Service Desk Analyst

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Leading to the SDI Service Desk Analyst Certificate
Duration: 3 Days
Pre-requisites: None
Delivery Methods: Classroom

Course Overview

Excellent Service Desk support is vital to ensure a company consistently delivers the required IT Service & Support levels. The responsibilities of the Support Analyst are many and they evolve constantly, so a diverse skill-set is required to meet the challenging demands placed on them. This course equips the support analyst with the skills essential to deliver excellent levels of customer service and support. It also examines support methodologies and technologies and the tools utilised within the Service Desk. It reviews issues such as Service Level Agreements, the benefits and pitfalls, and the importance of metrics; the implementation of Service Management processes and effective problem solving techniques that a Service desk Analyst can utilise.

This course is based upon the standards and objectives for SDI's Service Desk Analyst qualification and ensures delegates are provided with the knowledge, information and tools to sit the SDA examination.

Who should attend?

Service Desk and Support Analysts (1st Line IT Support) with at least 9 months experience in an IT Service & Support environment.

Why You Should Attend

The Service Desk is usually the first port of call for customers of the IT Service Provider – whether that be an internal or external organisation. It is the contact point on which the customer will make his or her perception of the quality of service delivered by the IT department. When a customer calls the Service Desk they usually have a problem, or they require something to enable them to do their job better. It is how these interactions are dealt with that will determine the success of the IT service provision.

PINK

By equipping the Service Desk Analysts with the right competencies and customer service skills you will ensure your customers get the highest level of service possible.

What You Will Learn

- **Roles and responsibilities** - learn about everything you need to know about being an efficient and effective service desk analyst and the key concepts required to deliver effective support
- **Relationship management** - discover the importance of team work, customer relationships and cultural awareness, best practice customer service, dealing effectively with difficult situations and teamwork
- **Effective communication skills and competencies** - identify and develop the core competencies of communication required on the service desk
- **Problem solving** - examine the process and practice the techniques
- **Effective rapport and conflict management skills** - learn how to deal successfully with a variety of people and situations, including the difficult ones
- **Effective processes management** - establish the need for processes and procedures for call handling and how to create high-quality documentation
- **IT Service Management (based on the ITIL® Framework)** - learn about the role of the service desk in the incident management process such as best practice procedures for escalations, problem, change and IT service continuity management, effective knowledge and service level management, IT security
- **Quality assurance activities** - review the importance of quality processes, customer satisfaction surveys and the benefits of metrics
- **Tools and technologies** - gain an insight in to the basics of PBX, ACD and IP telephony, CTI, self-service and self-healing technology

Examination

At the end of the course the delegate will be issued with a Prometric SDA Examination voucher. To sit the examination the delegate must register for a SDA Examination to be taken at a Prometric testing centre – these can be found throughout the world.

Go to: http://www.register.prometric.com/ClientInformation.asp to locate a test centre. To achieve the SDA qualification the candidate must attain a pass mark of 75% or more.

Prerequisites

There are no mandatory prerequisites; however, work experience in the service and support environment will benefit the attendee. Attendance of the Service Desk Foundation course would be an advantage.

Further Education

After completion of the SDA course the next progression would be to attend the Senior Service Desk Analyst course. Ideal time frame would be 12 months after attending the SDA course.

Pink Elephant's Faculty

Your instructor is a highly experienced senior member of Pink Elephant's consulting team. He or she has achieved the Service Desk Manager designation – the highest level in the Certification program. Further, he or she is certified to teach this course as defined by the Service Desk Institute and Pink Elephant's Certified Trainer Program and has in-depth operational Service Desk experience. You can expect to learn from an individual with the industry's deepest knowledge on how to lead a successful Service Desk implementation or improvement projects. This knowledge is a direct result of Pink Elephant's vendor neutrality – as well as many years of experience implementing IT Service Management processes in a variety of organisations worldwide.

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