



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

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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