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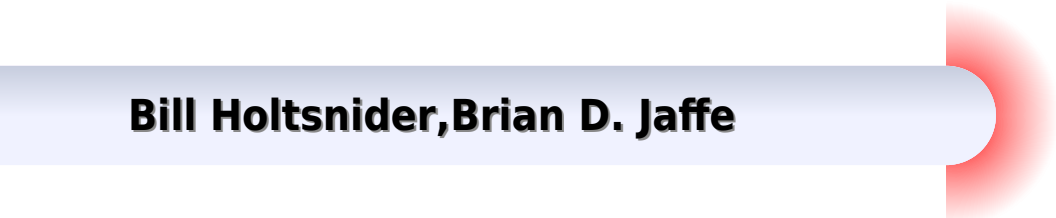
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Building Managing A World Class It Help Desk

Bill Holtsnider, Brian D. Jaffe



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IT Manager's Handbook Bill Holtsnider, Brian D. Jaffe, 2010-07-26 IT Manager's Handbook Second Edition provides essential information to help students understand the responsibilities of today's IT Management professionals not only planning network security and implementing disaster recovery plans but also such vital tasks as creating budgets administering compliance and managing staff In particular the book discusses business practices that are most critical to effective IT operations recruiting budgeting resource planning managing personnel and working with vendor This updated version includes expanded coverage on such critical IT management topics as security disaster recovery storage government regulatory compliance and project management Information is organized modularly so that instructors and students can delve directly into only the topics needed Each chapter contains additional resources sections for books articles and websites relevant to that topic It contains new material on key technology topics such as open source outsourcing offshoring and handhelds plus updated coverage of e commerce remote access intranets and LAN WAN management A completely updated and expanded second edition that provides practical easily accessible management advice written specifically for new IT managers Brings you up to speed on those business practices most critical to effective IT operations recruiting budgeting resource planning managing personnel and working with vendors Includes expanded coverage on such critical IT management topics as security disaster recovery storage government regulatory compliance and project management

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questions that can be used for training and development purposes By the end of this book you will have a deep understanding of the essential elements of a successful helpdesk You will be able to develop and implement effective policies and procedures manage and motivate staff and use technology to improve helpdesk operations You will also be able to measure and improve helpdesk performance and ensure that the helpdesk is aligned with the organization s overall goals If you are looking to improve your helpdesk operations this book is a must read It is packed with practical advice and guidance that can help you transform your helpdesk into a valuable asset for your organization If you like this book write a review *World Class IT* Peter A. High, 2009-12-09 World Class IT Technology is all around us It is so pervasive in our daily lives that we may not even recognize when we interact with it Despite this fact many companies have yet to leverage information technology as a strategic weapon What then is an information technology executive to do in order to raise the prominence of his or her department In World Class IT recognized expert in IT strategy Peter High reveals the essential principles IT executives must follow and the order in which they should follow them whether they are at the helm of a high performing department or one in need of great improvement Principle 1 Recruit train and retain World Class IT people Principle 2 Build and maintain a robust IT infrastructure Principle 3 Manage projects and portfolios effectively Principle 4 Ensure partnerships within the IT department and with the business Principle 5 Develop a collaborative relationship with external partners The principles and associated subprinciples and metrics introduced in World Class IT have been used by IT and business executives alike at many Global 1000 companies to monitor and improve IT s performance Those principles pertain as much to the leaders of IT as they do to those striving to emulate them

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