

A series of abstract, flowing, wavy lines in shades of green and yellow sweep across the middle of the slide, creating a sense of movement and energy.

Customer Service – On The Inside

Ian Connelly

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Welcome

- 15+ Years in IT
- Managed Helpdesks, IT Service Desks & Operational Support Teams
- British Computer Society – Service Management Specialist Group
- Environments & Release Manager
- Service Management Advocate









KEEP
CALM
AND
CARRY
ON





Home canned crushed tomatoes by
Susy Morris / CC BY-NC 2.0





Simone Operates, Local Doctors Observe by ReSurge International / CC BY-NC-ND 2.0



Telescopes by Patrick Denker / CC BY 2.0





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Service Management
Specialist Group

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