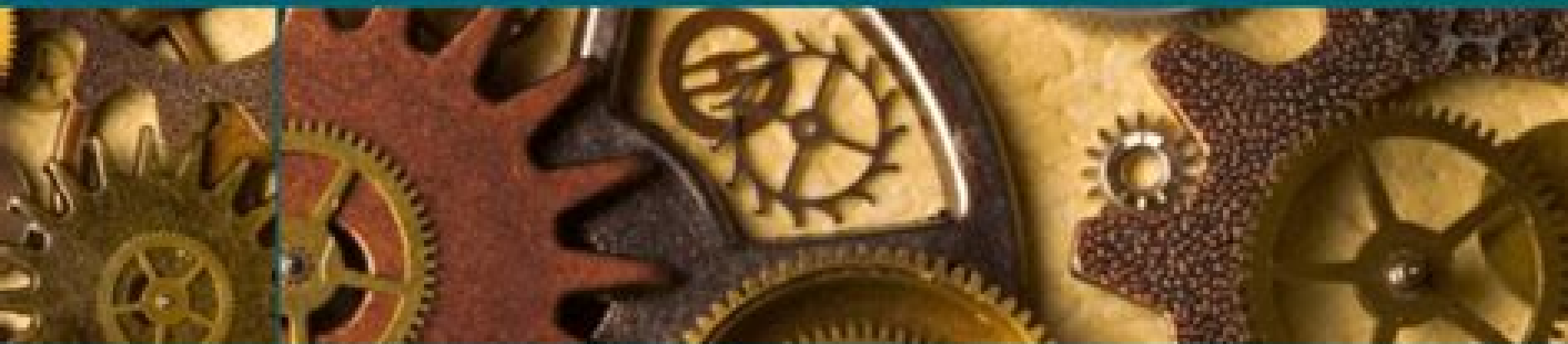




Chapter 1

Introduction to Computer User Support

A GUIDE TO

COMPUTER USER SUPPORT

FOR HELP DESK AND SUPPORT SPECIALISTS

SIXTH EDITION BY FRED BEISSE

A Guide To Computer User Support 4th Edition

Alison Scammell



A Guide To Computer User Support 4th Edition:

A Guide to Computer User Support for Help Desk & Support Specialists Fred Beisse, 2001 This book provides an overview of the knowledge skills and abilities necessary for employment in the user support industry Developed with the input of industry advisors this title emphasizes problem solving and communication skills in addition to technical coverage Using creative Hands On exercises and Case Projects users apply their knowledge and develop their ideas and skills both individually and in teams to help prepare them for today's team oriented work environment Software Maintenance Success Recipes Donald J. Reifer, 2016-04-19 Software Maintenance Success Recipes identifies actionable formulas for success based on in depth analysis of more than 200 real world maintenance projects It details the set of factors that are usually present when effective software maintenance teams do their work and instructs on the methods required to achieve success Donald J Reifer an award winner for his contributions to the field of software engineering provides step by step guidance on how to structure the job to complete all of the work related to the task A Guide to Computer User Support for Help Desk and Support Specialists Fred Beisse, 2009-09-16 A GUIDE TO COMPUTER USER SUPPORT FOR HELP DESK AND SUPPORT SPECIALISTS FOURTH EDITION focuses on key information and skills for user support professionals including troubleshooting and problem solving successful communication with clients determining a client's specific needs and training end users For those considering entering the field alternate career paths for user support workers are described This text continues many of the successful features of previous editions including Tips On The Web pointers Check Your Understanding self tests discussion questions hands on activities and case projects With balanced coverage of both people skills and technical skills this book is an excellent resource for those in or preparing for the technical support field Important Notice Media content referenced within the product description or the product text may not be available in the ebook version

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