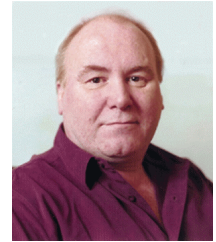


'The One-Week Helpdesk Revolution'

A guidance and training opportunity especially for the IT support team of 12 staff and under

*From international helpdesk expert **Noel Bruton***



Key Questions

- **Staff:** Has your helpdesk or IT support team got too many or too few staff? If it's too few, how much is that costing the company because you can't provide all the necessary service? If it's too many, by how much are you overspending? And how do you calculate this?
- **Services:** Are you providing the right services of the right type and quantity? How do you know? And **if** they're not right, what opportunities have you missed? And what opportunities has the business missed as a result?
- **Customers:** How much self-help are your customers doing? And is that more or less expensive than having you provide that help? And is that expense in tens of pounds – or tens of thousands? How do you know?
- **Waste:** What inefficiencies are there in your support process, slowing down your staff and the service to the users and making the support job less rewarding for those who have to do it? How do you eradicate them?
- **Job satisfaction:** How can your IT support staff become more productive, get more respect from their customers, provide a better service and enjoy the job more? What simple messages could you give to them to offer a way to do all that, quickly?
- **Your role:** How can you be a better leader and enabler to your people, a better service provider to your customers and a stronger resource to your boss? And what role should your staff play in that? And what should you say to encourage and enable them to adopt that role?
- **Skills:** How appropriate are your staff's skills to the job they do? And how can you make rapid and constant skills improvements without lengthy and inefficient or superfluous training absences?

Main Features of the 'Revolution'

The '**One-Week Helpdesk Revolution**' addresses all those issues above and more. It is a mixture of measurement, coaching, and training. It's not generic but specific to your circumstances. The training content and workbooks are customised to the issues facing your desk. It includes a face-to-face debriefing for you and other managers involved in support so you know immediately what your next tactics should be without having to wade through a lengthy report.

- New statistics gathered as part of the project, showing you things you never knew about the performance and effectiveness of your support team
- How many staff do you need?
- Comparison with other desks – how do you compare with your peers?
- Work directly with one of the world's leading IT support experts for over four days
- First-hand, expert assessment of your group's working methods
- Objective compilation of user opinion through highly-structured interviews
- Training in job satisfaction, success and customer service for yourself and your staff
- Bespoke training workbook for every attendee
- Designs for further workshops you can conduct independently
- Written, bullet-point report of project findings
- Debriefing of IT management team on their top priorities as indicated by the project

About Noel Bruton

This low-cost, high-impact service is offered by international helpdesk expert **Noel Bruton**. He is an award-winning manager, acknowledged industry leader and globally influential consultant. He established his consultancy practice in 1991, since when he has helped IT support teams all over the world. He is the author of the best-selling 'How to Manage the IT Helpdesk' and 'Managing the IT Services Process'.

What the industry says:

- "Helpdesk guru"
- PC Week
- "One of the most renowned experts in IT service management in the UK"
- Sunrise Software
- "The most respected IT helpdesk expert in the business"
- Customer Service News
- "The UK's leading independent"
- Helpdesk Institute Europe
- "Sound advice on recognising business value, managing the process and workloads"
- IT Service Managers Forum

The Revolution's Training Element

Now your staff will get the customer-service training they need - not crass 'smile-on-the-telephone' nonsense that asks your staff to pretend – not the superficial nonsense that technicians don't appreciate - but real, deep-down success attitudes. You know that special knowledge from which managers instinctively understand how to handle customers rather than have to grope for some superficial, scripted technique? That's what this training will provide to your staff. It's abridged from Noel Bruton's very successful 'Survive and Succeed in User Support'. It doesn't just change their skills portfolio (although it does that as well) – this will give them a way to change their minds.

It shows them how to succeed in their job. How to build and maintain their motivation. A practical and pragmatic view of their customers.

Outline Project Structure	Stage	Action	Comment
	Pre-project	Initial telephone discussion involving all authorities, followed by written proposal	Chargeable only if project does not proceed
	Decision to proceed	<ul style="list-style-type: none"> • Workload questionnaires despatched for completion • User interviewee matrix sent to client for completion 	Client to return these completed to Bruton Consultancy
	Day 0	Results of questionnaires calculated	Microsoft Excel™ format for use by client
	Day 1	Onsite assessment	<ul style="list-style-type: none"> • Uses proprietary maturity model • 9 user interviewees and results • All staff interviewed • Systems and methods review
	Day 2	<ul style="list-style-type: none"> • Management pre-brief • Training preparation 	<ul style="list-style-type: none"> • Questionnaire results • Maturity model results • Training content • Unique training workbooks created
	Day 3	Training delivered	Client premises, 9am-5pm
	Day 4	<ul style="list-style-type: none"> • Report creation • Management debrief 	<ul style="list-style-type: none"> • Structure of future independent workshops • Bullet-point report

Price: £4990 including expenses, plus £20 per attendee for workbooks (figures valid until 31st March 2007) Contact Noel Bruton on +44 (0)1239 811646 or Email noel@noelbruton.com for more information or to get the ball rolling. See <http://www.noelbruton.com> for background information.

Terms & Conditions

- 'One week' refers to the length of the consultant engagement; the project itself takes slightly longer, due to measurements taken prior to consultant arriving onsite and depending on consultant availability
- Statistics gathered before onsite phase – this requires co-operation of all project attendees to ensure accurate results
- User interviewees to be selected by client prior to onsite phase, according to matrix supplied by Bruton Consultancy
- Client provides training facility - requires A1 flipchart and easel, overhead projection, boardroom or horseshoe layout
- Service available at advertised price to IT support teams (first and second line combined or second-line only) of up to twelve members including manager in England and Wales only. Desks of other sizes in other locations incur further travelling and time expenses. Call for details.
- Charge for written proposal is £250 +VAT, invoiced on proposal submission and payable within thirty days – proposal invoice cancelled on project commencement
- Final invoice submitted at project end, payable within thirty days of invoice date
- Bruton Consultancy reserves the right to change the service design, pricing and terms and conditions at any time without notice