

## Service Desk Manager - Including Exam

Duration: 4 Days    Course Code: SDM    Delivery Method: Virtual Learning

### Overview:

### Master the key areas of service desk management, gain the globally recognised Service Desk Manager qualification and lead your team to lasting success.

The Service Desk Manager course provides a thorough understanding of service desk management and leads to a globally recognised professional qualification. This short video explains how this course will ensure you gain the skills needed to steer your service desk to success.

#### Virtual Course

This is a fully interactive, instructor-led training experience hosted through SDI's online training portal. Each delegate is provided with all of the resources and workbooks they need plus a collaborative workspace where they can share ideas with fellow delegates.

The live online training is delivered by a specialist SDI trainer who will guide delegates through the easy-to-use virtual training environment making sure every attendee is comfortable with the tools and environment.

This training is delivered by the Service Desk Institute.

#### Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

### Target Audience:

This interactive four-day qualification course is designed for existing and aspiring service desk managers and supervisors who wish to develop their understanding of service desk management best practice and how to run an effective support operation.

This course is suitable for those with at least three years experience in a service desk environment.

### Objectives:

- At the end of this course, delegates will gain:
  - An internationally recognised SDM qualification from Peoplecert.
- A thorough grounding in the skills required to lead, motivate and manage a service desk team.
  - A new network of colleagues in similar roles from other organisations
- The complete service desk management toolkit covering strategy, leadership, employee development, relationship building, service improvement, ITSM processes, performance measurement, finance and tools and technologies.

### Prerequisites:

This course is suitable for those with at least three years experience in a service desk environment.

### Testing and Certification

- Multiple choice
- 60 questions per paper
- 45 marks required to pass (out of 60 available) - 75%
- 60 minutes duration
- Closed book.
- A voucher for the exam is part of the price.

### Follow-on-Courses:

- SDA, Service Desk Institute - Analyst

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## Content:

This course contains everything that is essential to core roles and responsibilities of a successful Service Desk Manager:

Defining strategic requirements: review the purpose, activities, and requirements of a successful service desk from a global perspective, discover the benefits of complying with industry standards and examine ethics in the service and support environment

Developing a strategic role: examine the requirements for creating an effective service desk strategy that underpins business goals, learn about the purpose and objectives of vision and missions statements, examine the benefits and challenges associated with various sourcing models, and review the objectives and activities of financial management

The role of the service desk manager: review the characteristics, skills and competencies required to be an effective service desk manager, review the roles and responsibilities of a service desk manager, discuss the reasons why we should promote the service desk, and review the key activities of a successful promotion campaign

Organisational change and project management: identify the elements of successful project management and the importance of building persuasive business cases, example the purpose and benefits of effective organisational change, identify opportunities for participation in strategic decision making, and review the knowledge requirements to build good strategic awareness

Teamwork and communication: review the characteristics of effective teams, examine the importance of excellent communication skills from a management perspective, learn the requirements of effective presentation skills, and enhance listening, information gathering and negotiating techniques

Staff recruitment, retention ; development: examine the requirements for effective recruitment strategies, review the features and benefits of a structured and on-going approach to induction, training and development, and explore the behaviours required to retain staff, maintain effective working relationships and address individual performance issues

Management and leadership: review the activities of an effective manager and an effective leader, identify the elements of successful planning and co-ordinating activities, and examine the benefits of and how to achieve motivated teams

Resilience: examine the importance of emotional resilience, recognising signs of positive and negative stress in yourself and your staff, and effective stress management

Effective management of resources: examine the challenges and benefits of commonly used support delivery methods and technologies, explore the benefits of workforce management and resource planning models, and discover the challenges and benefits of adopting self-service

AI and automation: identify the benefits and challenges of increasing automation and AI opportunities within the workplace and explore common examples of rules-based AI and neural networks

IT service management: explore IT service management and its objectives, recognise the difference between a practice, a process and a procedure, identify the need to effective practices, processes and procedures and the importance of following them, and discover ITIL 4 practices and their purpose and place within the service desk environment

Quality assurance activities: review the purpose and objectives of a comprehensive quality assurance program, identify common quality assurance practices, examine the purpose, benefits, and methods of interaction monitoring, and explore the role of benchmarking in the service desk environment

Managing the customer experience: discover the importance of managing the customer experience and the need for a coherent approach, identify opportunities for capturing feedback, and learn how to use feedback effectively in decision making

Management information ; performance results: examine the relationship between critical success factors (CSFs), key performance indicators (KPIs) and metrics, and identify a range of service desk metrics and their success criteria

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## Additional Information:

Every delegate will need:

Microsoft Windows based PC with broadband connection

Internet Explorer 6.x or 7.x

Browser with ActiveX controls and VBScript enabled

You may need administrative permission on the PC to allow the download of additional software (if required)

Headset or speaker for your telephone for comfort

Quiet place to work

The courseware and hand-outs provided by SDI

## 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/)