COURSE OUTLINE

SDI
Service Desk Manager Training Organisation
Accredited by PeopleCert

Service Desk Manager

DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
4 Day(s)	Intermediate	IT Service Management	In Class	N/A

Course Overview

The SDI Service Desk and Support Manager qualification recognizes an individual's knowledge of the competency requirements and skills required to be a manager of a service desk.

The Service Desk and Support Manager exam is based on the SDI SDM standard. The competencies required for each SDI qualification were identified and approved by the SDI International Committee for Individual Standards, a group of industry experts and experienced practitioners from several organizations, in order to:

- Establish an international benchmark to recognizes the breadth of knowledge required to successfully fulfil the role
- Document the necessary skills
- Provide a mechanism to recognizes and develop the breadth of knowledge required for developing individuals aligned to international industry standards
- Provide leadership to the IT support industry by providing a recognized qualification in IT customer service and support

Prerequisite

Prerequisites for passing the exam will be a working and comprehensive knowledge and understanding of the professional demands placed on a Service Desk and Support Manager, the standard process requirements for most support operations and the technology available to Service Desks

Audience

The SDM qualification course is for existing and aspiring service desk managers and supervisors
who wish to develop their understanding of service desk management practices and build a set of
management skills. This course is suitable for those with at least three years' experience in a service
desk environment. Examples of professional job titles include.

- Team Leader
- Supervisor
- Service Desk Manager
- Support Manager
- Service Delivery Manager
- Customer Service Manager

At course completion

A person who passes the SDM exam can be expected have the skills to:

- Develop and deliver service desk and support strategies to fully underpin the organization's
- business strategy and objectives
- Demonstrate the key leadership and management competencies needed to be a successful
- Service Desk and Support Manager - to include operational management, organizational change management, human resources, team development, service desk promotion, risk and financial
- management
- Develop and deliver service desk and support technology strategies to underpin strategic
- objectives

- Interface the service desk with other IT functions, processes and standards to maximize the
- efficiency and effectiveness of IT
- Design, contract and deliver service desk processes and services to deliver exceptional customer
- service and support

Topics

Module 1: Defining Strategic Requirements

Module 2: Developing a Strategic Role

Module 3: Essential Management Skills

Module 4: Integrating the Service Desk

Module 5: Promoting the Service Desk

Module 6: IT Service Management

Module 7: Quality Assurance Activities

Module 8: Effective Management Tools and Technologies

Module 9: Staff Recruitment and Development

Module 10: Leadership and Management

Module 11: Professional Development

Vendor Annotation

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