

# Strategic Techniques for Improving Help Desk Process

This template covers about techniques for improving help desk process through developing circle of success, process simplification, enhancing communication and giving periodic training to employees.



## Develop Circle of Success

As per organizational strategy set expectations while establishing metrics for assessing improvement over period of time



## Identify Best Practices

Utilize human resources with potential for improving process through implementing best practices to deliver function with high value



## Simplify and Improve

Determine the regular reported issues to shorten the process through removing gaps



## Enhance Communication

Create a culture within the staff for effectively communicating in organization through determining learning opportunities



## Periodic Trainings

Regularly create list of gaps which is required to fix for improving employee performance through providing trainings



# Creating A Customerfocused Help Desk How To Win And Keep Your Customers

**Marty Parker**



## **Creating A Customerfocused Help Desk How To Win And Keep Your Customers:**

**Creating A Customer-Focused Help Desk** Andrew Hiles, Hon FBCI, EIoSCM,2016-06-01 This volume came about as a result of the authors own practical experience in Help Desk operation and management and of hundreds of workshops the authors have conducted world wide over the last fifteen years It is intended to be a practical reference guide but the suggestions checklists and templates all need to be interpreted and amended in the light of the culture technology service maturity and constraints of each individual organization Delegates frequently ask us What is the best Help Desk software package or What is the best way to set up a Help Desk Our only response has to be Best for whom It all depends A key objective of this book is to show how and why It all depends and to provide readers with the best possible information on which to understand and evaluate options and to select the best for them If there is one thing we have learned over the last years it is this Good service has no history Bad service has infinite history Based on extensive feedback from delegates from most of the Fortune 1 000 companies who have attended courses presented through Frost Sullivan Europe AIC South Africa Monadnock UK The Infomatics Resource Centre UK IIR UK Digital Equipment UK Logtel South America CEL Asia Pacific UPMOCL Middle East Finborough Seminars as well as delegates of in company training for organizations like Dow Europe Switzerland The Intervention Board BP Shell International Petroleum Logica UK Arthur Andersen UK Rolls Royce UK Global One Germany and USA Caterpillar Switzerland GAK Netherlands European Commission Belgium Transnet South Africa Sun Valley UK Nikon Precision UK

**Creating a Customer-focused Help Desk** Andrew Hiles,Yvonne Gunn,2000 *Root Cause Analysis Handbook* ABS Consulting, Lee N. Vanden Heuvel,2005 *Root Cause Analysis Handbook A Guide to Effective Incident Investigation* presents a proven system designed for investigating categorizing and ultimately eliminating rootcauses of incidents with safety health environmental quality reliability and production process impacts Defined as a tool to help investigators describe what happened to determine how it happened and to understand why it happened the Root Cause Analysis System enables businesses to generate specific concrete recommendations for preventing incident recurrences Using the factual data of the incident the system also allows quality safety and risk and reliability managers an opportunity to implement more reliable and more cost effective policies that result in major long term opportunities for improvement Such process improvements increase a business ability to recover from and prevent disasters with both financial and health and safety implications Special features include a 17 inch by 22 inch pull out Root Cause Map a powerful tool for identifying and coding root causes The book helps readers to understand why root causes are important to identify and define inherent problems to collect data for problem solving to analyze data for root causes and to generate practical recommendations This edition is a reprinting of the 199 edition ORGANIZATION OF THE ROOT CAUSE ANALYSIS HANDBOOK The focus of this handbook is on the application of the Root Cause Map to the root cause analysis process The Root Cause Map is used in one of the later steps of the root cause analysis process to identify the underlying management

systems that caused the event to occur or made the consequences of the event more severe The first five chapters of this handbook are an overview of the root cause analysis process These provide the context for use of the Root Cause Map Chapter 6 provides references Chapter 1 Introduction to Root Cause Analysis presents a basic overview of the SOURCE Seeking Out the Underlying Root Causes of Events root cause analysis process Chapter 2 Collecting and Preserving Data for Analysis outlines the types of data and data sources that are available Chapters 3 4 and 5 describe the three major steps in the rootcause analysis process Chapter 3 Data Analysis Using Causal Factor Charting provides a step by step description of causal factor charting techniques Chapter 4 Root Cause Identification explains the organization and use of the Root Cause Map Chapter 5 Recommendation Generation and Implementation provides guidance on developing and implementing corrective actions The references section Chapter 6 provides additional information for those interested in learning more about specific items contained in the handbook Appendix A Root Cause Map Node Descriptions describes each segment of the Root Cause Map and presents detailed descriptions of the individual nodes on the map AppendixB is the Root Cause Map itself

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**Service Level Agreements** Andrew Hiles,2000-06-30 Provides guidance on how to create enduring satisfying and profitable relationship between customer and supplier by using service level agreements

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twice monthly publication focused conference series and custom research form the hub of the world's largest global IT media network

**Culture Connection: How Developing a Winning Culture Will Give Your Organization a Competitive Advantage** Marty Parker, 2011-11-04 The business world is only now beginning to open its eyes to the fact that a powerful corporate culture can generate hard currency results But Marty Parker has known this for years Since 2003 his executive search and cultural assessment firm Waterstone Human Capital has focused its recruiting strategy on employee fit and on the best corporate cultures Each year the firm's Canada's 10 Most Admired Corporate Cultures program singles out companies whose cultures have led to measurable growth increased profits and a distinct competitive advantage Now Parker reveals the best practices of some of the world's top companies to help you generate extraordinary business results by spearheading cultural change in your own organization Culture Connection helps you define your vision and gives you invaluable guidance on how to Set the stage for improved communication innovation and performance Provide significant shareholder return Measure and align your organization's efforts Recruit and retain the best people in your industry Culture Connection is filled with advice from top business leaders including Clive Beddoe founding shareholder and chairman WestJet Isadore Sharp founder and chairman Four Seasons Hotels and Resorts Darren Entwistle president and CEO TELUS Corporation Marc Tellier president and CEO Yellow Pages Group and Michael McCain president and CEO Maple Leaf Foods These leaders know what they're talking about each represents an organization that has been a previous winner of Canada's 10 Most Admired Corporate Cultures and whose performance has outperformed their peers In fact the 2010 winners of Canada's 10 outpaced the S P TSX 60 by an average of 600 percent Learn their hard earned lessons with Culture Connection and establish the kind of culture that seizes and holds the competitive edge *The Video Source Book* David J.

WEINER, 1990 **Human Relations** Lowell H. Lamberton, Leslie Minor-Evans, 2002 Human Relations Strategies for Success covers both new and time tested theories of human relations and shows the relationship between human relations skills and career success in one on one situations groups and organizations Self esteem self awareness attitude motivation and values are covered as the text explores the personal side of human relations and how it relates to management theory Human Relations Strategies for Success stresses the human relations skills and management principles essential to functioning successfully in a global business environment

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children juvenile how to instruction      **Southern Economist** ,2002      *Retailing* Dale M. Lewison,David Wesley  
Balderson,1999 Appropriate for courses in principles of retailing or retail management at colleges and universities This  
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