Service Desk Analyst

Inspiring service desk professionals to be brilliant

What is it about?

The importance of delivering high quality customer service in today's support environment means that the responsibilities of IT support analysts are many and, as a result, a diverse skill-set is required to meet the constantly evolving and increasing challenging demands placed on them.

Excellent customer service through efficient IT support - whether it be face-to-face, via email, over the phone, by IM/SMS or through social media channels to its agreed IT service levels.

This course equips analysts with the essential skills for delivering an excellent level of customer service and support.

Who is it for?

The SDA qualification course is for front-line IT service and support analysts with some experience in a first line or second line service desk environment.

This course is perfect for analysts looking to grow in their role and gain a recognised qualification in their profession. This course will help them to develop practical skills whilst earning a certificate that endorses their commitment and knowledge.

> **"Well presented course, great facilities, food and travel arrangements."**
>
> Ketan Shah, Service Desk Analyst
> Guy's and St. Thomas' NHS Foundation Trust

What will I get out of it?

✓ A thorough grounding in the skills, competencies and knowledge required of a professional and effective service desk and support analyst

✓ The essential skills and competencies to deliver efficient and effective support in line with SDI's best practice industry standards

✓ A clear understanding of how to identify customer needs and motivations, how to deal effectively with a variety of situations

✓ The ability to recognise the importance of teamwork in the support environment

✓ Knowledge of core IT service management processes and the role of the service desk within these

✓ Practical problem solving techniques to help resolve customers' issues first time

✓ An understanding of service desk metrics, service level agreements, customer satisfaction surveys and the latest service desk tools and technologies

✓ An awareness of the need for developing professional relationships and for displaying respect and cultural sensitivity

✓ Practical preparation for passing the SDA examination with APMG International®

Course Overview

This course is designed to provide service desk and support analysts with the skills to work consistently within industry recognised standards and in-line with the best practices guidelines. It reviews the four key concepts covered in the standards: professionalism and roles, analyst skills, process and supported technologies and enabling tolls, on which the skills, competencies and knowledge required to deliver professional and effective support are based.

Module 1	Roles and Responsibilities
Module 2	Relationship Management
Module 3	Effective Communication Skills
Module 4	Effective Rapport
Module 5	Quality Assurance Activities
Module 6	Effective Process Management
Module 7	IT Service Management
Module 8	Problem Solving
Module 9	Service Desk Technologies
Module 10	Tools and Technologies

Roles and Responsibilities

Learn everything you need to know about being an efficient and effective service desk analyst and the key concepts required to deliver service excellence

Relationship Management

Discover the importance of teamwork, customer relationships and cultural awareness, best practice customer service and dealing effectively with difficult situations

Effective communications Skills

Develop the core competencies for the effective communication required on the service desk including telephone, listening and writing skills

Effective Rapport

Learn how to deal successfully with a variety of people, behaviours and situations, including the difficult ones

Quality Assurance Activities

Review the importance of having quality processes, conducting customer satisfaction surveys and the value and benefits of metrics

Effective Process Management

Establish the need for processes and procedures and how to create high quality documentation.

IT Service Management

Learn about the incident management process including the importance of accurate call logging, best practice procedures for escalations, problem, change and IT service continuity management, effective knowledge management, service level management and IT security management

Problem Solving

Examine the process and practice the techniques of creative problem solving
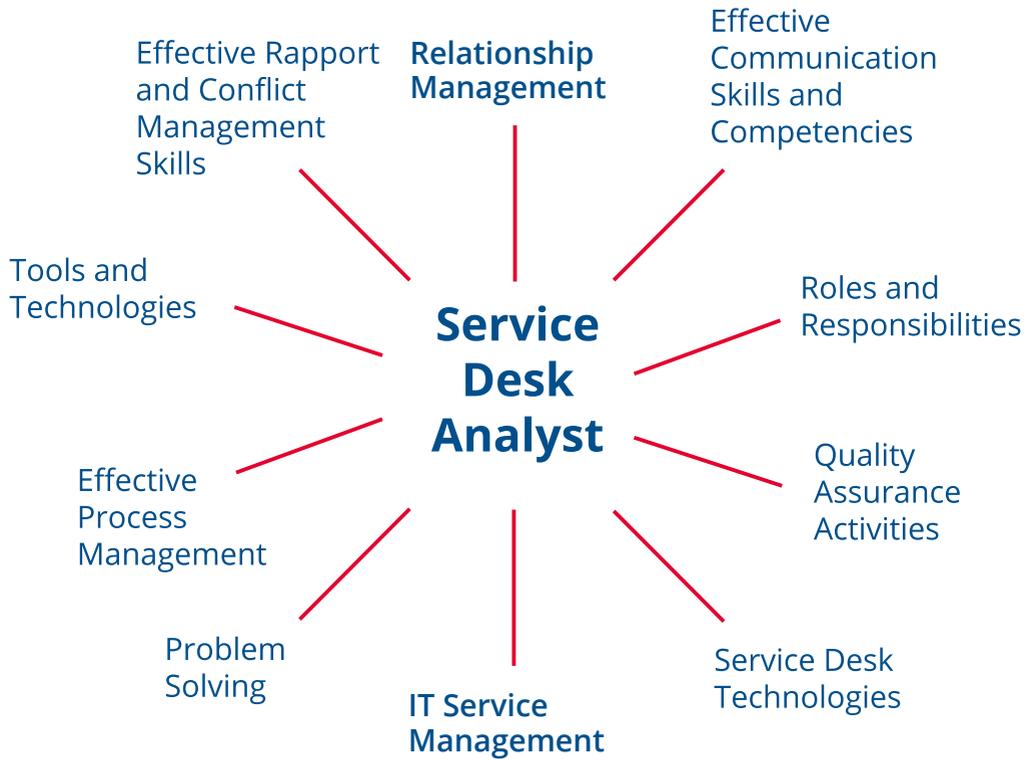
Service Desk Technologies

Identify common technologies and examine the methods of support used by the service desk such as remote support, desk-side support, online chat, self-service and self-help

Tool and Techniques

Gain insight into common service desk technologies and take a look at the basics of ACD and IP technology, and social media

"Excellent course, made me think about how I could apply a lot of what we learnt in my current role."

James Bell, Service Desk Analyst
HMGCC

Service Desk Analyst

Relationship Management

Effective Rapport and Conflict Management Skills

Effective Communication Skills and Competencies

Tools and Technologies

Roles and Responsibilities

Effective Process Management

Quality Assurance Activities

Problem Solving

Service Desk Technologies

IT Service Management

LET'S TALK

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