bestpracticetraining

BCS Service Desk & Incident Management

ITIL® is recognised internationally as the best practice approach to IT Service Management (ITSM) aligning the provision of IT Services with the needs of the business. It is used globally by thousands of organisations throughout the private and public sectors to improve the way in which they implement and manage IT Services.

The ITIL qualification scheme also recognises other certifications which add value to ITIL best practices and its own certification portfolio. These certifications are recognised under the ITIL Complementary Qualifications Scheme. Such certifications are given a credit value which successful delegates can add to the credits gained from other ITIL certifications and use towards their ITIL Expert Level qualification.

The BCS Specialist Certificate in Service Desk and Incident Management (SDIM) provides a comprehensive understanding of the principles required and practical experience of developing, maintaining, operating and improving service desk and incident management processes

Benefits to the individual

- Recognised professional qualification

- Understand the application of BCS SDIM principles that contribute to industry best practice

- Understand the BCS SDIM processes and how they may be used to enhance the quality of IT service support within an organisation.

Benefits to the business

- The adoption and application of proven best practice processes results in improved IT services and increased productivity throughout the business

- Practical analysis of incident records and reports allows steps to be taken to reduce the number of potential future incidents which in turn leads to greater productivity

- Better process management leads to increased efficiency and reduced costs

Audience

Project managers, business managers and business process owners

Those who require a working knowledge of the industry best practice used in SDIM and how it can be used to improve the quality of ITSM within an organisation

Those who are required to deliver or improve SDIM within an on-going Service Improvement Programme

Course duration

This is a three day course. The exam is taken on the third day.

Pre-requisites

Delegates must hold the ITIL Foundation Certificate and should also have:

A minimum of one year's experience in an IT Service Management environment

Responsibility for the delivery and maintenance of a specific service management process

Several years' experience in a specialist service management area

Course outline

The objectives of this course are:
- To enable delegates to apply industry best practices in their working environment
- Develop and improve the customer and business focus of SDIM
- Understand the interdependencies between SDIM and other IT areas and processes
- Assist with the planning and implementation of SDIM

The course is conducted through interactive group study using practical examples and activities. Delegates will sit a mock exam.

Over the three day course, the following topics are covered:

Course content

- Introduction
- Service Desk function and Incident Management process. SDIM concepts and principles
- The how - ITIL and its application to SDIM
- A generic Incident Management process
- The what – the requirements of the ISO/IEC 20000 standard

- Tools, methods and techniques
- SDIM roles and responsibilities – SFIA and ITIL. Skills Framework for the Information Age (SFIA) and its use with defining SDIM roles:
- ITIL and its use in defining SDIM roles
- Control, measurement and reporting activities. COBIT® and its application to SDIM

- The preparation of SDIM reports for dissemination
- Analysis of incidents, statistics and trends. The analysis of incidents, statistics and reports, identifying trends
- Interfaces and dependencies
- Planning, improvement and implementation