

THE SERVICE DESK ANALYST QUALIFICATION



ARE YOU A SERVICE DESK OPERATOR, SPECIALIST OR MANAGER SEEKING PROFESSIONAL DEVELOPMENT AND RECOGNITION OF YOUR SKILLS?

THEN THE SERVICE DESK ANALYST QUALIFICATION IS FOR YOU.

BY ACHIEVING AN SDI CERTIFICATION YOU WILL:-

- ✓ Demonstrate to an employer that you understand the best practice standards for your role
- ✓ Have the knowledge, skills and competences to apply your understanding on a day-to-day basis
- ✓ Positively impact the efficient running of a service desk

The Service Desk Analyst exam is based on the SDA standard. The SDI qualification is an open qualification standard. SDI is the administrator, facilitator and arbitrator of the standards. The exams are independently administered and proctored by APM Group. Training Bytesize's courses are accredited by APM Group International.



TARGET AUDIENCE

- ▶ **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 will help analysts who are looking to grow in their role and gain a recognized qualification in their profession, develop practical skills while earning a certificate that endorses their commitment and knowledge.
- ▶ **Examples of professional job titles include:**
 - Support Analyst • Service Desk Analyst • First-line Analyst • Second-line Analyst
 - Client Support Technician/Consultant • Desktop Support Analyst • Customer Support Officer
 - Technical Support Analyst • Service Centre Analyst

LEARNING OUTCOMES

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

- ▶ Explain the four key concepts that describe the required skills, competencies and knowledge for the service desk analyst
- ▶ Summarize the role and responsibilities of the service desk
- ▶ Demonstrate the attributes, skills and knowledge required to fulfill the role effectively
- ▶ Recognize when to use those attributes, skills and knowledge to deal effectively with a variety of situations
- ▶ Explain how to better identify customers' needs and motivations
- ▶ Recognize the benefits of teamwork
- ▶ Demonstrate the skills for handling difficult situations
- ▶ Recognize the need for effective and well thought out processes and procedures
- ▶ Describe the key IT service management processes in the areas where the service desk has clear responsibilities
- ▶ Recognize the importance and benefits of having service level agreements, operational level agreements and underpinning contracts in place
- ▶ Recognize the value and benefits of customer satisfaction surveys
- ▶ Identify the need for, and value of, metrics in the service desk environment
- ▶ Describe some of the available tools and technologies for service desk staff and customers to use
- ▶ Summarize how to effectively use social media tools in the service desk
- ▶ Be prepared for taking the service desk and support analyst examination

WHY CHOOSE TRAINING BYTESIZE?

Training ByteSize is one of the fastest growing project management training companies in the UK, doubling our learners year on year.

With over 30 years' experience, we are the first to market with innovative online and classroom courses. As a family business we aim to be the best that we can, with excellent customer service and great training products. Whether you have 1000 people to train or you're looking for training as an individual, we will make your learning journey special and unique to your requirements. One size doesn't fit all so we tailor solutions to your requirements. We focus on what you're trying to achieve with your budget and will exceed your expectations when it comes to delivery.

Contact us to see how we can help you.

EXAMINATION INFORMATION

- 1 Hour
- 60 computer-based, multiple-choice questions
- Designed to test your knowledge and understanding of the official SDI standards

HOW MUCH IS THE COURSE?

OUR TRAINING PACKAGES ARE COMPLETELY TAILORED TO YOU SO CONTACT US FOR MORE INFORMATION

Courses are designed for those seeking a personal qualification, as well as corporate clients who seek a training solution for groups of employees.

Contact our training advisors for an informal, obligation-free quote:

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