

SDI® SERVICE DESK MANAGER

Duration: 4 Days; Instructor-led

WHAT YOU WILL LEARN

Being an effective service desk manager requires a broad range of talents, from people-oriented abilities with an awareness of marketing to financial acumen and presentation skills.

This course provides a thorough understanding of, and qualification in, the twelve core areas of service desk management.

This course is designed to provide service desk managers and supervisors with an understanding of the service desk and support environment as well as promoting a greater understanding of the current market place and the responsibilities of a service desk manager.

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 practices and build a set of management skills. Suitable for those with at least three years' experience in a service desk environment.

PREREQUISITES

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

METHODOLOGY

This program will be conducted with interactive lectures, PowerPoint presentation, discussion and practical exercise.

COURSE OBJECTIVES

At the end of this course, you will be able to:

This interactive 5 days SDM qualification course is designed for existing and aspiring service desk managers and supervisors who wish to develop their understanding of service desk manager best practice and how to run an effective support operation.

Suitable for those with at least 3year experience in a service desk environment.

Following the completion of the course, delegates 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 recognized SDM qualification from APMG international®.

COURSE OUTLINE

Module 1 – Defining Strategic Requirements

Plan for the strategic development of the service desk to support an organization's overall business goals.

Module 2 – Developing A Strategic Role

Define the strategic and techniques for a successful support operation that is integrated with the organization's overall business goals.

Module 3 – Essential Management Skills

Examine key commercial management skills including integrating IT services, financial management, managing behaviours and communication.

Module 4 – Integrating The Service Desk

Identify the need for relationship and network building.

Module 5 – Promoting The Service Desk

Understand the promotional tool-kit available to the service desk.

Module 6 – Quality Assurance Activities

Review QA programmes and practices including satisfaction surveys, benchmarking, monitoring methods, service delivery models.

Module 7 – 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.

Module 8 – Staff Recruitment, Retention And Development

Examine effective recruitment programmes, staff development, effective relationships with teams and individuals, behavior and performance.

Module 9 – Professional Development

Recognize the importance of on-going development for yourself and your team and explore coaching, mentoring and stress management.

Module 10 – Leadership And Management

Discover how to be an effective leader and manager, improve your professional development, and hone your homework, coaching, mentoring and stress management skills.



Module 11 – IT Service Management

Examine service desk responsibilities in key ITIL® processes.