



# IT Service Desk - Simple Steps to Win, Insights and Opportunities for Maxing Out Success

*Gerard Blokdijk*

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Based on extensive research, this lays out the thinking of the most successful IT Service Desk knowledge experts, those who are adept at continually innovating and seeing opportunities.

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Also, if you are looking for answers to one or more of these questions then THIS is the title for you:

What is the best global IT service desk/help desk strategy? How do I engage in proactive service assurance aka PSA in an IT service desk management? What should i do to become a Network Engineer? ...and much more...

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