

Help Desk Operations Guide

Dive in—and discover how to really put Windows Server 2012 to work! This supremely organized reference packs the details you need to plan and manage a Windows Server 2012 implementation—including hundreds of timesaving solutions, troubleshooting tips, and workarounds. Learn how the experts tackle Windows Server 2012—and challenge yourself to new levels of mastery. Topics include: Managing Windows Server 2012 systems Storage and file systems TCP/IP networking DHCP and DNS Active Directory Group Policy Security and access Troubleshooting hardware Performance monitoring and tuning Backup and recovery

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.

The Enterprise Operations Management Handbook provides the expert advice and guidance of hundreds of leading computing practitioners and consultants. Covering all major areas of enterprise operations management, this edition provides essential information for managing a modern, evolving data center. Topics include business issues, technology issues, and operational issues. This current, practical reference also reviews such critical areas as strategic planning, data center management, data center controls, systems planning, network technology, contingency planning, human resource planning, desktop computing, and future directions. The Enterprise Operations Management Handbook serves as an invaluable tool for designing, building, and maintaining a high-performance, service-oriented data center. This book holds the key to creating enduring, satisfying and profitable relationships between customer and supplier. It shows how both internal and external services and supply can be aligned to meet business vision, mission, goals, critical success factors and key performance indicators. The techniques described will help you balance service cost against quality, leading to competitive advantage and business success. They can be applied to any industry, to any supply or support service. They have been used by leading companies internationally – and they work!

How to Write Outstanding Resumes and Cover Letters for Every Situation

A Guide to Computer User Support for Help Desk & Support Specialists

Enterprise Operations Management Handbook, Second Edition

Information Security Management Handbook

Planning, Negotiating, Implementing, and Managing Wide Area Networks

Handbook of Data Center Management

This supremely organized reference packs hundreds of timesaving solutions, troubleshooting tips, and workarounds for Windows Server 2012 R2 - with a focus on configuration, storage, and essential administrative tasks. Coverage includes: Deployment Boot configuration Administration Configuring roles, role services, and features Managing and troubleshooting hardware TPM and BitLocker drive encryption Managing the registry Software and user account control administration Managing storage and file systems File sharing and security features Performance monitoring, analyzing, and tuning Backup and recovery

Accounting for the rapid and often confusing changes currently underway in the information systems of organizations, such as the rush to replace mainframes with networks and the decentralization of data storage and processing, provides insights on the duties and challenges of a data center manager. Covers strategic planning, management practices, controls, systems and contingency planning, network technology, human resources, desktop computing, and future directions...

In this volume, the authors begin by defining usability, advocating and explaining the methods of usability engineering and reviewing many techniques for assessing and assuring usability throughout the development process. They then follow all the steps in planning and conducting a usability test, analyzing data, and using the results to improve both products and processes. This book is simply written and filled with examples from many types of products and tests. It discusses the full range of testing options from quick studies with a few subjects to more formal tests with carefully designed controls. The authors discuss the place of usability laboratories in testing as well as the skills needed to conduct a test. Included are forms to use or modify to conduct a usability test, as well as layouts of existing labs that will help the reader build his or her own.

The latest edition of the popular RESUME HANDBOOK, 5th edition, is a straightforward approach to writing resumes designed for that purpose. It contains 37 resumes, each addressing a specific challenge and approach, and organized according to the needs and objectives of different job seekers. This handbook focuses on: Organization to immediately capture attention; The Basics - what to include and what to leave out; Accomplishments-presents the job seeker as an achiever.

Winning A Competitive Edge for Support & Supply

Design, Operations, and Infrastructure

A Guide to IT Contracting

Windows Server 2012 Inside Out

Windows Server 2012 R2 Inside Out Volume 1

Windows Server 2008 Inside Out

Michael Lubanski and Darshan Doshi, who have implemented one of the largest rollouts of SMS in a production environment, call upon their years of experience with SMS to demystify its complexities in SMS 2 Administration. Combining Mr. Lubanski's and Mr. Doshi's real-world knowledge with that of other systems management experts, this book provides practical advice on, and recommendations for, dealing with SMS administration. From concept and design through installation, configuration, security, usage and troubleshooting, SMS 2 Administration is a reference guide that uses realistic scenarios to help you make sense of SMS's sometimes confusing issues. With this book, not only will you understand SMS, you'll be able to deploy and maintain an SMS system in your own environment.

· Master win-win techniques for managing outsourced and offshore projects, from procurement and risk mitigation to maintenance · Use RUP to implement best-practice project management throughout the software development lifecycle · Overcome key management challenges, from changing requirements to managing user expectations

Hands-On, Start-to-Finish Guide to Managing Software Projects with the IBM® Rational Unified Process® This is the definitive guide to managing software development projects with the IBM Rational Unified Process (RUP®). Drawing on his extensive experience managing projects with the RUP, R. Dennis Gibbs covers the entire development lifecycle, from planning and requirements to post-mortems and system maintenance. Gibbs offers especially valuable insights into using the RUP to manage outsourced projects and any project relying on distributed development teams—outsourced, insourced, or both. This “from the trenches” guidebook is invaluable for anyone interested in best practices for managing software development: project managers, team leaders, procurement and contracting specialists, quality assurance and software process professionals, consultants, and developers. If you're already using the RUP, Gibbs will help you more effectively use it. Whatever your role or the RUP experience, you'll learn ways to · Simplify and streamline the management of any large-scale or outsourced project · Overcome the challenges of using the RUP in software project management · Optimize software procurement and supplier relationships, from Request for Proposals (RFPs) and contracts to delivery · Staff high-performance project teams and project management offices · Establish productive, consistent development environments · Run effective project kickoffs · Systematically identify and mitigate project risks · Manage the technical and business challenges of changing requirements · Organize iterations and testing in incremental development processes · Transition new systems into service: from managing expectations to migrating data · Plan system maintenance and implement effective change control · Learn all you can from project post-mortems—and put those lessons into practice

Considered the gold-standard reference on information security, the Information Security Management Handbook provides an authoritative compilation of the fundamental knowledge, skills, techniques, and tools required of today's IT security professional. Now in its sixth edition, this 3200 page, 4 volume stand-alone reference is organized under the C

Although informatics trainees and practitioners who assume operational computing roles in their organization may have reasonably advanced understanding of theoretical informatics, many are unfamiliar with the practical topics - such as downtime procedures, interface engines, user support, JCAHO compliance, and budgets - which will become the mainstay of their working lives. Practical Guide to Clinical Computing Systems 2nd edition helps prepare these individuals for the electronic age of health care delivery. It is also designed for those who migrate into clinical computing operations roles from within their health care organization. A new group of people interested in this book are those preparing for Clinical Informatics board certification in the US. The work provides particular differentiation from the popular first edition in four areas: 40% more content detailing the many practical aspects of clinical informatics. Addresses the specific needs of the Clinical Informatics board certification course – for which is presently recommended by the ABPM Focus on new tech paradigms including cloud computing and concurrency – for this rapidly changing field. Focuses on the practical aspects of operating clinical computing systems in medical centers rather than abstruse theory. Provides deepened and broadened authorship with a global panel of contributors providing new wisdom and new perspectives - reflecting inclusion of the first edition on the clinical informatics study guide materials. Presents a practical treatment of workday but often unfamiliar issues – downtime procedures, interface engines, user support, JCAHO compliance, and budgets.

Configuration, Storage, & Essentials

Engineering and Design

The Executive's Guide to Information Technology

How to Win and Keep Your Customers

The Business of Medical Practice

2004 national study of postsecondary faculty (NSOPF:04) methodology report technical report.

Praise for the previous edition: "This comprehensive multi-authored text contains over 450 pages of highly specific and well-documented information that will be interest to physicians in private practice, academics, and in medical management. . . [Chapters are] readable, concise yet complete, and well developed. I could have used a book like this in the past, I will certainly refer to it frequently now." 4 stars Carol EH Scott-Conner, MD, PhD, MBA American College of Physician Executives Does Health 2.0 enhance or detract from traditional medical care delivery, and can private practice business models survive? How does transparent business information and reimbursement data impact the modern competitive healthcare scene? How are medical practices, clinics, and physicians evolving as a result of rapid health- and non-health-related technology change? Does transparent quality information affect the private practice ecosystem? Answering these questions and more, this newly updated and revised edition is an essential tool for doctors, nurses, and healthcare administrators; management and business consultants; and medical, dental, business, and healthcare administration graduate and doctoral students. Written in plain language using nontechnical jargon, the text presents a progressive discussion of management and operation strategies. It incorporates prose, news reports, and regulatory and academic perspectives with Health 2.0 examples, and blog and internet links, as well as charts, tables, diagrams, and Web site references, resulting in an all-encompassing resource. It integrates various medical practice business disciplines-from finance and economics to marketing to the strategic management sciences-to improve patient outcomes and achieve best practices in the healthcare administration field. With contributions by a world-class team of expert authors, the third edition covers brand-new information, including: The impact of Web 2.0 technologies on the healthcare industry Internal office controls for preventing fraud and abuse Physician compensation with pay-for-performance trend analysis Healthcare marketing, advertising, CRM, and public relations eMRs, mobile IT systems, medical devices, and cloud computing and much more!

The most complete and detailed information available on deploying, managing, and administering Microsoft's powerful network monitoring tool.

The second edition of Donna Knapp's highly successful first edition introduces service concepts, skill sets, career paths, and operations of the help desk industry. The author's expertise provides strong real-world computer support examples and case studies.

"Robert Pearl, a well-known DBA in the SQL community, explains his holistic vision of a database instance that needs regular check-ups and gives the tools, scripts, and best practices he has collected over the years." Alberto Bolchini, Computing Reviews, May 9, 2016 Healthy SQL is about ensuring the ongoing performance health of a SQL Server database. An unhealthy database is not just an inconvenience; it can bring a business to its knees. And if you are the database administrator, the health of your SQL Server implementation can be a direct reflection on you. It's in everyone's best interest to have a healthy SQL implementation. Healthy SQL is built around the concept of a medical checkup, giving you the tools you need to assess the current health of your database and take action to improve upon that health and maintain good performance to your business. Healthy SQL aids in developing a rigorous routine so that you know how healthy your SQL Server machines are, and how you can keep those same servers healthy and fit for duty. The book is filled with practical advice and a time-tested strategy, helping you put together a regimen that will ensure your servers are healthy, your implementation is fully optimized, your services are redundant and highly available, and you have a plan for business continuity in the event of a disaster. If your current environment doesn't match up with these criteria, then pick up a copy of Healthy SQL today and start your journey on the road to a fit and tight SQL Server deployment.

10th Asia-Pacific Network Operations and Management Symposium, APNOMS 2007, Sapporo, Japan, October 10-12, 2007, Proceedings

Local Area Networks in Military Construction Projects

A Guide to Service Desk Concepts

A Practical Guide

Contract and Commercial Management - The Operational Guide

Checklists, Tools, and Techniques

Equip current and future user-support professionals with the critical people skills and exceptional technical knowledge necessary to provide outstanding support with Beisse's A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS, 6E. This useful guide focuses on the informational resources and technical tools students need most to function effectively in a support position. Readers develop the skills to handle troubleshooting and problem solving, successfully communicate with clients, determine a client's specific needs, and train end-users, as well as handle budgeting and other management priorities. Clear, balanced coverage in this edition highlights the latest trends and developments, from Web and e-mail-based support to assistance with Windows 7 and cloud computing. Engaging special features, such as Tips and On the Web Pointers, provide important insights, while new Discussion Questions and Case Projects encourage active participation in the learning process. Leading professional software HelpSTAR and Microsoft Office Project Professional 2010 accompany Beisse's A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS, 6E to reinforce the knowledge and skills your students need for success in today's user-support positions. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

For more than 20 years, Network World has been the premier provider of information, intelligence and insight for network and IT executives responsible for the digital nervous systems of large organizations. Readers are responsible for designing, implementing and managing the voice, data and video systems their companies use to support everything from business critical applications to employee collaboration and electronic commerce.

This book constitutes the refereed proceedings of the 9th Asia-Pacific Network Operations and Management Symposium, APNOMS 2007, held in Sapporo, Japan, October 2007. The 48 revised full papers and 30 revised short papers cover management of distributed networks, network configuration and planning, network security management, sensor and ad-hoc networks, network monitoring, routing and traffic engineering, management of wireless networks and security on wireless networks.

Even leading organizations with sophisticated IT infrastructures and teams of lawyers can find themselves unprepared to deal with the range of issues that can arise in IT contracting. Written by two seasoned attorneys, A Guide to IT Contracting: Checklists, Tools, and Techniques distills the most critical business and legal lessons learned through

Academic Foundation` s Bulletin on Money, Banking and Finance Volume -64 Analysis, Reports, Policy Documents

Practical Guide to Clinical Computing Systems

A Guide to Computer User Support for Help Desk and Support Specialists

Healthy SQL

General Business and Economic Understandings

SMS 2 Administration

Translate technical expertise into an effective career in computer user support with the help of Knapp's A GUIDE TO SERVICE DESK CONCEPTS, 4E. This trusted, contemporary guide introduces the latest developments, research, resources and trends as they happen in computer user support. Readers explore the various types of service desks and gain a solid understanding of the diverse roles and skills required. This edition also reviews the processes and technologies that ensure the service desk is operating efficiently and examines how today's leading organizations measure service desk success. The author references the very latest ITIL 2011 best practices, leading quality and IT service management frameworks and standards to ensure this edition presents the most recent information regarding the role of outsourcing and certification in the service desk. New case studies and case projects provide on-the-job practice, while updated chapters highlight the evolving role of the service desk to relationship managers and how technology trends, such as cloud computing, virtualization, mobile technology and consumerization, are impacting the service desk. New

material also examines the current emphasis on self-help and the effects of self-healing capabilities within newer generation technologies. A GUIDE TO SERVICE DESK CONCEPTS, 4E provides the overview needed for success in computer user support today. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version. Learn how to conquer Windows Server 2008—from the inside out! Designed for system administrators, this definitive resource features hundreds of timesaving solutions, expert insights, troubleshooting tips, and workarounds for administering Windows Server 2008—all in concise, fast-answer format. You will learn how to perform upgrades and migrations, automate deployments, implement security features, manage software updates and patches, administer users and accounts, manage Active Directory directory services, and more. With INSIDE OUT, you ' ll discover the best and fastest ways to perform core administrative tasks, with an award-winning format that makes it easy to find exactly the tips, troubleshooting solutions, and workarounds you need. Plus, the companion CD comes packed with a fully searchable eBook and more than 100 timesaving tools and scripts. With INSIDE OUT, you get all muscle and no fluff! For customers who purchase an ebook version of this title, instructions for downloading the CD files can be found in the ebook.

Annotation "Integrated IT Project Management: A Model-Centric Approach utilizes practical applications of real-world policies, roles and responsibilities, templates, process flows, and checklists for each of these three component processes. It shows how such processes ensure optimum utilization of people, process, and technology resources during the management and delivery of IT projects. The book provides insight into the key components of the Rational Unified Process from IBM Rational Corporation and the Project Management Body of knowledge PMBOK from the Project Management Institute (PMI) illustrating how they work together and align based on industry processing standards."--BOOK JACKET.Title Summary field provided by Blackwell North America, Inc. All Rights Reserved

The in-depth, authoritative reference for intermediate to advanced IT professionals. Solutions, workarounds, tips and insights for IT pros working with Windows Server 2016. This exhaustive and comprehensive work provides a deep dive into the operating system that will teach you how to squeeze every last bit of power and make the most of the features and programs available. Inside this superbly organized guide, packed with expert advice, you'll find hundreds of timesaving solutions for installing, configuring, managing, and maintaining Windows Server 2016. Topics covered in this book include: Planning server deployments Building enterprise solutions Designing for high availability Deploying Full-Server and Server Core Deploying Nano Server and Windows Containers Managing Boot Configuration Data Hacking the Registry Configuring roles and features Managing server binaries Selecting hardware components Managing and troubleshooting hardware Performing diagnostics and troubleshooting Configuring event forwarding Tracking server health and performance Optimizing server performance And much, much more!! This book, Installing & Configuring Windows Server 2016, is designed to be used with other volumes in the Tech Artisans Library, which together provide a definitive resource for all of the core features and enhancements in Windows Server 2016. Windows Server expert William Stanek doesn ' t just show you the steps you need to follow, he tells you how features work, why you would want to configure them, and how you can optimize them to meet your needs. Windows Server 2016 is Microsoft ' s most powerful, versatile and fully featured operating system yet. Get this book and the others in the Tech Artisans Library to conquer it from the inside out.

Windows Server 2016: Installing & Configuring

Project+ Study Guide

Managing Next Generation Networks and Services

Creating A Customer-Focused Help Desk

System Center Operations Manager 2007 Unleashed

A Guide to Help Desk Concepts

This practical guide is a great solution to address the key problem how to implement ITIL and ISO 20000 when initial training has been completed. It supports the basic approaches to the fundamental processes small to medium sized companies will find the concise, practical guidance easy to follow and implement. It avoids the complex, enterprise-wide issues which are not required for many organisations. Each chapter has the following structure:Improvement activities Process inputs and outputs Related processesTools and techniques Key Performance Indicators Critical Success FactorsProcess Improvement roles Benefits of effective Process Implementation challenges and considerationsTypical assets and artefacts of an Improvement program

Luiz Augusto de Carvalho WANOPT Wide area network Specialist Benjamin Naude Magna international Telecommunications is usually responsible for a large percentage of the IT infrastructure costs, usually only surpassed by personnel. Therefore identifying savings, even small in terms of percentage in a large corporate network may mean hundreds of thousands of dollars per month. The techniques described in this book already helped and continuous helping hundreds of organizations to save millions of dollars with their telecommunications infra-structures. Contents Presents the concepts of the WAN design algorithms Provides practical examples of algorithms and demonstrates how to deploy them Discusses cases where the techniques described were deployed with favorable results Discusses negotiating and managerial strategies Presents a practical guide about how to implement and manage a large WAN

Almost 80% of CEOs say that their organization must get better at managing external relationships. According to The Economist, one of the major reasons why so many relationships end in disappointment is that most organizations 'are not very good at contracting'. This ground-breaking title from leading authority IACCM (International Association for Contract and Commercial Management) represents the collective wisdom and experience of Contract, Legal and Commercial experts from some of the world s leading companies to define how to partner for performance. This practical guidance is designed to support practitioners through the contract lifecycle and to give both supply and buy perspectives, leading to a more consistent approach and language that supports greater efficiency and effectiveness. Within the five phases described in this book (Initiate, Bid, Development, Negotiate and Manage), readers will find invaluable guidance on the whole lifecycle with insights to finance, law and negotiation, together with dispute resolution, change control and risk management. This title is the official IACCM operational guidance and fully supports and aligns with the course modules for Certification.

The Third Edition of A GUIDE TO CUSTOMER SERVICE SKILLS FOR THE SERVICE DESK PROFESSIONAL explores the changing role of the service desk professional. Each chapter expands upon a particular skill required to provide effective customer support and provides proven techniques for implementing the concepts. Research, references, and resources have been updated in each chapter, and ITIL vocabulary and concepts are reflected throughout the text. New information is also incorporated, such as a discussion of general trends currently affecting the information technology industry and technology trends affecting the service desk. The text focuses on providing individuals with practical instruction on the unique skill set needed to execute the expanding mission of the service desk. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

The Resume Handbook

A Practical Guide to Usability Testing

Transformational Health 2.0 Skills for Doctors, Third Edition

Network World

Lessons From The Trenches

Service Level Agreements

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 Infomat 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)

Provides information on key exam concepts of IT project management along with a test engine and electronic flashcards on the included CD-ROM.

Despite economic growth in the U.S., prospects in the job market remain dim. Yet while other industries stagnate, the IT market has continued to expand as technology matures and deepens its roots in business operations. For those seeking a job in IT, the ubiquitous help desk is an excellent starting point in a promising career. This book helps individuals seeking employment as an IT help desk professional understand the industry, develop the necessary skills to obtain the position, secure a job offer, and advance in their careers. Inside you'll find: Understanding the IT Help Desk A Day in the Life of an IT Help Desk Professional Why Starting at the Help Desk is an Awesome Choice The Education & Mindset Feeding Your Inner Nerd Required Post-Education & Certifications Finding the Right Position For You Branding Yourself Creating a Winning Resume & Cover Letter Surviving the Interview/Post-Interview Etiquette and many more helpful tips! Loaded with simple, straightforward advice and packed with valuable insight, Getting an IT Help Desk Job For Dummies is you all-in-one guide to starting your IT career on the right foot!

Developed with the input of industry advisors, this book emphasizes problem-solving and communications skills in addition to technical coverage.

A Guide to Customer Service Skills for the Service Desk Professional

Integrated IT Project Management

The Service Desk Handbook – A guide to service desk implementation, management and support

A Model-centric Approach

User's Guide for the Thermal Analyst's Help Desk Expert System

A Guide to Computer User Support