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become a more effective tech professional by learning how to provide the most useful it support for your users you ll learn how to efficiently and effectively deal with any type of problem including operating systems software and hardware it support is often complex time consuming and expensive but it doesn t have to be with the right processes in place whether you re an individual part of an it support team or managing staff supporting pc users in their homes this book will help you understand the right way to approach troubleshoot and isolate problems so they can be handled efficiently with the least disruption and cost to your business expanded and revised for this second edition you ll make yourself popular with your colleagues and keep your clients and users happy and productive new to this edition the world of work has changed with remote and hybrid working now the new normal and with it support departments worldwide having to adapt to this new paradigm this expanded edition highlights the skills tools and structures needed to support businesses of any size in the new normal what you ll learn manage reporting and keep a record of issues that occur provide effective remote support for users working from home or elsewhere in the world use error and system reporting in windows to obtain high quality relevant information spot patterns in user behavior that may be causing difficult to diagnose problems be familiar with best practices to make you a better support professional who this book is for it professionals it support on site and remote and system administrators who manage support teams no prior knowledge is required

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