

# IT Service Desk

A Complete Guide - 2021 Edition



## PRACTICAL TOOLS FOR SELF-ASSESSMENT

Diagnose projects, initiatives, organizations, businesses and processes using accepted diagnostic standards and practices

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Implement evidence-based best practice strategies aligned with overall goals

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Integrate recent advances and process design strategies into practice according to best practice guidelines

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Use the Self-Assessment tool Scorecard and develop a clear picture of which areas need attention

The Art of Service

# It Service Desk Operations Manual

**Noel Bruton**

A red circular graphic with a gradient, appearing as a partial circle or a thick arc, located to the right of the author's name.

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