



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

Noel Bruton



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

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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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A Guide to Service Desk Concepts Donna Knapp, 2013-02-21 Translate technical expertise into an effective career in computer user support with the help of Knapp s A GUIDE TO SERVICE DESK CONCEPTS 4E This trusted contemporary guide introduces the latest developments research resources and trends as they happen in computer user support Readers explore the various types of service desks and gain a solid understanding of the diverse roles and skills required This edition also reviews the processes and technologies that ensure the service desk is operating efficiently and examines how today s leading organizations measure service desk success The author references the very latest ITIL 2011 best practices leading quality and IT service management frameworks and standards to ensure this edition presents the most recent information regarding the role of outsourcing and certification in the service desk New case studies and case projects provide on the job practice while updated chapters highlight the evolving role of the service desk to relationship managers and how technology

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