



A Guide to Service Desk Concepts (Help Desk)

Donna Knapp

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A Guide to Service Desk Concepts, Third Edition, discusses the different types of service desks that exist, how they are measured by the organizations they support, the varying roles and skills required within a typical service desk, and the processes and technologies commonly used to ensure the service desk is operating efficiently and effectively. In this edition, the author also includes references to ITIL V3 best practices, leading quality and IT service management frameworks and standards, up-to-date research, trends, case studies and resources, and the latest information regarding the role of outsourcing and certification in the service desk.

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