

## Service Desk Analyst - Including Exam

**Duration: 3 Days**    **Course Code: SDA**    **Delivery Method: Company Event**

### Overview:

### Become a qualified Service Desk Analyst and boost your levels of customer service support

The importance of delivering high-quality customer service in today's support environment means that the responsibilities of IT support analysts are many. As a result, a diverse skill-set is required to meet the constantly evolving and increasing challenging demands placed on them. Ensuring your first-line service desk team deliver excellent customer service through efficient IT support – whether it be face-to-face, via email, over the phone, by IM/SMS, chat or social media – to agreed IT service levels is vital. This training course enables service desk and support analysts to gain a professional qualification, issued by PeopleCert, and equips them with the skills essential to delivering excellent levels of customer service and support. Covering three days of classroom-based learning, plus the qualification exam on the last day of the course, analysts will fully explore the modules covered in the SDI Professional Standard for Service Desk Analysts and leave with a thorough understanding of best practice. This training is delivered by the Service Desk Institute.

#### Company Events

These events can be delivered exclusively for your company at our locations or yours, specifically for your delegates and your needs. The Company Events can be tailored or standard course deliveries.

### Target Audience:

The SDA qualification course is for front-line IT service and support analysts with some experience in a first line or second line service desk environment. This course is perfect for analysts looking to grow in their role and gain a recognised qualification in their profession. This course will help them to develop practical skills whilst earning a certificate that endorses their commitment and knowledge.

### Objectives:

- At the end of this course, service desk analysts will gain:
- A thorough grounding in the skills, competencies and knowledge required of a professional and effective service desk and support analyst
- The essential skills and competencies to deliver efficient and effective support in line with SDI's best practice industry standards
- A clear understanding of how to identify customer needs and motivations, how to deal effectively with a variety of situations
- The ability to recognise the importance of teamwork in the support environment
- Knowledge of core IT service management processes and the role of the service desk within these
- Practical problem-solving techniques to help resolve customers' issues first time
- An understanding of service desk metrics, service level agreements, customer satisfaction surveys and the latest service desk tools and technologies
- An awareness of the need for developing professional relationships and for displaying respect and cultural sensitivity
- Practical preparation for taking the SDA examination with PeopleCert
- A new network of colleagues in similar roles from other organisations

### Prerequisites:

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### Testing and Certification

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## Content:

This course contains everything that is typically core to the role of a Service Desk Analyst:

Roles and responsibilities: learn everything you need to know about being a professional, efficient, and effective service desk analyst and the key features of delivering service excellence

Relationship management: discover the importance of collaboration, teamwork, customer relationships and cultural awareness across a global perspective

Effective communication skills and competencies: explore the principles of good verbal, non-verbal, formal, and informal communication skills, the benefits of active listening and the different ways which people communicate

Problem-solving: a close look at problem solving techniques, critical thinking, inductive and deductive reasoning, and enhancing your creativity to reach a resolution faster

Effective rapport and conflict management skills: learn how to develop rapport with your colleagues and customers, understand the importance of good emotional intelligence and how this can aid conflict management and negotiation

Resilience: understand and develop emotional resilience to help detect and manage both positive and negative signs of stress

Managing practices, processes, and procedures: establish the need for practices, processes, and procedures for interaction handling and how to create and maintain high-quality documentation

IT Service Management: learn about the purpose and roles within the service desk of key IT Service Management practices including incident management, service request management, problem management, knowledge management and information security management

Quality assurance program: review the importance of quality assurance activities, commonly used quality assurance practices, customer satisfaction surveys and the benefits of metrics

Managing customer feedback: understand the purpose, objectives, and components of successful feedback management

Support methods: gain an insight into the different methods of delivering support, including the benefits of remote support and self-service

AI ; automation: identify common examples, benefits and challenges of AI and automation within service management

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## Further Information:

For More information, or to book your course, please call us on 0800/84.009

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[www.globalknowledge.com/en-be/](http://www.globalknowledge.com/en-be/)