

Supporting HIS Applications: End-User Support and Training (Helpdesk)

Course Purpose

The purpose of this course is to **empower learners** with the knowledge and skills needed to provide efficient and effective **end-user support and training in a helpdesk environment.**

The current course is 30% theoretical and 70% practical, ensuring that learners not only grasp theoretical concepts but also gain **hands-on experience in applying them.**

Learning Objectives



At the end of the training, it is expected that the trainees will be able to:

- Articulate the operating procedures of the helpdesk service
- Identify considerations for establishing helpdesk system that meets the needs and expectations of internal and external customers
- Articulate an example of an end-user support workflow
- Identify best practices for issue tracking and ticket prioritization
- Identify key points during the support process for user engagement
- Understand methods for creating and enhance helpdesk documentation
- Apply strategies for framing end-user training to help customers accomplish their goals
- Apply the best practices of data protection and confidentiality when providing Helpdesk and support services
- Identify common tools used for tracking issue status and resolution
- Articulate what is a ticketing system and how a helpdesk is run and managed



Duration:
3 hours



Language:
English



Launch date:
August 2024



Recommended experience:

- Basic Computer Literacy
- Good Oral and Written Communication Skills
- Problem solving skills

Platform
All the courses are available on **Atingi** for free!



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www.regenstrief.org
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Target Profiles

How this course will help each profile?



HIS Leadership	Business/System Analyst	Project Manager	Trainer, Support Analyst, Help Desk	Developer, Systems Engineer, Systems Administrator
Understand context for what it takes to establish and manage a help desk.	Establish and refine practices for supporting and engaging with those who use health information systems. Understand how your role engages with a helpdesk and how documentation created can help end users.	Understand context for what it takes to establish and manage a help desk.	Establish and refine practices for supporting and engaging with those who use health information systems.	Understand how your role engages with a helpdesk and how technical documentation created can be used to help support end users.