

 Training ByteSize

# Service Desk Qualifications



**Flexible** study options

 Online

 Onsite

 Blended

 Virtual classroom

 Classroom

**Exceptional** pass rates

 [REVIEWS.co.uk](https://www.reviews.co.uk)



# About

## Training ByteSize

At Training ByteSize, we are experts in delivering accredited project, programme and IT service management training through a range of study styles. With **over 30 years' experience** in the industry, your success is key to our success.

**We understand how people learn**, we know how to train people to pass their exams, and we employ the best trainers and specialise in small class sizes to help you get the best from your investment.

**We are very proud to boast an almost 100% pass rate in our exams and we are delighted with our [five star reviews](#)** from individual learners to international corporate clients alike. So as a business that is looking to enhance change management skills and knowledge of staff at all levels across the company, and ensure everyone passes their exam first time, we believe **Training ByteSize is a name you can trust.**

**We thrive on providing a reliable service to customers and we are proud to maintain an exceptional renewal rate with our corporate clients.** Perhaps one of the biggest reasons for this success is our bespoke approach; we provide the training in the exact way you want it, whether that is on-site, online, virtual, classroom based or a combination of these. As a family-run business we're small enough to care, but big enough to support clients from start to finish in the way they would like to learn.

**All our trainers are experienced project, programme and IT service managers** before becoming accredited trainers. They each bring a wealth of experience to the classroom with a minimum of 15 years practical experience and 10 years training experience.

# What you can expect from us



**Bespoke**  
training solutions



**Personal**  
customer service



**Expert**  
trainers



**Flexible**  
study options



**Interactive**  
online learning



**Small**  
class sizes



**Support**  
throughout



**Exceptional**  
pass rates



**International**  
training

“

*The training was great!*

*Well delivered content by a very experienced trainer and project manager who was able to cater for a variety of understanding levels and direct the content appropriately.*

*The reading material and slides provided were excellent and the ByteSize mock exam helped me prepare for the actual exam.*

*I'd highly recommend this course and the trainer.*

Joe

”

# Flexible study options

## Study online

- Engaging learning featuring animation and voiceover
- Flexible approach - accessible from anywhere in the world
- Refer back to the course after your exam for a refresher
- Extensive exam simulator
- Telephone and email support

## Study onsite

- Bespoke training option
- Cost effective learning for groups
- Save time and money on travel expenses - we come to you
- Access to some of the best trainers in the industry
- Pre-course learning materials
- Telephone and email support

If you are looking to train a team of people, you'll find that our onsite training is a viable and cost effective option for you. You'll also find you save money through the omission of travel, accommodation and dinner expenses.

If you have a training room onsite you are more than welcome to take advantage of that. Or if you prefer, we could organise the project management training at a local venue, giving delegates a fresh learning environment.

Our trainers have a minimum of 10 years training experience, plus have previously run and managed live projects, so have real-life experience to bring to the training.

## Study in a virtual classroom

- Teaching in the comfort of your home or office
- Ask questions to our trainers throughout the training using a webcam or headset
- Expert trainers
- Access training and take your exam anytime, anywhere

Our Virtual Course platform delivers accredited and certified training, led by leading subject matter experts, direct to your home, mobile, computer or office without the hassle of travelling or staying away. It is so easy to fit in an online class into your busy schedule; simply log in from home, the office, or even while you are travelling.

Students can ask questions using a headset, webcam or a chat window, and get their questions answered, just like in a traditional classroom. Questions can be lined up and answered at intervals, without interrupting the teacher's flow of thought. There is no difference in the level of interaction – in fact distractions are significantly reduced because of this way of teaching.

# Service Desk Analyst

**If you are a service desk operator, specialist or manager seeking professional development and recognition of your skills, then the SDI Service Desk Analyst qualification is for you.**

This course equips you with the skills and knowledge essential for delivering excellent levels of customer service and support. Covering three days of learning, plus an exam at the end of the course, analysts will fully explore the modules covered in SOi's professional standard for Service Desk Analysts.

## Who is it for?

The SDA qualification course is for front-line IT service and support analysts who work 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.

The responsibilities of a support analyst are constantly changing and a wide ranging set of skills are needed across the board, and Service Desk support is an essential part of delivering consistent IT Service Levels. The certification provides the essential skills and knowledge required for delivering customer service and support excellence.

The course covers an extensive range of subjects, from tools and technologies, problem solving techniques, understanding customer needs and motivation, how to handle difficult situations, teamwork and much more. These are detailed on the following page.

A ByteSize introduction to **Service Desk Analyst**

## Accreditation:

PeopleCert and Service Desk Institute

## Level:

Introductory, Foundation

## Duration:

3 days

## Exam format:

- Multiple choice
- 50 questions
- 65% pass mark
- 60 minutes

## Our pass rate:

100%

## Our reviews:

5 stars

# Service Desk Analyst

## Course modules

**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.

# Service Desk Manager

**Service desk management is an essential part of delivering consistent IT service levels.**

The Service Desk Manager certification teaches delegates 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. This ensures staff have a thorough grounding in the skills required to lead, motivate and manage a service desk team.

## Who is it for?

This 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.

The internationally recognised SDI Service Desk Manager certification consists of 11 modules which will support staff to successfully manage a service desk for many years to come these are detailed on the following page.

A ByteSize introduction to **Service Desk Manager**

## Accreditation:

PeopleCert and Service Desk Institute

## Level:

Intermediate, Practitioner.  
Ideally candidates will have at least three years experience in a service desk environment

## Duration:

4 days

## Exam format:

- Multiple choice
- 40 questions
- 65% pass mark
- 60 minutes

## Our pass rate:

100%

## Our reviews:

5 stars

# Service Desk Manager

## Course modules

**Defining Strategic Requirements** - Plan for the strategic development of the service desk to support the 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, and 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, and behaviour and performance management.

**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.

# The Training ByteSize Promise

**We will ensure that from the initial consultation of your requirements to the end result of the course, you and your learners will have had the best possible learning experience.**

## **Our trainers**

We guarantee to send the most qualified and experienced trainer to you. Our trainers are friendly, personable and go the extra mile to get every person through the exam to their best ability. They have a wealth of experience in different industries including construction, retail, public sector, private sector, aerospace, defence amongst many others. This means they can bring real life experience to the classroom which helps put subjects into context.

## **Course materials**

We don't do death by power point, we focus on discussions and drawing on experience to bring energy and creativity to the group. Delegates leave with confidence and clarity and are inspired when going back to their work place. Pre-course work is sent out 4 weeks before the start of the course so everyone can be prepared when turning up on day one.

## **International training**

We have trainers located all over the world, so where ever you are based you can be assured that we can arrange a trainer to come to you. No matter how large or small your organisation is, we guarantee you get the experience and service that you expect.

## **Our success**

We believe the learning experience should be enjoyable for both the person organising the course and the learner attending the course. Additionally, your success is ultimately our success, so we will always strive for the highest pass rates for your team.

**Where ever in the world you are, we're here to help. We can carry out a comprehensive analysis of your business to accurately identify gaps in skills and knowledge, and tailor packages to meet your exact requirements. Please speak to our friendly team today to find out how we can help, call us on +44 (0)1270 626330.**



*We have been working with Training ByteSize for a few years now, from day one the service that they have given us and me personally is second to none.*

*They have a very professional attitude and are extremely adaptable to any of your own business requirements. All their trainers are very knowledgeable, very approachable and go out their way to explain everything.*

*All in all a fantastic service from a family-run business.*

**John Sims, Rolls Royce**



*Experienced knowledgeable trainer took us through a well structured, well paced programme of training.*

*Our learning was reviewed and re-affirmed at regular intervals, we couldn't have asked for more. Wholeheartedly recommend this business.*

**Diana Davies, delegate**



*We are passionate about Project, Project and IT Service Management and having trained hundreds of thousands of students over the last 20 years, so it's fair to say we know what we are talking about!*

*Your managers are the superstars of the business, we teach them everything they need, use working examples, and train them using the most skilled IT Service Management Management trainers in the UK. We show them how they can make a difference, and return the investment that has been made in their future.*

**Victoria Graham, Managing Director, Training ByteSize**

# Accredited training with exceptional pass rates. Delivered online, in the classroom, blended or virtually.

- Agile Change Agent
- AgileBA®
- AgilePM®
- APM Apprenticeships, PFQ, PMQ and ChPP
- Better Business Cases™
- Business Analysis
- Business Relationship Management®
- Certified PPP Professional (CP3P)
- Change Management
- ITIL® 4
- Managing Benefits
- Managing Successful Programmes®
- Praxis™
- PRINCE2 Agile®
- PRINCE2®
- Professional Scrum Master
- Project Planning and Control
- Service Desk Management



*Empowering project professionals through learning*

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