

Service Desk Manager v9



CATEGORY
IT Service Management



LEVEL
Professional



DURATION
4 days

COURSE DELIVERY

Classroom or virtual Classroom

TARGET AUDIENCE

- Service desk managers who want a formal, internationally recognised qualification
- Supervisors and team leads ready to step up into management
- Analysts with three-plus years of experience eyeing their next move
- Anyone tired of managing by instinct and ready to manage with a framework

PREREQUISITES

A minimum of 1–3 years of experience in service desk management is recommended.

EXAM INFO

- 80 multiple-choice questions
- At least 52 correct answers (52 of 80) are required to pass the examination
- The exam lasts 90 minutes.
- Closed book

CERTIFICATE

Service Desk Manager v9

EXAM BODY

PeopleCert

COURSE DESCRIPTION

Ready to Stop Firefighting and Start Leading?

Every service desk has that person. The one who somehow keeps the team calm during a P1 outage, who fights for headcount in budget meetings, who turns a burned-out analyst back into a motivated one. Maybe that is already you. Maybe you want it to be.

Here is the problem. Technical skill alone does not make a manager. Somewhere between “best analyst on the team” and “the person the business trusts to run the service desk,” there is a gap most people never get formal training to close. This course closes it.

Over four intensive days, built around the SDI® Global Best Practice Standard for **Service Desk v9**, you will work through everything a modern Service Desk Manager actually needs: building a strategy the business believes in, leading teams through change, recruiting and keeping good people, and proving your desk's value with numbers that matter. You will also get into the conversations most training courses skip, including managing stress in your team and your own, promoting the service desk internally, and using AI and automation without losing the human side of support.

This is not theory for theory's sake. Every module is built from what actually happens on a working service desk, and every session pushes you to apply it to your own team, your own metrics, your own challenges.

COURSE AND LEARNING OBJECTIVES

Following the completion of the course, participants will have:

- A service desk strategy that actually connects to business goals
- The confidence to build a business case people say yes to
- Sharper communication, presentation and negotiation skills
- A playbook for recruiting, developing and retaining great people
- The difference between managing and leading, and how to do both well
- Tools to build resilience in yourself and your team
- A clear view on where AI and automation genuinely help, and where they do not

Service Desk Manager v9



RELATED TRAINING

- 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.



Please Recycle

- ITIL® practices you can actually apply, not just recite
- A quality assurance approach that improves service instead of policing it
- The KPIs and metrics that prove your desk's impact

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.

CONCEPTS COVERED

1. Defining Strategic Requirements

- Purpose, activities and requirements of an effective service desk, globally
- Benefits of aligning with recognised industry standards
- Ethics within service and support environments

2. Developing a Strategic Role

- Building a service desk strategy that supports business objectives
- Purpose of vision and mission statements
- Sourcing models: benefits and challenges
- Objectives and activities of financial management

3. The Role of the Service Desk Manager

- Characteristics, skills and competencies of an effective manager
- Core roles and responsibilities
- Why service desk promotion matters and how to run a campaign

4. Organisational Change and Project Management

- Elements of successful project management

- Building persuasive, evidence-based business cases
- Purpose and benefits of organisational change
- Opportunities for strategic decision-making and awareness

5. Teamwork and Communication

- Characteristics of high-performing teams
- Communication skills from a management perspective
- Effective presentation techniques
- Listening, information-gathering and negotiation skills

6. Staff Recruitment, Retention and Development

- Effective recruitment strategies
- Structured induction, training and development
- Behaviours that support retention and address performance issues

7. Management and Leadership

- Managers vs. leaders
- Elements of effective planning and coordination
- Building and sustaining motivated teams

Service Desk Manager 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.

8. Resilience

- Importance of emotional resilience
- Recognising positive and negative stress in yourself and your team
- Practical stress management techniques

9. Effective Management of Resources

- Support delivery methods and technologies
- Workforce management and resource planning models
- Benefits and challenges of self-service adoption

10. AI and Automation

- Benefits and challenges of automation within the service desk
- Rules-based AI and neural networks in support operations

11. IT Service Management

- Objectives of IT Service Management
- Practice vs. process vs. procedure
- Importance of following defined practices and procedures
- Relevant ITIL 4 practices within the service desk

12. Quality Assurance Activities

- Purpose and objectives of a QA programme
- Common QA practices
- Interaction monitoring and benchmarking

13. Managing the Customer Experience

- Why a coherent approach to customer experience matters
- Capturing customer feedback
- Applying feedback in decision-making

14. Management Information and Performance Results

- Relationship between CSFs, KPIs and metrics
- Relevant service desk metrics and success criteria



Please Recycle