

Service Desk Analyst v9



CATEGORY
IT Service Management



LEVEL
Foundation



DURATION
3 days

COURSE DELIVERY

Classroom or virtual Classroom

TARGET AUDIENCE

- Service desk or IT support analysts with some experience under their belt, ready to level up
- Support professionals who want a qualification that actually counts on their CV
- Analysts eyeing a move into senior support or team lead roles
- Anyone who wants a proven, practical framework instead of guesswork on the job

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

Service Desk Analyst v9

EXAM BODY

PeopleCert

COURSE DESCRIPTION

Become a Certified Service Desk Analyst (v9)

Your Next Career Move Starts Here

Working a service desk is tough. You're juggling frustrated users, ticket queues and constant context-switching, often while staying calm across three channels at once. **Service Desk Analyst v9** was designed for exactly that reality. It's a hands-on, practical three-day course that sharpens the skills you already use and fills the gaps that hold analysts back, then backs it all up with a globally recognised certification from PeopleCert SDI®.

What You'll Walk Away With

This isn't a course full of theory you'll forget by Friday. You'll build real, usable communication and problem-solving techniques, learn to manage conflict and stress without losing your cool, and get a clear picture of how service desk metrics and SLAs actually drive better outcomes. You'll also explore how AI and automation are reshaping support work, so you're ready for where the role is headed, not just where it's been.

COURSE AND LEARNING OBJECTIVES

Following the completion of the course, participants will have:

- Get a full grounding in the skills and knowledge every professional analyst needs
- Learn to deliver support that's efficient, consistent and genuinely helpful
- Read customer needs and motivations faster, and respond the right way every time
- Understand why teamwork makes or breaks a support environment
- Connect the dots between core ITSM processes and your day-to-day tickets
- Pick up problem-solving techniques that boost your first-time resolution rate
- Make sense of metrics, SLAs and satisfaction surveys, and use them to your advantage
- Build stronger relationships with colleagues and customers through respect and cultural awareness
- Walk into your PeopleCert exam fully prepared, no last-minute cramming
- Build a network of fellow analysts who get exactly what your job is like

Service Desk Analyst v9



RELATED TRAINING

- Service Desk Manager
- FitSM® Foundation
- ITIL® Strategy Version 5
- ITIL® Product Version 5
- ITIL® Service Version 5
- ITIL® Experience Version 5
- ISO/IEC 20000 Foundation
- ISO/IEC 20000 Auditor
- ISO/IEC 20000 Practitioner
- AgilePM® v3 Agile Project Management Foundation
- EXIN Agile Scrum Foundation
- EXIN Agile Scrum Master
- EXIN Agile Scrum Product Owner
- PRINCE2 Agile® Foundation

EDUCATION SOLUTIONS

www.MindMagine.com/education-solutions/



© Copyright 2026, MindMagine Asia Sdn. Bhd. All rights reserved. No part of this publication may be reproduced, transferred and/or shown to third parties without prior written consent of MindMagine.

COURSE STUDENT MATERIAL

Students will receive a Service Desk Analyst v9 classroom workbook containing all of the presentation materials, course notes, case study and sample exams.

CONCEPTS COVERED

1. Roles and Responsibilities

- Core duties and expectations of a professional Service Desk Analyst
- Key features and behaviours that define service excellence
- Setting personal and team standards for consistent performance

2. Relationship Management

- Building collaboration and teamwork within the support function
- Developing strong, lasting customer relationships
- Applying cultural awareness across a global support environment

3. Effective Communication Skills and Competencies

- Principles of verbal, non-verbal, formal and informal communication
- Active listening techniques and their benefits
- Adapting communication style to different customer types

4. Problem-Solving

- Core problem-solving techniques for support environments
- Applying critical thinking under pressure
- Using inductive and deductive reasoning to reach faster resolutions
- Building creative approaches to complex issues

5. Effective Rapport and Conflict Management Skills

- Developing rapport with colleagues and customers
- Understanding emotional intelligence and its role in support
- Applying conflict management and negotiation techniques

6. Resilience

- Understanding emotional resilience in a support role
- Identifying positive and negative signs of stress
- Practical techniques for managing workplace pressure

7. Managing Practices, Processes and Procedures

- Why structured practices and procedures matter for interaction handling
- Creating and maintaining high-quality documentation
- Ensuring consistency across the support team

8. IT Service Management

- Importance of quality assurance activities
- Commonly used QA practices in service desk environments
- Customer satisfaction surveys and the value of metrics

Service Desk Analyst v9



EMPOWERING PROFESSIONALS

As MindMagine, we have trained more than 65,000 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.

www.MindMagine.com/education-solutions/



© Copyright 2026, MindMagine Asia Sdn. Bhd. All rights reserved. No part of this publication may be reproduced, transferred and/or shown to third parties without prior written consent of MindMagine.

9. Quality Assurance Programme

- Importance of quality assurance activities
- Commonly used QA practices in service desk environments
- Customer satisfaction surveys and the value of metrics

10. Managing Customer Feedback

- Purpose and objectives of feedback management
- Core components of a successful feedback process
- Turning feedback into service improvement

11. Support Methods

- Overview of different support delivery methods
- Benefits of remote support
- Role and advantages of self-service channels

12. AI and Automation

- Common examples of AI and automation in service management
- Benefits for the service desk and wider organisation
- Practical challenges and considerations for adoption



Please Recycle