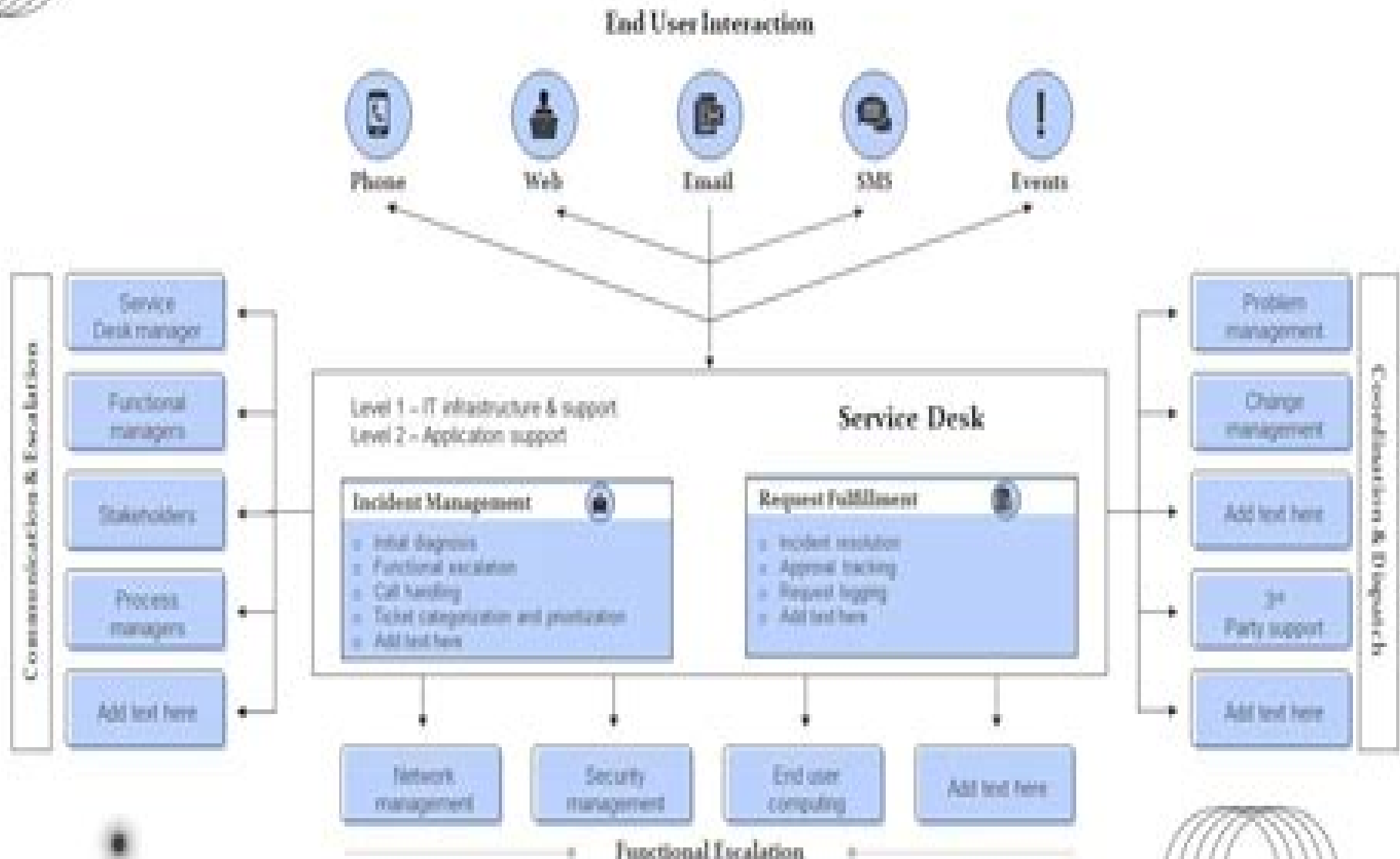


# Organizational framework for handling service desks

The following slide introduces self-service and software deployment and enables it provides information about self-service portal, budget, security, compliance, access, help, ticket search, team management, knowledge, related items, etc.



# Help Desk Framework Cdrom How To Win And Keep Your Customers

**CH Cherryholmes**



## **Help Desk Framework Cdrom How To Win And Keep Your Customers:**

**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

**Root Cause Analysis Handbook** ABS Consulting, Lee N. Vanden Heuvel, 2005 Root Cause Analysis Handbook A Guide to Effective Incident Investigation presents a proven system designed for investigating categorizing and ultimately eliminating rootcauses of incidents with safety health environmental quality reliability and production process impacts Defined as a tool to help investigators describe what happened to determine how it happened and to understand why it happened the Root Cause Analysis System enables businesses to generate specific concrete recommendations for preventing incident recurrences Using the factual data of the incident the system also allows quality safety and risk and reliability managers an opportunity to implement more reliable and more cost effective policies that result in major long term opportunities for improvement Such process improvements increase a business ability to recover from and prevent disasters with both financial and health and safety implications Special features include a 17 inch by 22 inch pull out Root Cause Map a powerful tool for identifying and coding root causes The book helps readers to understand why root causes are important to identify and define inherent problems to collect data for problem solving to analyze data for root causes and to generate practical recommendations This edition is a reprinting of the 199 edition ORGANIZATION OF THE ROOT CAUSE ANALYSIS HANDBOOK The focus of this handbook is on the application of the Root Cause Map to the root cause analysis process The Root Cause Map is used in one of the later steps of the root cause analysis process to identify the underlying management systems that caused the event to occur or made the consequences of the event more severe The first five chapters of this

handbook are an overview of the root cause analysis process These provide the context for use of the Root Cause Map Chapter 6 provides references Chapter 1 Introduction to Root Cause Analysis presents a basic overview of the SOURCE Seeking Out the Underlying Root Causes of Events root cause analysis process Chapter 2 Collecting and Preserving Data for Analysis outlines the types of data and data sources that are available Chapters 3 4 and 5 describe the three major steps in the rootcause analysis process Chapter 3 Data Analysis Using Causal Factor Charting provides a step by step description of causal factor charting techniques Chapter 4 Root Cause Identification explains the organization and use of the Root Cause Map Chapter 5 Recommendation Generation and Implementation provides guidance on developing and implementing corrective actions The references section Chapter 6 provides additional information for those interested in learning more about specific items contained in the handbook Appendix A Root Cause Map Node Descriptions describes each segment of the Root Cause Map and presents detailed descriptions of the individual nodes on the map AppendixB is the Root Cause Map itself

**Business Continuity** Andrew Hiles,2004 This book is intended to be a step by step guide to implementation of business continuity managementwithin an enterprise It may be used as a step by step guide by those new to Business ContinuityManagement or dipped into by the more seasoned professional for ideas and updates on specifictopics In many cases the corporate BC Manager acts as an internal consultant and we have treatedhim or her as such in this book the book is therefore equally appropriate for practicing consultants This book is the second edition of the first book to be based on the ten Core Units of Competence for Business Continuity established jointly by BCI and DRII and to create a practical step by step framework to guide an enterprise through the implementation of a business continuity program based on these ten units This book has been endorsed by both The Business Continuity Institute International BCI and TheDisaster Recovery Institute International DRII Both organizations have included forewords to this book

**The Complete Guide to IT Service Level Agreements** Andrew Hiles,2002 Covering all aspects of Information Technology Service Level Agreements SLA s this essential manual is a step by step guide to designing negotiating and implementing SLA s into your organization It reviews the disadvantages and advantages gives clear guidance on what types are appropriate how to set up SLA s and to control them An invaluable aid to IT managers data center managers computer services systems and operations managers This unique comprehensive guide is a major update of Andrew Hiles landmark 1991 guide to Service Level Agreements and 2000 Second Edition

**E-Business Service Level Agreements** Andrew Hiles, Hon FBCI, EIoSCM,2016-06-01 Your customers don t care whether it is you your ISP ASP or other outsourced provider who screws up they just know they can t do business with you when they want to All that matters is that your e business is failing to deliver and that you need to hold someone accountable Meaningful Service Level Agreements SLAs are unambiguous comprehensive and enforceable SLAs commit suppliers to a defined quality of service failure to meet explicit service levels can result in penalties or even legal action Spectacular losses often follow e business outages particularly when SLAs are not in force The biggest hit is not necessarily

loss of income or profit but impact on stock values especially when markets are skittish Some losses have exceeded 40 million with stock values falling by 26% This new book offers the keys to effective SLAs with Internet Service Providers ISPs and Application Service Providers ASPs which can go a long way toward averting catastrophic losses as well as day to day headaches      **Service Level Agreements** Andrew Hiles,2000-06-30 Provides guidance on how to create enduring satisfying and profitable relationship between customer and supplier by using service level agreements      *Enterprise Risk Assessment and Business Impact Analysis*: Andrew Hiles,2002-12-06 Shows how to write a risk and impact assessment report and illustrates some of the science behind risk and continuity theories      **E-Business Service Level Agreements** Andrew Hiles,2002-06-30 Your customers don't care whether it is you your ISP ASP or other outsourced provider who screws up they just know they can't do business with you when they want to All that matters is that your e business is failing to deliver and that you need to hold someone accountable Meaningful Service Level Agreements SLAs are unambiguous comprehensive and enforceable SLAs commit suppliers to a defined quality of service failure to meet explicit service levels can result in penalties or even legal action Spectacular losses often follow e business outages particularly when SLAs are not in force The biggest hit is not necessarily loss of income or profit but impact on stock values especially when markets are skittish Some losses have exceeded 40 million with stock values falling by 26% This new book offers the keys to effective SLAs with Internet Service Providers ISPs and Application Service Providers ASPs which can go a long way toward averting catastrophic losses as well as day to day headaches      InfoWorld ,1996-11-04 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects      *Network World* ,1996-07-15 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce      **Computerworld** ,1995-08-21 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      InfoWorld ,1996-04-29 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects      InfoWorld ,1995-03-20 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects      *Network World* ,1995-11-27 For more than 20 years Network World has been the premier provider of information intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations Readers are responsible for designing implementing and managing the voice data and video systems their companies use to support everything from business

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