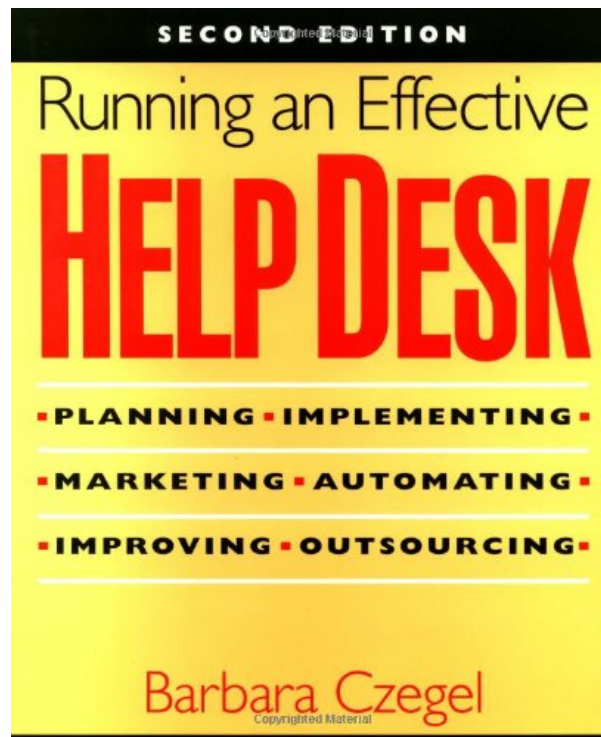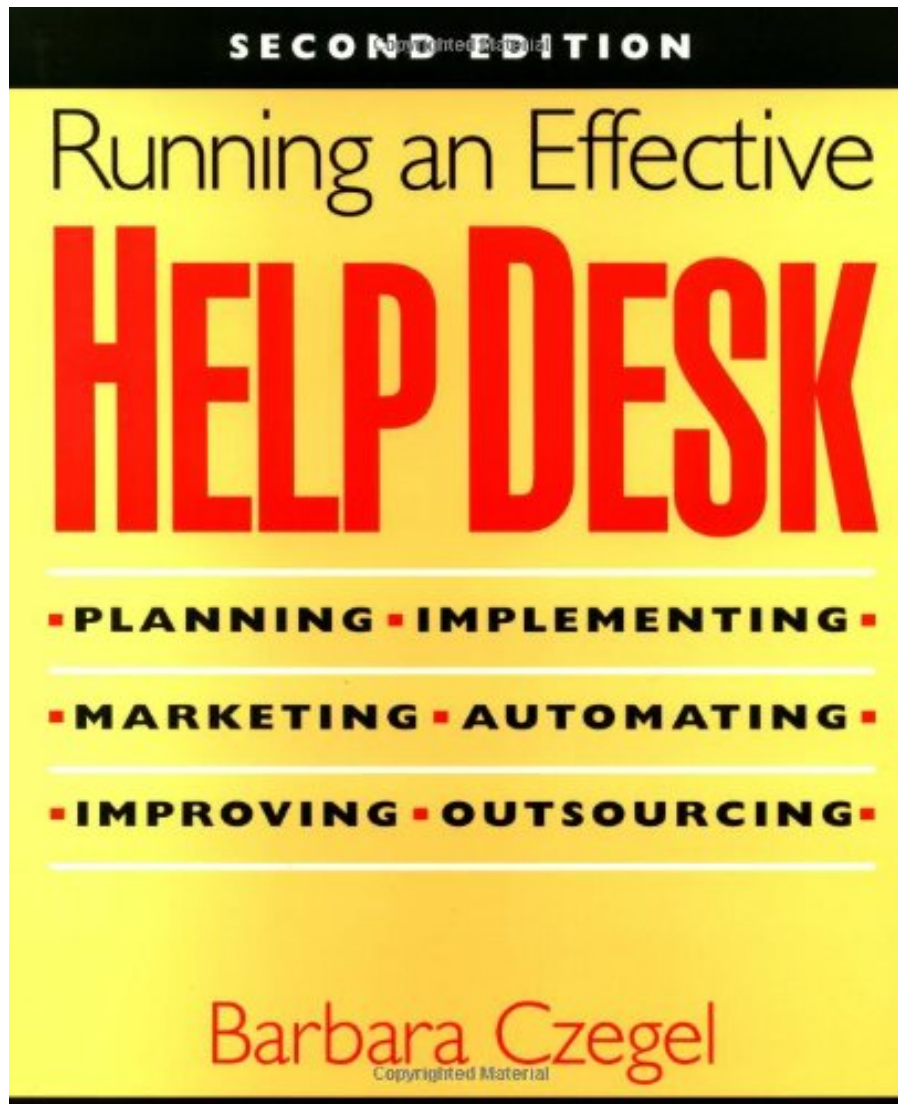# RUNNING AN EFFECTIVE HELP DESK, 2ND EDITION BY BARBARA CZEGEL

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From Library Journal
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Review
"This manual...presents information on this topic in a practical and approachable manner." (From Libraries Unlimited, Library and Information Science Annual, 1999)

"...Barbara Czegel has written a book that will hold your hand if you have to set up or manage a helpdesk and aren't perhaps the most technical or even most organised person in the organisation. The focus of this book is not just on the how, but the why. Czegel writes in a straightforward, uncluttered style, with plenty of insights and lots of checklists..." (Local Government Executive, October 2001)

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RUNNING AN EFFECTIVE HELP DESK, 2ND EDITION BY BARBARA CZEGEL PDF

The definitive guide to setting up and running a successful Help Desk-now updated and expanded to include the latest Web-based technologies.

This book is for you if you are:
* A business manager charged with researching, planning, and setting up a Help Desk in your organization
* An IT manager who wants to improve the level of technical support and communication within your organization with the latest support technologies
* A Help Desk manager looking for guidance on how to upgrade traditional Help Desk functions with Internet- or intranet-related processes.

The thoroughly revised, updated, and expanded Second Edition of the critically acclaimed, first-ever guide to running an effective Help Desk, this book tells you everything you need to know to plan, budget, staff, implement, track, upgrade, and even outsource your organization's Help Desk. Drawing upon her extensive experience as a leading North American expert on Help Desk planning and management, author Barbara Czegel:
* Guides you step-by-step through every phase of setting up traditional and Web-related Help Desks for the Internet and an intranet
* Provides a wealth of practical advice on all technical, management, and human-factor aspects of running an effective Help Desk
* Supplies ready-to-use templates in both Word and HTML formats for an array of Help Desk projects.

On the companion website you'll find:
* Real-life Web-based Help Desk examples
* All the templates from the book in HTML and Word formats.

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Most helpful customer reviews

19 of 19 people found the following review helpful.
Practical and current - good value
By Michael Darmody (mdarmody@answerthink.com)
This is the best how-to book on this subject. The author has real-world experience and it shows in the organization of the book. It contains practical insight on managing the outsourcing of help desk services. It seeems to be generic by design. If you have industry-, company- or culture-specific issues, you may have to do some more research. Great starting point for new help desk managers.

12 of 14 people found the following review helpful.
Terrible Choice
By Dennis G. Ravenelle
This book has a 1998 copyright date -- that's my own stupidity! To quote the author, "buy in haste, repent in leisure." I bought it because of the reviews on the site.
Always check the copyright date before you buy!
It is verbose and without substance.
If you've spent more than a week in any kind of enterprise environment, you should know most of what is in here.
If anyone really wants it, I'll gladly give you a good deal on my copy!

36 of 38 people found the following review helpful.
Covers every detail, including some missed in other books
By Linda Zarate
This thorough book provides a clear roadmap to designing, implementing and operating a help desk. The

author leaves no key process out and completely covers everything from initial concept to measuring support effectiveness and process improvement.

Ms. Czgel starts with an initial strategy that is focused on planning help desk services that are completely aligned to requirements and are based on a mission statement. This business-oriented approach is refreshing and will keep IT grounded in the real reasons for a help desk. More importantly, in my opinion, is the process that she proposes for careful selection of services to provide. My experience has shown that an overly ambitious set of service goals will kill a help desk implementation early in its life by offering a too much before there is a stable help desk process in place. As such, Ms. Czgel's approach is realistic and lays the foundation for a success implementation. I especially liked the use of customer profiles and the emphasis on roles and responsibilities early in the planning process.

The section on the actual design of the help desk structure provides insights and information that can be applied to a large number of solutions. Since help desks will be organized in accordance with requirements and unique mission statements, this section of the book is like a catalog of patterns. I liked the excellent tips on how to best structure the help desk to meet requirements and mission. The information on accurately estimating staffing requirements is consistent with industry best practices and something that, believe it or not, is often overlooked when help desks are established. I also found the chapter on consolidating help desks valuable because this is a common project that many companies face. The advice given is sound and well thought out. Since my job is service delivery consulting this entire section was particularly valuable. Part three of the book gets into the meat by thoroughly covering the processes that are essential to running a help desk. Most of this material is not new or much different from what other help desk books provide, but there were a few topics that stood out as both unique [to books of this genre] and reflect best practices by the best-run help desks. Examples are change control, disaster recovery and vendor management. These topics show that the author not only considers business alignment, but also cross-functional alignment within IT.

Professional resources and underlying technology are provided in part four. In the first chapters the author points out sources of standards, best practices and other support, such as the Help Desk Institute, Software Support Professionals Association, etc. In the final chapters she provides a clear explanation of how technologies such as ACDs (automatic call distributors) and IVRs (interactive voice response) equipment work and how they can provide additional efficiencies to a well-run help desk operation. The author also provides good coverage of tools and techniques that will make help desk operations responsive to user needs as well as support internal IT processes and procedures.

This book wraps up with an in-depth coverage of operational requirements for the help desk once it has been implemented. It hits all of the critical success factors, such as performance metrics, service level agreements, communications and internal evaluations. I particularly liked the chapter on marketing, which is something that is important but not often done be most help desks. This proactive approach to keeping users (your customers) informed of new services, accomplishments and tips is excellent and will go a long way towards attaining high customer satisfaction scores - not to mention proving the value of the help desk to IT and business management.

As a service delivery consultant I found this book to be one of the best for planning and implementing a world-class help desk. I personally gained a lot of knowledge from it, and it reinforced some of my past experiences and accomplishments. It earns 5 stars and my highest recommendation.

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