

SM-SDM SERVICE DESK MANAGER (EXAM INCLUDED)



DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
4 Days	Intermediate	Service Desk Institute	Instructor Led	NA

INTRODUCTION

The Service Desk Manager course provides a thorough understanding of Service Desk Management, a professional internationally recognised qualification, issued by PeopleCert, and equips them with the skills and knowledge essential to effectively manage a Service Desk team and operations.

Ensuring your Service Desk is delivering excellent customer service, operating efficiently and aligned to business strategy are just some of the topics covered in this course. You'll also learn more around leadership and team management.

AUDIENCE PROFILE

This 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.

PREREQUISITES

There are no specific pre-requisites, however experience in a service desk environment will be beneficial.

COURSE OBJECTIVES

After completing this course, students will be able to:

- Develop and deliver service desk and support strategies to fully underpin the organization's strategy and required business outcomes.
- Demonstrate the key leadership and management competencies needed to be a successful service desk and support manager.
- Design and employ a continual service improvement quality assurance program.
- Recruit and retain staff using structured methods to develop and enhance their skills.
- Employ leadership and management skills to coach, mentor, and motivate staff.

COURSE CONTENT

Module 1: 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.

Module 2: 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 mission statements, examine the benefits and challenges associated with various

sourcing models, and review the objectives and activities of financial management.

Module 3: 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.
- Review the key activities of a successful promotion campaign.

Module 4: Organisational change and project management

- Identify the elements of successful project

management and the importance of building persuasive business cases.

Module 5: 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.

Module 6: 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.

- Explore the behaviours required to retain staff, maintain effective working relationships and address individual performance issues.

Module 7: 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.

Module 8: Resilience

- Examine the importance of emotional resilience.
- Recognising signs of positive and negative stress in yourself and your staff, and effective stress management.

Module 9: 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.

Module 10: AI and automation

- Identify the benefits and challenges of increasing automation and AI opportunities within the workplace.
- Explore common examples of rules-based AI and neural networks.

Module 11: 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.

Module 12: 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.

Module 13: 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.

Module 14: 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.

ASSOCIATED CERTIFICATIONS & EXAM

This course is designed to prepare delegates to write the Service Desk Manager exam.

- **Exam Format:** 80 questions, multiple choice examination
- **Duration:** 90 minutes to complete this exam
- **Pass Score:** 52 marks required to pass (out of 80 available)
- Closed Book

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