



## *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 title 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

**A Guide to Computer User Support for Help Desk and Support Specialists** Fred Beisse, 2012-03-01 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 5E International Edition 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 5E International Edition to reinforce the knowledge and skills your students need for success in today's user support positions

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

Help Desk Management: How to run a computer user support Service Desk effectively Wayne Schlicht, 2019-09-29 Do you want your Help Desk to maximize customer satisfaction quality and first contact resolution Or just make sure your IT management processes are repeatable Does it seem your computer user support can be ad hoc at times Are you always running around putting out fires In this book you will learn powerful industry standard best practices that can be used to mature your IT Service Management processes practices and procedures today What makes this book different Instead of just providing you a lot of technical information I empower you with a step by step approach to mature your Help Desk Each chapter includes straight forward processes that are easy to understand Once you completely understand the process chapters are concluded with a quick start implementation worksheet to put your new process into action This format will allow you to rapidly transform your people processes and technology into a customer focused center of excellence today You can never underestimate the power of industry standard best practices The recommendations shared

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