Ds Helpdesk

Wayne Schlicht

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The PC and Gadget Help Desk Mark Edward Soper,2014-08-27 Offers extensive guidance for troubleshooting and repairing a wide variety of eclectronic devices on diverse platforms, including PCs, smartphones, tablets, networks, cameras, home theaters, and ereaders.

Novell's Guide to Troubleshooting eDirectory Peter Kuo,Jim Henderson,2004-07-08 Novell eDirectory (formerly Novell Directory Services-NDS) is employed by system administrator to define users on the network and links those same users to their access rights with corporate resources, devices like printers and security policies. Novell eDirectory is comparable to Microsoft's Active Directory and is designed for large-scale, high-end directory deployments. Its strengths are scalability and reliability, a flexible yet strong security architecture, compatibility with key industry standards and operating systems. Novell's Guide to Troubleshooting eDirectory is the definitive source for information on eDirectory troubleshooting techniques. It is the single stop reference covering topics from good design to proactive/reactive problem resolution. All of the information presented in this book has been gathered from hands-on, real world experiences of the authors.

Interlending and Document Supply in Britain today Jean Bradford,Jenny Brine,2006-02-28 This comprehensive book explains to library staff and students how interlending and document supply (IDS) operates in the United Kingdom. It also helps librarians overseas understand how to interact with UK libraries. Interlending and Document Supply in Britain Today a comprehensive treatment of the subjects which IDS librarians in all types of library need to know, in order to work more effectively. Senior library managers will benefit from an overview of the current organisation of IDS, enabling them to improve their support to frontline staff and to identify issues which will be important in the future. Written by a team of practising IDS librarians Covers all aspects of IDS operations Includes the issues which may be important in the future

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  The Service Desk Handbook – A guide to service desk implementation, management and support Sanjay Nair,2020-09-15 The Service Desk Handbook – A guide to service desk implementation, management and support provides operational guidance for implementing, managing and supporting service desks in the enterprise. It will help service desk teams in adopting ITIL® to accomplish their tasks while making the necessary adaptations as per their organisation's needs.

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  Agent-Mediated Knowledge Management Ludger van Elst,Virginia Dignum,Andreas Abecker,2004-01-26 This book presents a coherent and well-balanced collection of revised papers focusing on agent-mediated knowledge management. Most of the papers are extended and improved versions of work presented at the Symposium on Agent-Mediated Knowledge Management, AMKM 2003, held during the AAAI Spring Symposium in Stanford, CA, USA in March 2003; also included are 3 special articles, including a detailed introduction to the topic by the volume editors. The 28 papers are organized in topical sections on collaboration and peer-to-peer support – agent-based community support – agent models for knowledge and organizations – context and personalization – ontologies and semantic Web – agents and knowledge engineering.

  InfoWorld ,2001-03-26 InfoWorld is targeted to Senior IT professionals. Content is segmented into Channels and Topic Centers. InfoWorld also celebrates people, companies, and projects.

  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).

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