

Enabling the information society

Customer Service – On The Inside Ian Connelly

8th June 2016

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











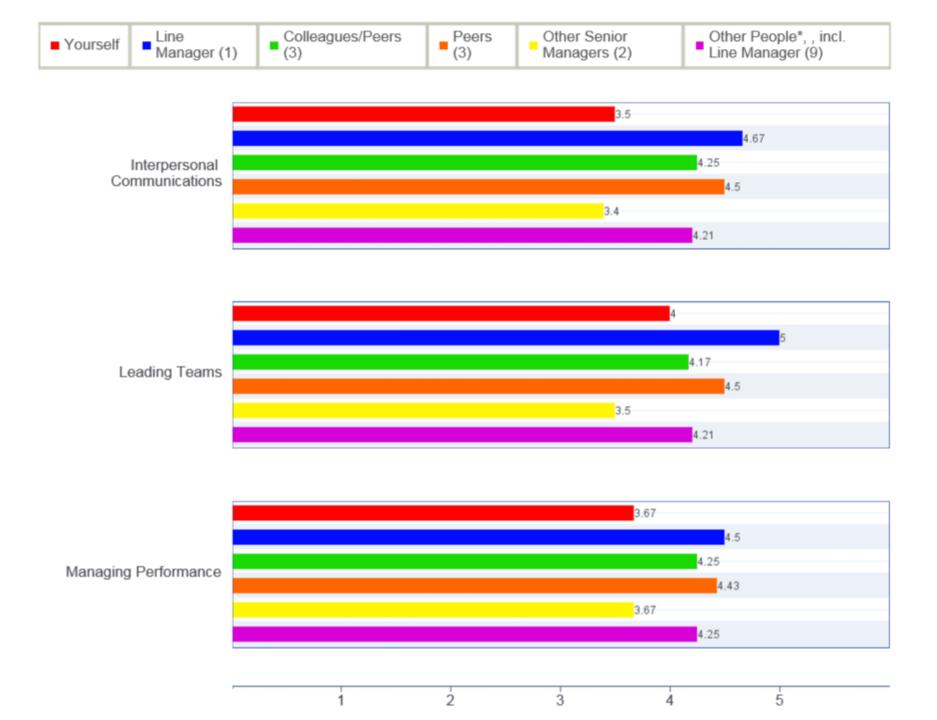


















Service Management Specialist Group

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