

How To Manage the IT Helpdesk – The Training

Three days of intensive management training led by Noel Bruton, author of the international management volume 'How to Manage the IT Helpdesk – a guide for User Support and Call Centre Managers'.

This course is based on Noel's book and on his engagements around the world as a consultant to companies wishing to improve their helpdesk and IT support services.

Attendees receive a course workbook, a signed copy of 'How To Manage the IT Helpdesk' and an attendance certificate

The Course

The first two days are strictly the 'how to do it' of helpdesk management. Pure technique and method. You'll learn new measurement techniques, new ideas and be impressed by Noel's unconventional and practical approach. These are the shortcuts to success you've been looking for, the answers you cannot find in theory alone. Bring your calculator – you'll need it for the cost-justification techniques, and it would also be useful if you know the turnover (revenue) figure from your company's last year's financial report and how many people it employs.

On the third day, you will build a helpdesk from scratch. This day is based on the approach Noel uses in his consultancy engagements to completely re-engineer a helpdesk from the ground up. Most helpdesks have come into being reactively, and have grown organically in response to an increasing demand from users for more and better service. But this reactivity can mean that we lose control of service delivery, and this day is about getting that control back. It's all based on workshops, but be prepared for some serious work – you will build a hypothetical helpdesk, from nothing but a couple of company memoranda in a few short hours – something it would take you months to do in real life. You will take away a set of worksheets to make implementing these complex lessons that much easier back at the office, which together will provide you with a clear, documented strategy for re-engineering your own helpdesk.

The course layout is boardroom style, because most of the course is based on discussion and interaction between all attendees, not just the 'chalk and talk' of the course leader. There are no silly role-plays, just practical and empirical work to arrive at usable solutions. Nor will we just mindlessly implement a technique by rote, but look at the philosophy behind it. And when you really get chance to think about helpdesk management instead of just having to do it every day, you'll come to see that some of the sacred cows of helpdesk management are beginning to look a tad wobbly.

We limit the number of attendees to sixteen or fewer. This is to help maximise the benefit you get from the course – Noel wants to make sure that everybody gets the most they can out of their attendance and his experience is that more than sixteen can mean not everybody gets enough attention from the course leader.

Who Should Attend?

- Helpdesk managers, supervisors and team leaders in first or second line operations or people with ambitions to take up those posts
- IT services and operational managers or directors
- Helpdesk project leaders, team members or managers
- IT Service strategists

Course Leader

Noel Bruton has been in IT support since 1979. He formed his consultancy practice in 1991, which now has a global clientele and reputation. As well as his book (now in its second edition), he writes and broadcasts on helpdesk management in the world's IT press, notably his monthly column in the UK's 'Customer Service News', and maintains a Website for IT service managers at <http://www.noelbruton.com>. The European Helpdesk Institute has called him "the UK's leading independent".



He is a motivating and inspiring speaker and his training courses and seminars routinely receive high admiration from attendees. Those who have heard him speak have appreciated his unparalleled knowledge of his subject and his genuine passion and enthusiasm for helpdesk success.

Attend a Public Course

We periodically organise courses in major cities according to demand. The course costs £1295 + VAT per attendee. Please register your interest in attending the course either by completing the on-line form or by contacting us on 01239 811646 or at training@noelbruton.com. We will then let you know about courses due to run in the near future.

Do it Onsite

If you've several people to train or if you would rather Noel to come to you, then you may prefer to conduct the course at your own venue. Onsite courses can be customised in terms of either content or closer match to your company's specific issues. You can ask Noel to spend a day with you prior to the start of the course so that he can familiarise himself with your particular circumstances and so make the course more relevant to your company. Please contact us to discuss pricing and your requirements on 01239 81645 or email Noel at training@noelbruton.com.

Course Agenda

Day One: Principles, Staff, Customers and Finances

- Course objectives
- How does your helpdesk compare? A briefing on industry survey results
- Identifying the ideal support person
- Recruiting and retaining good staff
- Measuring, managing and developing appropriate skillsets
- Dealing with a disparate workload – identification and prioritisation
- Allocating staff and resources to activities
- How to motivate support staff
- Improving and controlling customer satisfaction
- Bringing down the barriers between the helpdesk and its customers
- Produce an effective helpdesk newsletter or Intranet site
- Measuring the need for change – the SWOT analysis
- A cost-benefit analysis for the helpdesk
- Formulae for cost-justifying helpdesk investment
- Getting the balance right between 'Revenue' and 'Non-Revenue' work
- Controlling helpdesk expense
- Accountability without influence – the management risk

Day Two: Tools, Measurement, Workflow and Management Strategies

- Automating helpdesk service delivery
- Using CTI – where it's powerful, where it can go pear-shaped
- Selecting or assessing your helpdesk software
- Putting the process before the tool – 'Skills-based Routing' case study
- Using knowledge bases – types, where they fit, where they don't
- Sources and reliability of helpdesk statistics
- The 'Big Four' helpdesk KPI's
- Forecasting headcount needs
- Helpdesk staff productivity issues
- Setting service targets, internally and for the SLA
- How to get the corporation on your side
- The reports your superiors need
- Your superior as your resource – how to manage your boss
- Service Level Agreements – viability, method and content
- 'Blanket', 'Ad Hoc' and 'Bespoke' services – why you need all three
- Alternative service providers – identification and competition
- Prioritisation concepts – the 'Importance/Urgency Matrix'
- Managing the resolvers – escalation and 'Operational Level Agreements'

Day Three: The Advanced Helpdesk Workshop

You are Arthur Mindtogo, the new helpdesk manager. The company's CEO, Edna Bucket, has been given a grilling in the boardroom over the state of IT support in the company. She has written a strongly worded memo to the IT Director, Gail Damage, who has passed it on to you along with her own comments. From the information in these two memo's and with attendees working in groups through forms in a workbook, you will redesign this IT support desk from scratch in a series of exercises. You'll be looking at first, second and third line support.

- Define the true purpose of the IT support service
- Set out a strategy for support delivery
- Produce a catalogue of services
- Calculate the current and future quantity of incoming work
- Arrive at an appropriate headcount for each service and workload
- Flowchart the route work will take through each of the levels of support
- Work out the capacities of each element of the workflow
- Draw up a survey to see how correct were Edna's assumptions, without challenging her political position
- Draft a methodology for conducting face-to-face interviews with key users

The workbook you take away will be a strategic design document for re-engineering your real-life helpdesk.

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