



The Best NOC and Service Desk Operations BOOK EVER! For Managed Services

By Erick Simpson

Download now

Read Online ➔


The Best NOC and Service Desk Operations BOOK EVER! For Managed Services By Erick Simpson

The fourth publication in MSP University's best-selling Managed Services Series, **The Best NOC and Service Desk Operations BOOK EVER!** reveals how to build, staff and maintain a NOC and Service Desk effectively and profitably, along with best practices and techniques to increase efficiencies and net profits for these critical business service delivery business units. This comprehensive resource documents and discusses best practices for NOC and Service Desk infrastructure design, tools and technology, deliverables, pre-requisites for service, agreements and addendums, SLAs, processes, clients, management and outsourcing considerations all geared to help your organization or business unit increase efficiencies and net profitability while reducing risk and mitigating pain for you and your clients and end users. Whether you are looking to build out your NOC and Service Desk from scratch, are interested in learning how to effectively outsource and manage specific components of these units, or simply wish to evaluate the processes you currently employ in your own NOC and Service Desk, this reference will teach you how to improve processes, maximize efficiencies and increase client satisfaction - all while improving your bottom line! We've included everything you'll need in **The Best NOC and Service Desk Operations BOOK EVER!**, allowing you to:

- Design the most effective infrastructure for your NOC and Service Desk
- Identify and integrate the right tools and technology to support your NOC and Service Desk
- Establish service requirements for your end users and clients to qualify them for effective, efficient service delivery
- Determine what your NOC and Service Desk deliverables and SLAs should be
- Understand and implement effective incident management processes
- Learn the 10 critical Service Management processes required for success
- Develop a rock-solid client provisioning and on-boarding process to smooth service turn-up and go-live
- Gain knowledge of efficient day-to-day NOC and Service Desk staff duties that increase efficiencies and improve customer satisfaction
- Create an effective hiring, compensation, training and management process for NOC and Service Desk staff
- Discover critical KPIs and learn how to run your NOC and Service Desk by the numbers
- Learn how to outsource NOC and Service Desk components effectively.

This resource has been highly requested by solution providers, internal IT departments and channel organizations worldwide, and fills the void for a NOC and Service Desk-specific work for the IT industry covering

design, tools, deliverables and hiring, compensating, training and managing staff; along with processes, client on-boarding and management processes, outsourcing to 3rd party fulfillment partners and service delivery. Includes nearly 30 downloadable forms, tools and educational webcasts - see page 476 for download instructions.

 [**Download** The Best NOC and Service Desk Operations BOOK EVER ...pdf](#)

 [**Read Online** The Best NOC and Service Desk Operations BOOK EV ...pdf](#)

The Best NOC and Service Desk Operations BOOK EVER! For Managed Services

By Erick Simpson

The Best NOC and Service Desk Operations BOOK EVER! For Managed Services By Erick Simpson

The fourth publication in MSP University's best-selling Managed Services Series, *The Best NOC and Service Desk Operations BOOK EVER!* reveals how to build, staff and maintain a NOC and Service Desk effectively and profitably, along with best practices and techniques to increase efficiencies and net profits for these critical business service delivery business units. This comprehensive resource documents and discusses best practices for NOC and Service Desk infrastructure design, tools and technology, deliverables, pre-requisites for service, agreements and addendums, SLAs, processes, clients, management and outsourcing considerations all geared to help your organization or business unit increase efficiencies and net profitability while reducing risk and mitigating pain for you and your clients and end users. Whether you are looking to build out your NOC and Service Desk from scratch, are interested in learning how to effectively outsource and manage specific components of these units, or simply wish to evaluate the processes you currently employ in your own NOC and Service Desk, this reference will teach you how to improve processes, maximize efficiencies and increase client satisfaction - all while improving your bottom line! We've included everything you'll need in *The Best NOC and Service Desk Operations BOOK EVER!*, allowing you to:

- Design the most effective infrastructure for your NOC and Service Desk
- Identify and integrate the right tools and technology to support your NOC and Service Desk
- Establish service requirements for your end users and clients to qualify them for effective, efficient service delivery
- Determine what your NOC and Service Desk deliverables and SLAs should be
- Understand and implement effective incident management processes
- Learn the 10 critical Service Management processes required for success
- Develop a rock-solid client provisioning and on-boarding process to smooth service turn-up and go-live
- Gain knowledge of efficient day-to-day NOC and Service Desk staff duties that increase efficiencies and improve customer satisfaction
- Create an effective hiring, compensation, training and management process for NOC and Service Desk staff
- Discover critical KPIs and learn how to run your NOC and Service Desk by the numbers
- Learn how to outsource NOC and Service Desk components effectively.

This resource has been highly requested by solution providers, internal IT departments and channel organizations worldwide, and fills the void for a NOC and Service Desk-specific work for the IT industry covering design, tools, deliverables and hiring, compensating, training and managing staff; along with processes, client on-boarding and management processes, outsourcing to 3rd party fulfillment partners and service delivery. Includes nearly 30 downloadable forms, tools and educational webcasts - see page 476 for download instructions.

**The Best NOC and Service Desk Operations BOOK EVER! For Managed Services By Erick Simpson
Bibliography**

- Rank: #2518440 in Books
- Brand: Brand: Intelligent Enterprise
- Published on: 2009-10-23
- Original language: English
- Number of items: 1
- Dimensions: 9.02" h x .98" w x 5.98" l, 1.42 pounds

- Binding: Perfect Paperback
- 476 pages

 [Download The Best NOC and Service Desk Operations BOOK EVER ...pdf](#)

 [Read Online The Best NOC and Service Desk Operations BOOK EV ...pdf](#)

Download and Read Free Online The Best NOC and Service Desk Operations BOOK EVER! For Managed Services By Erick Simpson

Editorial Review

About the Author

Co-founder, Vice President and CIO of Intelligent Enterprise, a Gold Certified Microsoft Partner, and MSP University, Erick Simpson is a recognized IT and Managed Services Author, Speaker and Trainer, and contributor to numerous industry publications and events. Author of The Guide to a Successful Managed Services Practice - What Every SMB IT Service Provider Should Know..., the definitive book on Managed Services, and the follow-ups in MSP University's Managed Services Series The Best I.T. Sales & Marketing BOOK EVER! - Selling and Marketing Managed Services, and The Best I.T. Service Delivery BOOK EVER! - Hardware Warranty, Break-Fix, Professional and Managed Services, Mr. Simpson has also co-authored the HTG publication Peer Power - Powerful Ideas for Partners from Peers. MSP University has helped numerous Vendor Channels, their Partners, and thousands of independent IT Solution Providers worldwide educate themselves in transitioning their I.T. Service Businesses to successful, profitable Managed Services Practices. Mr. Simpson's prior experience includes overseeing the design, development and implementation of Enterprise-level Help Desks and Call Centers for Fortune 1000 organizations.

Users Review

From reader reviews:

Robert Frye:

Do you have favorite book? For those who have, what is your favorite's book? Reserve is very important thing for us to understand everything in the world. Each publication has different aim or even goal; it means that publication has different type. Some people experience enjoy to spend their the perfect time to read a book. They may be reading whatever they acquire because their hobby will be reading a book. What about the person who don't like reading a book? Sometime, particular person feel need book once they found difficult problem or perhaps exercise. Well, probably you should have this The Best NOC and Service Desk Operations BOOK EVER! For Managed Services.

Lewis Manns:

Nowadays reading books become more than want or need but also become a life style. This reading addiction give you lot of advantages. Associate programs you got of course the knowledge the particular information inside the book in which improve your knowledge and information. The info you get based on what kind of publication you read, if you want have more knowledge just go with training books but if you want sense happy read one using theme for entertaining for example comic or novel. The actual The Best NOC and Service Desk Operations BOOK EVER! For Managed Services is kind of publication which is giving the reader erratic experience.

Minnie Rivera:

Hey guys, do you wants to finds a new book to see? May be the book with the headline The Best NOC and

Service Desk Operations BOOK EVER! For Managed Services suitable to you? Often the book was written by popular writer in this era. The actual book untitled The Best NOC and Service Desk Operations BOOK EVER! For Managed Services is the main of several books which everyone read now. This book was inspired a number of people in the world. When you read this book you will enter the new dimensions that you ever know before. The author explained their thought in the simple way, consequently all of people can easily to know the core of this e-book. This book will give you a large amount of information about this world now. In order to see the represented of the world within this book.

Linda Meier:

Is it anyone who having spare time after that spend it whole day through watching television programs or just lying down on the bed? Do you need something new? This The Best NOC and Service Desk Operations BOOK EVER! For Managed Services can be the solution, oh how comes? The new book you know. You are so out of date, spending your extra time by reading in this completely new era is common not a nerd activity. So what these ebooks have than the others?

Download and Read Online The Best NOC and Service Desk Operations BOOK EVER! For Managed Services By Erick Simpson #BKJFH5O9ARG

Read The Best NOC and Service Desk Operations BOOK EVER! For Managed Services By Erick Simpson for online ebook

The Best NOC and Service Desk Operations BOOK EVER! For Managed Services By Erick Simpson Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read The Best NOC and Service Desk Operations BOOK EVER! For Managed Services By Erick Simpson books to read online.

Online The Best NOC and Service Desk Operations BOOK EVER! For Managed Services By Erick Simpson ebook PDF download

**The Best NOC and Service Desk Operations BOOK EVER! For Managed Services By Erick Simpson
Doc**

The Best NOC and Service Desk Operations BOOK EVER! For Managed Services By Erick Simpson Mobipocket

The Best NOC and Service Desk Operations BOOK EVER! For Managed Services By Erick Simpson EPub

BKJFH509ARG: The Best NOC and Service Desk Operations BOOK EVER! For Managed Services By Erick Simpson