1.	Record Nr.	UNINA9910458549603321
	Autore	Wheatcroft Peter
	Titolo	Service Desk and Incident Manager [[electronic resource]] : Careers in IT service management
	Pubbl/distr/stampa	Swindon, : BCS Learning & Development Limited, 2014
	ISBN	1-78017-234-6
	Edizione	[1st edition]
	Descrizione fisica	1 online resource (145 p.)
	Collana	BCS Guides to IT Roles
	Disciplina	658.05
	Soggetti	Computer service industry -- Management
		Data processing service centers -- Management
		Information technology -- Management
		Business & Economics
		Industries
		Electronic books.
	Lingua di pubblicazione	Inglese
	Formato	Materiale a stampa
	Livello bibliografico	Monografia
	Note generali	Description based upon print version of record.
	Nota di contenuto	Cover; Advert Page; Copyright; CONTENTS; LIST OF FIGURES AND TABLES; ABOUT THE AUTHOR; ACKNOWLEDGEMENTS; REFERENCES AND WEB LINKS; ABBREVIATIONS AND DEFINITIONS; 1 THE CONTEXT FOR THIS BOOK; INTRODUCTION; 2 AN OVERVIEW OF SERVICE DESK AND INCIDENT MANAGEMENT; INTRODUCTION TO IT SERVICE MANAGEMENT; SERVICE DESK AND INCIDENT MANAGEMENT WITHIN IT SERVICE MANAGEMENT; SERVICE DESK AND INCIDENT MANAGEMENT IN PRACTICE; 3 DEVELOPING THE ROLES AND RESPONSIBILITIES; PURPOSE AND OBJECTIVES OF JOBS WORKING ON A SERVICE DESK; SKILLS; RESPONSIBILITIES; INTERFACES AND DEPENDENCIES INTRODUCING MOMENTS OF TRUTH4 TOOLS, METHODS AND TECHNIQUES; REFERENCES AND STANDARDS; BEST PRACTICE FRAMEWORKS, PROCEDURES AND PROCESSES; TOOLS; 5 CAREER PROGRESSION AND RELATED ROLES; CAREER PROGRESSION; RELATED ROLES; CONTINUING PROFESSIONAL DEVELOPMENT; DEALING WITH INTERVIEWS AND ASSESSMENTS; 6 SERVICE DESK MANAGER CASE STUDIES; THE WORK OF THE SERVICE DESK MANAGER OF A MAJOR RETAIL CHAIN; THE WORK OF THE SERVICE DESK MANAGER OF A HIGH-

STREET BANK; APPENDIX; SERVICE DESK SUPERVISOR INTERVIEWS: SOURCES OF EVIDENCE AGAINST THE ESSENTIAL CRITERIA INCIDENT MANAGER INTERVIEWS: SOURCES OF EVIDENCE AGAINST THE ESSENTIAL CRITERIAAdvert Page; INDEX; Back Cover

Sommario/riassunto	The role of a service desk manager is to provide the single point of contact between an IT organisation and its users. Responsibilities include developing, implementing, monitoring and improving processes and procedures. This essential guide covers areas such as purpose, required skills and career progression.