ITIL® 4 Practitioner: Service Desk - Including Exam

Duration: 1 Day   Course Code: ITIL4P-MSF-SD

Overview:

This 1-day ITIL® 4 Practitioner: Service Desk module focuses on providing the candidates with the understanding of the key concepts, principles, value and challenges of the Service Desk Practice. It is intended to provide candidates with best practice guidance at both strategic and operational levels on how to capture demand for incident resolution and service requests. The Service Desk Practice should also be the entry point and single point of contact for the service provider for all users.

The ITIL® 4 Service Desk Practice module is structured and aligned around the ITIL® framework. The examination is intended to assess whether the candidate can demonstrate sufficient understanding and application of the concepts covered in the ITIL® 4 Service Desk Practice publication.

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Target Audience:

This practice module is for IT professionals who want to prove and validate their skills in this specific practice area.

Objectives:

- Understand the key concepts of the practice.

- Understand the processes of the practice.

- Understand the roles and competences of the practice.

- Understand how information and technology support and enable the practice.

- Understand the role of partners and suppliers in the practice.

- Understand how the ITIL® capability model can be used to develop the practice.

- Understand how the ITIL® guiding principles support the practice.

Prerequisites:

The candidate must have passed the ITIL® 4 Foundation examination.

- ILFN4 - ITIL® 4 Foundation - Including Exam

Testing and Certification

The ITIL® 4 Practitioner: Service Desk examination will comprise of:

- **Duration:** 30 Minutes
- **Closed Book:** Yes
- **Format:** 20 Questions With 1 Mark Each. No Negative Marking.
- **Question Type:** Standard Classic, Negative, & List
- **Bloom's Level's:** 2 & 3
- **Pass Mark:** 65% Or 13/20
Certification validity : Three (3) years

Content:

Our ITIL® 4 Practitioner: Service Desk training course will cover the following topics:

1- Understand the key concepts of the practice

- Explain the purpose of the practice
- Describe the PSFs ; key metrics of the practice
- Explain the key terms/concepts:
- Communication channels characteristics
- Omnichannel communications
- Service empathy
- Moment of truth.

2- Understand the processes of the practice

- Describe inputs and outputs of the processes
- Describe the key activities of the processes
- Know how to integrate the practice in the organization's value streams.

3- Understand the roles and competences of the practice

- Describe the responsibilities of the key roles of the practice
- Service desk manager
- Service desk agent
- Know how to position the practice in the organizational structure.

4- Understand how information and technology support and enable the practice

- Describe which activities have HIGH dependency on automation tools
- Know how to use/apply the key tools' functionality required to automate the practice.

5- Understand the role of partners and suppliers in the practice

- Explain the dependencies of the practice on third parties
- Explain how partners and suppliers can support the practice.

6- Understand how the ITIL® capability model can be used to develop the practice

7- Understand how ITIL® guiding principles help to develop the practice.

Additional Information:

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

info@globalknowledge.co.uk

www.globalknowledge.com/en-gb/

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK