

SDI® Service Desk Manager



CATEGORY
IT Service Management



LEVEL
Professional



DURATION
4 days

COURSE DELIVERY

Classroom or virtual Classroom

TARGET AUDIENCE

The SDM qualification course is designed for existing and aspiring service desk managers and supervisors who wish to develop their understanding of service desk management best practices and how to run an effective support operation. Suitable for those with at least three years of experience in a service desk environment.

PREREQUISITES

SDI® Service Desk Analyst certificate and 1-3 years of service desk management experience.

EXAM INFO

- 38 marks are required to pass the examination
- The exam lasts 60 minutes.
- Closed book

CERTIFICATE

SDI® Service Desk Manager

EXAM BODY

PeopleCert

COURSE DESCRIPTION

SDI® Service Desk Manager is designed for existing and aspiring service desk managers and supervisors who intend to enhance their managerial and team management skills.

This course covers a wide range of domains to build a professional Service Desk Manager. The students will equip with the essential management capability to lead and build a sustainable service desk team. Additionally, this course encompasses service management best practices that provide the students with essential process and tool knowledge to attain efficient, effective, and economical service desk processes. It addresses the support methodologies, technologies and tools utilised within the service desk. It reviews key issues such as:

- service level agreements
- the benefits and pitfalls and the importance of metrics
- the implementation of service management processes

The course encourages students to participate in group exercises and discussions in order to inject real-life experience into the modern Service Desk. Students are encouraged to debate the skills, knowledge and best practices learnt during the class against the actual application of the information learnt through exercise and case study.

The course ensures managers to gain key competencies to build a productive service desk teams coupled with industry recognized standards and best practice guidelines. It reviews the six key concepts covered in the standards: The Strategic Role of the Service Desk, Management Competences, Business Integration, Operations Management, Tools and Technologies and Human resource and Team development.

These concepts impact skills, competencies, knowledge and balance with experience to develop an effective and professional Service Desk Manager.

The course is based upon the SDI®'s Service Desk Manager standards, ensuring that the students are ready for the SDM exam.

SDI® Service Desk Manager



RELATED TRAINING

- SDI® Service Desk Analyst
- 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

www.MindMagine.com/education-solutions/



COURSE AND LEARNING OBJECTIVES

This interactive 4-days SDM qualification course is designed for existing and aspiring service desk managers and supervisors who wish to develop their understanding of service desk management best practices and how to run an effective support operation.

Suitable for those with at least three years of experience in a service desk environment.

Following the completion of the course, participants will have:

- A thorough grounding in the skills required to lead, motivate and manage a service desk team.
- The complete service desk management tool kit covering strategy, leadership, employee development, relationship building, service improvement, ITSM processes, performance measurement, finance and tools and technologies.
- An internationally recognised SDM qualification from PeopleCert

COURSE STUDENT MATERIAL

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



Please Recycle

SDI® Service Desk Manager



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.

www.MindMagine.com/education-solutions/



© Copyright 2023, 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.



Please Recycle

CONCEPTS COVERED

1. *The Strategic Role of the Service Desk*

- The Service Desk
- Vision and Mission Statements
- Service Desk Best Practices
- Global Service Desk Perspective
- Service Ethics
- Social Responsibility

2. *Management Competencies*

- The role of the Service Desk and Support Manager
- Business Knowledge
- Strategic Development
- Financial Management
- Organizational Change Management
- Project Management
- Communication Skills
- Listening Skills
- Information Gathering Methods
- Negotiation Skills

3. *Business Integration*

- Implementing Strategic Vision
- Sourcing Models
- Promoting the Service Desk

4. *Operational Management*

- Information Technology Service Management (ITSM)
- Incident Management
- Request Fulfillment
- Problem Management
- IT Change Management
- Release and Deployment Management
- Service Asset and Configuration Management (SACM)
- Knowledge Management
- Information Security and Access Management

- IT Service Continuity Management
- Service Catalog Management
- Service Level Management
- Quality Assurance Programs
- Structure Models for Service Delivery
- Service Desk Critical Success Factors (CSFs) Key Performance Indicators (KPIs) and Metrics
- Resource Management

5. *Tools and Technologies*

- Service Desk Infrastructure
- Service Management Systems
- Telephony
- Computer Telephony Integration (CTI)
- Support Delivery Tools and Methodologies
- Telephone Support
- On-site (Desk-side) Support
- Electronic Support Tools
- Self-service
- Self-healing
- Cloud Computing
- Social Media and Social Collaboration

6. *Human Resources and Team Development*

- Recruitment
- Staff Induction and Training
- Retention
- Management
- Leadership
- Teamwork
- Professional Development
- Coaching
- Mentoring
- Stress Management