

SDI Service Desk Manager

Being an effective service desk manager requires a broad range of talents, from people-oriented abilities and an awareness of logistics to financial acumen and presentation skills. This course provides a thorough understanding of service desk management and leads to a globally recognised qualification.

This interactive four-day course, that from the beginning involves students via discussions, debates, exercises and presentations, leads to the Service Desk and Support Manager qualification. It reviews the student's understanding of the service desk and support environment and its pivotal role within the organisation, while promoting a greater understanding of the current market place and the responsibilities of a service desk manager.

Benefits to the individual

- Obtain the skills required to lead, motivate and manage a service desk team
- Delivers a 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

Benefits to the business

- Staff equipped with skills and knowledge of best practices specific to roles.
- Positive impact on the efficient running of service desk & IT support functions.
- Increased productivity and customer satisfaction.

Audience

Both new and experienced service desk managers
Team leaders
Supervisors
Support Manager
Service Delivery Manager
Customer Service Manager

Course duration

Four days.

Pre-requisites

Between 3 and 5 years experience of the service desk environment is ideal.



Course outline

The course reviews current working practices, identifies ways to assess and improve service offerings in line with best practices, and the importance and benefits of having good processes and procedures in place.

Course content

Defining Strategic Requirements

- Review the role and responsibilities of the service desk from a global perspective
- Examine the requirements for creating a plan to develop the strategic role of your team that underpins the organisation's business goals
- Identify key sources of knowledge and best practice

Developing a Strategic Role

- Review the underlying service ethics that support the strategic goals of the organisation
- Examine how the service desk can actively demonstrate its commitment to the organisation's social responsibility policy

Essential Management Skills

- Review the skills and responsibilities of an effective service desk manager
- Investigate integrating IT services with the objectives of the organisation
- Examine the activities for developing strategies business success
- Examine the basics of financial management and how to commercially manage a service desk
- Discuss the purpose and benefits of effective organisational change
- Examine the most effective way to manage projects
- Investigate the importance of having good communication skills from a management perspective
- Review the importance of having excellent listening, negotiating and questioning skills

Promoting the Service Desk

- Discuss the objectives of promoting the service desk
- Review the key activities of a successful promotion programme
- Investigate some of the options and channels that can be used to promote the service desk
- Examine how to manage stakeholder expectation

IT Service Management

- Review the objectives of ITSM
- Examine service desk responsibilities in key ITIL® processes, their activities and benefits
- Incident management and request fulfilment
- Problem management
- IT change management
- Release and deployment management
- Service asset and configuration management
- Knowledge management
- Information security and access management
- IT service continuity management
- Service catalogue management
- Discover the service desk's responsibilities in the service level management process
- Identify the principal components and activities of the service level management process
- Investigate the purpose and typical content of Service level agreements (SLAs), Operational level agreements (OLAs) and Underpinning contracts (UCs)

Integrating the Service Desk

- Discuss the power and importance of effective work relationships
- Investigate the importance of formal and informal networks
- Analyse your responsibilities in contributing to IT and business objectives
- Explore the value of conducting assessments to aid continual improvement
- Learn about various sourcing options and how they can be used to meet business requirements

Quality Assurance

- Learn about the purpose and objectives of quality assurance (QA) programmes
- Identify some common QA practices
- Examine the purpose of customer feedback and various methods for obtaining it
- Discuss the importance of effective customer satisfaction surveys and survey types used
- Review methods for monitoring performance

Effective Management of Tools and Technologies

- Review the most commonly-used technologies
- Investigate the benefits of ITSM tools
- Discuss automated call distribution and computer telephony integration
- Identify commonly-used support delivery tools
- Examine the benefits of self-service and self-healing
- Investigate the effective use of social media

Exam details

A closed book, multiple-choice exam is taken at the end of the course. The exam lasts one hour and consists of 60 questions. 45 out of 60 marks are required to pass (75%). For those delegates answering 52 or more questions correctly (87%), a higher mastery pass mark is awarded.

Recruitment, Retention and Development

- Examine requirements for effective recruitment and the key qualities and skills required for successful support staff
- Review the benefits of a structured induction and ongoing training and development programme
- Examine the behaviours required to retain staff, maintain excellent working relationships and address individual performance issues

Leadership & Management

- Review the characteristics and activities required of an effective manager
- Examine the elements and methods of successful planning, how to organise resources and direct, control and co-ordinate activities
- Examine the characteristics and benefits of effective and motivated teams and how to achieve them

Professional Development

- Review how to ensure ongoing professional development for your team
- Discover the benefits and processes of coaching and mentoring
- Examine the causes of stress in the workplace and how to manage stress effectively