

SM-SDA SERVICE DESK ANALYST (EXAM INCLUDED)



DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
3 Days	Foundation	Service Desk Institute	Instructor Led	NA

INTRODUCTION

The Service Desk Analyst course will provide delegates with skills and knowledge to interact with customers while gaining a career enhancing qualification. In addition, delegates will be taught about the four key concepts from the SDA standard namely, professionalism and roles, analyst skills, process supported technologies and enabling tools.

AUDIENCE PROFILE

Service desk and support analysts with at least 9 months experience in an IT service and support environment. Job roles include:

- Support Analyst
- Service Desk Analyst
- First-line Analyst
- Second-line Analyst
- Client Support Technician/Consultant
- Desktop Support Analyst
- Customer Support Officer
- Technical Support Analyst
- Service Centre Analyst

PREREQUISITES

There are no specific pre-requisites.

COURSE OBJECTIVES

Key course objectives:

- The roles and responsibilities of a service desk professional
- How to develop and employ the essential skills required for a service desk and support analyst
- How to summarize and follow service desk processes
- How to identify and describe service desk tools and technologies

COURSE CONTENT

Module 1: Roles and Responsibilities

- Learn everything you need to know about being an efficient and effective service desk analyst and the key concepts required to deliver effective support.

Module 2: Relationship management

- Discover the importance of collaboration, teamwork, customer relationships and cultural awareness across a global perspective.

Module 3: 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.

Module 4: Problem-solving

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

Module 5: 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.

Module 6: Resilience

- Understand and develop emotional resilience to help detect and manage both positive and negative signs of stress.

Module 7: 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 The Change Control Practice

Module 8: 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 The Problem Management

Module 9: Quality assurance program

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

Module 10: Managing customer feedback

- Understand the purpose, objectives, and components of

successful feedback management.

Module 11: Support methods

- Gain an insight into the different methods of delivering support, including the benefits of remote support and self-service.

Module 12: AI & automation

- Identify common examples, benefits and challenges of AI and automation within service management

ASSOCIATED CERTIFICATIONS & EXAM

This course is designed to prepare students to take the Service Desk Analyst exam.

- **Exam Format:** 60 questions, multiple choice examination.
- **Duration:** Maximum 60 minutes to complete this exam.
- **Pass Score:** 39 marks required to pass (out of 60 available) – 65%
- Closed Book.

Successfully passing this exam will result in the attainment of the Service Desk Analyst Certification.