



How to Lead an IT 2nd Line Support Group

MITUS²

Practical training for technical group leaders all over IT

Second and Third-Line technical groups are the forgotten heroes of IT. Scarcely catered for in the standard ITSM frameworks, they are often overshadowed by disproportionate management attention to and investment in the Servicedesk, and even pursued by its 'Incident Managers'. These technical groups have a complex and varied span of responsibilities. They may be in charge of the server estate, or specialising in Audio Video, or in educational technologies, telecoms, business applications, or traversing the userbase to provide support at the desktop.

The technical group's workload is typically significantly more complex than that at the Servicedesk. Of course this group must be able and organised to react to assignments arriving from the First Line, but that is on top of maintaining and building the hardware and software estate that is their specialisation. There are routine checks to be made, projects to be organised and conducted, expertise to be maintained. And among all this proactive prevention and creation, there is the reality that the enquiries coming from the first line may involve complex and time-consuming diagnosis and user visits, to arrive at solutions that may take days to resolve - that is assuming that the experts in this team will not be interrupted by users trying to bypass the Servicedesk and pull rank to jump the queue.

ITSM's failure to focus on these crucial IT resources has had a deeper negative effect – a 35% fall in productivity in recent years. It can be hard to keep your productivity up when you are being pulled from pillar to post by competing demands, with little to no meaningful description of success to aim for.

But you can win, even in these testing circumstances. And that's what **this highly practical, two-day seminar** will show you, so your group can be more successful, better able to cope, more respected by the users, and a lot more rewarding to work in. You know the people who work in your group are solid and competent technicians doing a difficult and demanding job – let the expert and proven techniques in this seminar enable you to lead them to the success they deserve.

What You Will Learn

- Get your staff to accept and support you as their leader
- Get the right escalations from the Servicedesk
- Co-ordinate your different workloads – reactive, projects and routine
- Where, why, how, and what to measure
- Manage and minimise those backlogs
- Handle planned and unexpected staff absences
- Deal with demanding users
- Give your staff a rewarding and enjoyable place to work
- Manage your SPoF risk
- Build a group anyone would be proud to be a member of
- Make more time for the fun stuff
- Prove you're understaffed – or not
- Get the best out of your team
- Win the respect of the users and the business

About Your Course Leader

Course creator and presenter Noel Bruton is a UK-based consultant, author and leader of world-class IT Support workgroups.

He started his independent consultancy in 1991 and is the author of best-selling IT Support management books. He is highly regarded as a trainer and presenter, and in particular for the straight-talking way he delivers his highly practical solutions.



"The biggest single difference to customer satisfaction can be made at the Second Line."

Attend if you are: Head of a group of technical staff supporting any information technology, including second line desktop support, third line network systems and operations, business applications support or specialist groups like learning tech, comms or AV, etc.. ***It's about how you manage your workgroup and their workload.***

Next Instance

Central London
7th – 8th March 2017

Coffee & refreshments on arrival at 09:30, workshop begins 10:00, restaurant lunch and afternoon refreshments, closes around 16:00. £595.00+VAT.

To reserve your place email **Karen** at karen@noelbruton.com. Payment due before attending, so **book early** both to ensure a place and to help your purchasing people.

To discuss content, call **Noel** on
+44 (0)1559 370270

What past attendees said about this seminar:

- "Great course that I will recommend to others. Comforting to hear people from other organisations with the same issues."
- "Really useful as came away with lots of useful tools that I can make use of back in the office."
- "Noel was very engaging and interesting. Full of anecdotes and real world examples of what he was teaching."
- "I have never sat in a seminar and felt tuned in and concentrated for its entirety... but I did at this one!"
- "I was looking for inspiration to bring back to my work place and I have certainly found it! There are a range of tools and techniques I am going to implement as I know they will improve my team."
- "Thought provoking, I was constantly asking myself why I and my organisation are doing things the way we do, when clearly there are much better ways, like Noel's!"
- "Noel is fantastic, very clear and extremely knowledgeable, so you can trust in everything he tells you."