



**FACULTY OF GRADUATE STUDIES  
MASTER IN BUSINESS ADMINISTRATION**

**TECHNICAL SUPPORT HELPDESK  
PERFORMANCE in The ACADEMIC  
ENVIRONMENT:  
A CASE STUDY at BIRZEIT UNIVERSITY'S  
TECHNICAL SUPPORT HELPDESK**

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**أداء قسم الدعم الفني في البيئة الأكاديمية : قسم الدعم الفني في  
جامعة بيرزيت كحالة دراسية**

Prepared by

**Nour M. Sharkasi**

Supervised by

**Dr. Bassem Al-Sayrafi**

**Birzeit University – Palestine  
December 2009**



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**A thesis submitted in partial fulfillment of the requirements of the  
Master degree in Business Administration with emphasis on IT  
Services Management**

**Prepared by: Nour M. Sharkasi**

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