



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

By Erick Simpson

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## 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.

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### **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.

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