PROFESSIONAL explores the changing role of the service desk professional Each chapter expands upon a particular skill required to provide effective customer support and provides proven techniques for implementing the concepts Research references and resources have been updated in each chapter and ITIL vocabulary and concepts are reflected throughout the text New information is also incorporated such as a discussion of general trends currently affecting the information technology industry and technology trends affecting the service desk The text focuses on providing individuals with practical instruction on the unique skill set needed to execute the expanding mission of the service desk 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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