

HELP



DESK

Help Desk

Alex Siow



Help Desk:

Creating A Customer-Focused Help Desk Andrew Hiles, Yvonne Gunn, 2000-06-30 This volume came about as a result of the authors own practical experience in Help Desk operation and management and of hundreds of workshops the authors have conducted world wide over the last fifteen years It is intended to be a practical reference guide but the suggestions checklists and templates all need to be interpreted and amended in the light of the culture technology service maturity and constraints of each individual organization Delegates frequently ask us What is the best Help Desk software package or What is the best way to set up a Help Desk Our only response has to be Best for whom It all depends A key objective of this book is to show how and why It all depends and to provide readers with the best possible information on which to understand and evaluate options and to select the best for them If there is one thing we have learned over the last years it is this Good service has no history Bad service has infinite history Based on extensive feedback from delegates from most of the Fortune 1 000 companies who have attended courses presented through Frost Sullivan Europe AIC South Africa Monadnock UK The Infomatics Resource Centre UK IIR UK Digital Equipment UK Logtel South America CEL Asia Pacific UPMOCL Middle East Finborough Seminars as well as delegates of in company training for organizations like Dow Europe Switzerland The Intervention Board BP Shell International Petroleum Logica UK Arthur Andersen UK Rolls Royce UK Global One Germany and USA Caterpillar Switzerland GAK Netherlands European Commission Belgium Transnet South Africa Sun Valley UK Nikon Precision UK

Effective Help Desk Specialist Skills Darril Gibson, 2014-10-27 All of today s help desk support skills in one easy to understand book The perfect beginner s guide No help desk or support experience necessary Covers both soft personal skills and hard technical skills Explains the changing role of help desk professionals in the modern support center Today everyone depends on technology and practically everyone needs help to use it well Organizations deliver that assistance through help desks This guide brings together all the knowledge you need to succeed in any help desk or technical support role prepare for promotion and succeed with the support related parts of other IT jobs Leading technology instructor Darril Gibson tours the modern help desk explains what modern support professionals really do and fully covers both of the skill sets you ll need technical and personal In clear and simple language he discusses everything from troubleshooting specific problems to working with difficult users You ll even learn how to manage a help desk so it works better and delivers more value Coverage includes How the modern help desk has evolved Understanding your users needs goals and attitudes Walking through the typical help desk call Communicating well listening actively and asking better questions Improving interactions and handling difficult situations Developing positive attitudes and owning the problem Managing your time and stress Supporting computers networks smartphones and tablets Finding the technical product knowledge you need Protecting the security of your users information and devices Defining diagnosing and solving problems step by step Writing it up from incident reports to documentation Working in teams to meet the goals of the business Using ITIL to improve the

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computing online communities crowdsourcing and artificial intelligence Aimed at advanced undergraduate postgraduate and MBA students who are seeking a comprehensive perspective on knowledge management Knowledge Management is also complemented by online support for lecturers including suggested solutions to the many review questions and application exercises contained within the book *InfoWorld* ,1999-01-25 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects **Handbook of Heterogeneous Networking** Raj Rajgopal,2018-01-31 Here is all the practical hands on information you need to build manage and maintain a heterogeneous computing environment with hardware software and network equipment from a number of different vendors Packed with real world case studies and proven techniques for integrating disparate platforms operating systems and servers Handbook of Heterogeneous Computing is a one stop non nonsense guide that shows you how to port and develop applications in a heterogeneous environment manage desktops data access communications and security in a heterogeneous environment and build distributed heterogeneous systems What is best for your installation Should you standardize on the Windows environment for both production applications and office applications Should you adopt the Windows NT workstation as a standard desktop and use Windows NT as the network operating system Handbook of Heterogeneous Computing details the advantages and disadvantages of these and other approaches The book also explains the arts of porting and developing applications in a heterogeneous environment using Java CGI Perl and other tools how to build interfaces with mainframe legacy systems how to use CORBA to integrate distributed database systems while at the same time managing database gateways and interoperability how to manage interlan switching multicast networking structures SNA LAN integration and all aspects of enterprise networks and how to use Kerberos firewalls PGP RSA public keys and other tools to assure security in heterogeneous environments Heterogeneous computing is here to stay It is therefore up to corporate end users to make competing products fit into their environments efficiently effectively and economically Handbook of Heterogeneous Computing gives you t **Leading with IT** Alex Siow,2021-01-15 Explore the insights of a world leading CIO as he expounds on the challenges faced by technology executives and how to overcome them As the pace of change in business continues to rapidly accelerate Chief Information Officers and Chief Technology Officers are often left with accountability for future proofing their organizations Renowned professor executive and author Alex Siow shows you how you can meet that challenge while managing the information overload that often accompanies these positions In Leading with IT Lessons from Singapore s First CIO the author uses his expansive and impressive experience in academia and industry to lead you down a path to achieving success as a CIO or CTO Filled with practical tips case studies and personal insights the book discusses The management of legacy information and telecommunications technology The information overload often suffered by technology executives How to motivate and mentor a workforce How to manage change effectively The fostering of innovation The future of money work and artificial intelligence Perfect for CIOs CTOs and

the executives managers and employees who work with and for them Leading with IT delivers an engaging and insightful exploration of what it takes to achieve astounding results at the intersection of technology and business *Strategic Information Technology Plan* United States. Patent and Trademark Office,2001 United States Patent And Trademark Office, Strategic Information Technology Plan, FY 2000 - FY 2005, February 2000 ,2000 **Managing Knowledge-Based Initiatives** Stacy Land,2008-02-22 Managing Knowledge Based Initiatives from Pilot to Enterprise Deployment shows practitioners how to take their successful knowledge management pilot programs and to successfully expand them throughout the organization Keeping the unique challenges of knowledge based work in mind Stacy Land explores what knowledge managers project managers must know to effectively navigate within their organizations position their work in a value based framework and publicize their work to increase buy in Topics include avoiding common sand traps working with committees and multiple departments compliance entering a new world of politics and funding achieving organizational alignment developing and executing on a value proposition negotiating executive sponsorship and more *CRM Automation* Barton J. Goldenberg,2002 In CRM Automation one of the world s leading CRM experts delivers hands on guidance for every phase of your CRM initiative goal setting process review vendor selection implementation rollout support and administration Drawing on 18 years of experience with more than 300 enterprise deployments Barton Goldenberg offers a start to finish implementation blueprint covering every customer focused business function marketing sales customer service field support and beyond Handbook of Data Center Management Wayne C. Bradley,2017-11-22 Accounting for the rapid and often confusing changes currently underway in the information systems of organizations such as the rush to replace mainframes with networks and the decentralization of data storage and processing provides insights on the duties and challenges of a data center manager Covers strategic planning management practices controls systems and contingency planning network technology human resources desktop computing and future directions **Advances in Case-Based Reasoning** Barry Smyth,Pádraig Cunningham,1998 This book constitutes the refereed proceedings of the 4th European Workshop on Case Based Reasoning EWCBR 98 held in Dublin Ireland in September 1998 The 41 revised full papers presented were carefully selected and reviewed for inclusion in the proceedings The contributions address the representation and organization of cases in case bases the assessment of case similarity the efficient retrieval of cases from large case bases the adaptation of similar case solutions to fit the current problem case learning and case base maintenance and the application of CBR technology to real world problems **The Shortcut Guide to IT Service Management and Automation** Rebecca Herold,2008 **Computerworld** ,1999-01-25 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld s award winning Web site Computerworld com twice monthly publication focused conference series and custom research form the hub of the world s largest global IT media network

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