

Service Desk Institute - Foundation

SDF



Delivery Type: Classroom

Duration: 2 days

Overview

This two-day Service Desk Foundation qualification course is designed primarily as an in-house induction program for analysts new to the Service Desk. Alternatively, it is ideal as on-going induction program for large Service Desks with a continuous intake of new staff. This course can also be customised to suit new staff in non IT telephone based customer support environments.

- ✓ Essential skills and competencies - identify, understand and deliver efficient and effective support in the service desk environment
- ✓ Confidence to deliver professional telephone support
- ✓ Service Level Agreements - their value and importance
- ✓ Service Desk metrics - understanding the need and their value

Objectives

- ✓ Understanding of the importance of IT support in today's business environment and the role of the service desk
- ✓ Knowledge of core service management processes (incident and problem) - how the service desk fits in to these
- ✓ Becoming a Support Analyst - everything you need to know about the role, the responsibilities and the service desk environment

Target Audience

The course is suited to analysts looking for a refresher in essential support skills and those wishing to gain an entry-level professional qualification in support.

Recommended for new analysts (often new to IT) and customer service staff with less than 9 month's experience in an internal or external telephone customer support environment. This is induction level course and staff with more skills should consider the Service Desk Analyst course.

Certification

A voucher for the exam is part of the price. The exam may be sat at a Prometric testing centre after the course.

Follow on Courses

- ✓ Service Desk Analyst - SDA
- ✓ ITIL Foundation - SMEV3