How to Manage the IT Helpdesk: A guide for user support and call centre managers

By Noel Bruton

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Noel Bruton's seminal work on IT user support management, full of technique, methods, concepts and terminology that are now in routine use in what has since come to be known as the 'ITSM' industry. 'Management' is not just about a bunch of selected 'processes' - it is about the strategic and tactical orchestration of resources to meet an identified and quantified demand. We may have come latterly to use the word 'Servicedesk', but this book goes way beyond that. The ways and means to IT user support success are still the same as ever, and Bruton describes them with passion and practical detail. From staffing to cost justification, measurement to reporting, workload management to customer relations, it's all here, written by an acknowledged and often quoted practitioner with decades of real experience and expertise.

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About the Author
Noel Bruton is an independent consultant and trainer with a global business reputation. His experience is sought by commercial and public service organizations, conferences, press and broadcast media around the world. He has been in IT since 1979 and advising corporations on improving IT support methods since 1991. He writes with knowledge, pragmatism and infectious enthusiasm. Visit his Website for helpdesk and call-center service managers at http://www.noelbruton.com

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