



*Chapter 1*  
*Introduction to Computer User Support*

**A GUIDE TO**  
**COMPUTER USER SUPPORT**  
**FOR HELP DESK AND SUPPORT SPECIALISTS**  
**SIXTH EDITION BY FRED BEISSE**

# A Guide To Computer User Support For Help Desk

**S. James**

## **A Guide To Computer User Support For Help Desk:**

**A Guide to Computer User Support for Help Desk & Support Specialists** Fred Beisse,2001 This book provides an overview of the knowledge skills and abilities necessary for employment in the user support industry Developed with the input of industry advisors this titles emphasizes problem solving and communication skills in addition to technical coverage Using creative Hands On exercises and Case Projects users apply their knowledge and develop their ideas and skills both individually and in teams to help prepare them for today s team oriented work environment

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**How to Manage the IT Helpdesk** Noel Bruton,2002 The result of over 15 years of practical experience this volume offers tools for measuring IT help desk productivity and features ten steps for successful support demonstrating successes and failures through real life case studies

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