Record Nr. UNINA9910811050003321

Autore Wheatcroft Peter

Titolo Service Desk and Incident Manager: 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.)

BCS Guides to IT Roles Collana

658.05 Disciplina

Soggetti Computer service industry -- Management

Data processing service centers -- Management

Information technology -- Management

Business & Economics

Industries

Lingua di pubblicazione

Inglese

Formato Materiale a stampa

Livello bibliografico Monografia

Description based upon print version of record. Note generali

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

Sommario/riassunto

INCIDENT MANAGER INTERVIEWS: SOURCES OF EVIDENCE AGAINST THE ESSENTIAL CRITERIAAdvert Page; INDEX; Back Cover

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.