

# Service Desk Manager

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Inspiring service desk professionals to be brilliant



# What is it about?

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.

# Who is it for?

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

Suitable for those with at least three years experience in a service desk environment.

**“An excellent course, the trainer was inspirational with a wealth of knowledge and experience.”**

Laurie Johnston  
Customer Service Manager  
London Metropolitan University

# What will I get out of it?



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 recognised SDM qualification from APMG International®

**“A very enjoyable exercise. The trainer and group enabled the material to be brought to life with examples and discussions.”**

Dale Richardson  
Service Desk Supervisor  
ARQIVA

# Course Overview

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.

**Module 1** Defining Strategic Requirements

**Module 2** Developing a Strategic Role

**Module 3** Essential Management Skills

**Module 4** Integrating the Service Desk

**Module 5** Promoting the Service Desk

**Module 6** Quality Assurance Activities

**Module 7** Effective Management of Tools and Technologies

**Module 8** Staff Recruitment, Retention and Development

**Module 9** Professional Development

**Module 10** Leadership and Management

**Module 11** IT Service Management

## **Defining Strategic Requirements**

Plan for the strategic development of the service desk to support 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, financial management, managing behaviours and communication.

## **Integrating the Service Desk**

Identify the need for relationship and network building.

## **Promoting the Service Desk**

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

## **Quality Assurance Activities**

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

## **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, staff development, effective relationships with teams and individuals, behaviour and performance.

## **Professional Development**

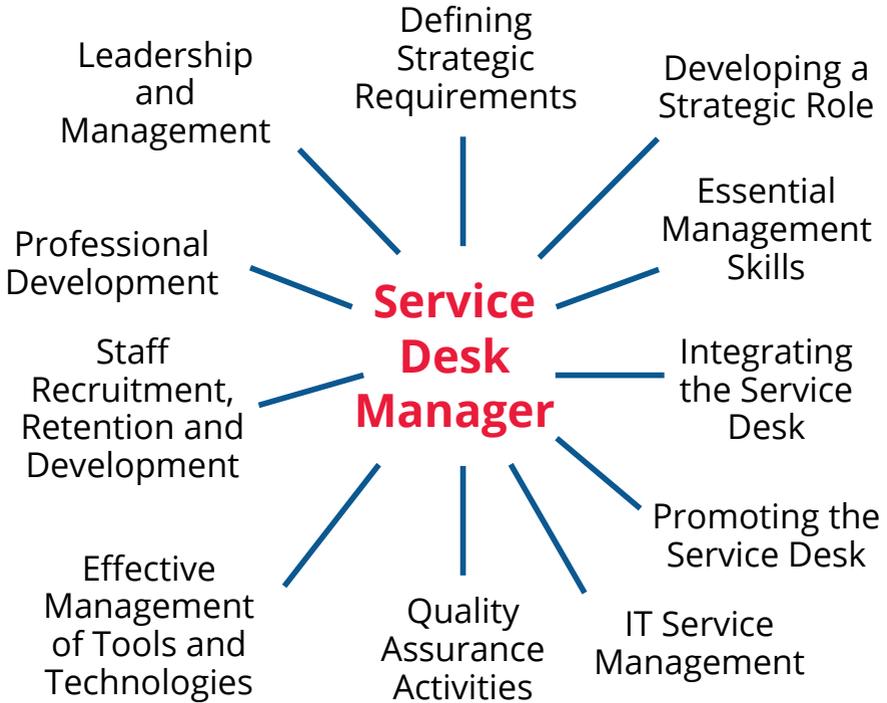
Recognise the importance of on-going development for yourself and your team and explore coaching, mentoring and stress management.

## **Leadership and Management**

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

## **IT Service Management**

Examine service desk responsibilities in key ITIL® processes.



## LET'S TALK

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