SDI® Service Desk Analyst

	CATEGORY		LEVEL		DURATION
	IT Service Management		Foundation		3 days

COURSE DELIVERY
Classroom or virtual Classroom

TARGET AUDIENCE
- Front-line IT service and support analysts with some experience in a first-line or second-line service desk environment.
- For analysts looking to grow in their role and gain a recognized qualification in their profession, this course will help them to develop practical skills whilst earning a certificate that endorses their commitment and knowledge.

PREREQUISITES
No prerequisite.

EXAM INFO
- The exam is closed book with 60 multiple-choice questions.
- At least 65% correct answers (39 of 60) are required to pass the examination
- The exam lasts 60 minutes.

CERTIFICATE
SDI® Service Desk Analyst

EXAM BODY
PeopleCert

COURSE DESCRIPTION

The importance of delivering high-quality customer service in today's support environment means that the responsibilities of IT support analysts are many and, as a result, a diverse skill set is required to meet the constantly evolving and increasingly challenging demands placed on them.

Excellent customer service through efficient IT support – whether it be face-to-face, via email, over the phone, by IM/SMS, or through social media channels to its agreed IT service levels.

This **SDI® Service Desk Analyst** course equips analysts with the essential skills for delivering an excellent level of customer service and support.

This course is designed to provide service desk and support analysts with the skills to work consistently within industry-recognized standards and in line with the best practices guidelines. It reviews the four key concepts covered in the standards: professionalism and roles, analyst skills, process, and supported technologies and enabling tools, on which the skills, competencies, and knowledge required to deliver professional and effective support are based.

SDI® Service Desk Analyst

RELATED TRAINING

- SDI® Service Desk Manager
- FitSM® Foundation
- ITIL® 4 Foundation
- ITIL® 4 Specialist: Create Deliver & Support
- ITIL® 4 Strategist: Direct, Plan & Improve
- ITIL® 4 Specialist: High Velocity IT
- ITIL® 4 Specialist: Drive Stakeholder Value
- ITIL® 4 Leader: Digital & IT Strategy
- ITIL® 4 Specialist: Monitor, Support & Fulfil
- ISO/IEC 20000 Foundation
- ISO/IEC 20000 Auditor
- ISO/IEC 20000 Practitioner

EDUCATION SOLUTIONS

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COURSE AND LEARNING OBJECTIVES

The SDA qualification course is for front-line IT service and support analysts with some experience in a first-line or second-line service desk environment.

This course is perfect for analysts looking to grow in their role and gain a recognised qualification in their profession. This course will help them to develop practical skills whilst earning a certificate that endorses their commitment and knowledge.

Following the completion of the course, participants will have:

- A thorough grounding in the skills, competencies and knowledge required of a professional and effective service desk and support analyst
- The essential skills and competencies to deliver efficient and effective support in line with SDI's best practice industry standar
- A clear understanding of how to identify customer needs and motivations, how to deal effectively with a variety of situations
- The ability to recognize the importance of teamwork in the support environment
- Knowledge if core IT service management processes and the role of the service desk within these
- Practical problem solving techniques to help resolve customers' issues first time
- An understanding of service desk metrics, service level agreements, customer satisfaction surveys and the latest service desk tools and technologies
- An awareness of the need for developing professional relationships and for displaying respect and cultural sensitivity
- Practical preparation for passing the SDA examination with PeopleCert

COURSE STUDENT MATERIAL

Students will receive a SDI® Service Desk Analyst classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

SDI® Service Desk Analyst

EMPOWERING PROFESSIONALS

As MindMagine, we have trained more than 60,000 professionals over Asia and Oceania since 2001.

Our focus in our training is to empower our participants by balancing practical experience and the theoretical background. The participants walk away with knowledge to apply the learnings and the theoretical background to successfully pass the exam requirements.

Our education portfolio ranges from courses in business services and processes to IT services and processes. This portfolio has enabled us to support our clients end to end in their organizations and enable synergy throughout corporate value chains.

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CONCEPTS COVERED

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 service excellence.

2. Relationship Management

Discover the importance of teamwork, customer relationships and cultural awareness, best practice customer service, and dealing effectively with difficult situations.

3. Effective Communications Skills

Develop the core competencies for the effective communication required on the service desk including telephone, listening, and writing skills.

4. Effective Rapport

Learn how to deal successfully with a variety of people, behaviours, and situations, including difficult ones.

5. Quality Assurance Activities

Review the importance of having quality processes, conducting customer satisfaction surveys, and the value and benefits of metrics.

6. Effective Process Management

Establish the need for processes and procedures and how to create high-quality documentation.

7. IT Service Management

Learn about the incident management process including the importance of accurate call logging, best practice procedures for escalations, problem, change, and IT service continuity management, effective knowledge management, service level management, and IT security management.

8. Problem Solving

Examine the process and practice the techniques of creative problem solving.

9. Service Desk Technologies

Identify common technologies and examine the methods of support used by the service desk such as remote support, desk-side support, online chat, self-service, and self-help.

10. Tools and Techniques

Gain insight into common service desk technologies and take a look at the basics of ACD and IP technology, and social media.