Service Desk Manager

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Leading to the SDI Service Desk Manager Certificate
Duration: 4 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. Being an effective Service Desk Manager requires a broad range of talents, from people-oriented abilities and an awareness of logistics to financial acumen and presentation skills. This course provides a thorough understanding of, and qualification in, Service Desk Management.

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

Who should attend?

The course is designed for both new and experienced Service Desk managers, team leaders and supervisors. Between 3 and 5 years experience working in the Service Desk / Support environment, and having attained the Service Desk Analyst certificate is ideal.

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.

What You Will Learn

- **Defining strategic requirements** - plan for the strategic development of the service desk within an organisation's overall business goals
- **Developing a strategic role** - define the strategies and techniques for a successful support operation that is integrated with the organisation's overall business goals
- **Essential management skills** - examine key commercial management skills including integrating IT services, business cases, financial management, strategic responsibilities, defining processes and procedures, gap analysis, project management, behaviours and communication

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- **Integrating the service desk** - identify the need for relationship and network building, contribute to IT and business objectives, continual improvement and assessing the best sourcing option
- **Promoting the service desk** - plan the promotional objectives, strategies and tactics for the service desk
- **Quality assurance activities** - review QA programmes and practices including satisfaction surveys, benchmarking, monitoring methods, service delivery models and resource management
- **Effective management of tools and technologies** - review and evaluate the service desk technology market, ACD and CTI, service delivery communication channels, self-service and self-healing
- **Staff recruitment, retention and development** - examine effective recruitment programmes, core skills, staff development, effective relationships with teams and individuals
- **Motivation** - establish reward and recognition strategies, employee and customer satisfaction programmes, performance management, staff motivation, work environment
- **Leadership and management** - discover how to be an effective leader and manager, improve your professional development, and hone teamwork, coaching, mentoring and stress management skills

Examination

To achieve the SDM 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 Analyst course would be an advantage.

Further Education

After completion of the SDM course the next progression would be to gain more in-depth ITSM knowledge by attending ITIL training such as the ITIL Foundation and the ITIL Operations, Support and Analysis intermediate course. Ideal time frame would be 3-6 months after attending the SDM 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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