# SDI® Service Desk Analyst

## Course Outline

*The Service Desk Analyst training comprises below primary sections, covering the following topics:*

### Roles and Responsibilities

- To identify and understand the role and responsibilities of the professional Service Desk Analyst

- To identify and understand the role and responsibilities of the Service Desk

- To determine the attributes, skills and knowledge of a successful Service Desk Analyst

- To develop an understanding of Relationship Management from the Service Desk perspective

- To identify and agree the key requirements for delivering customer satisfaction

### Effective Communication

- To identify and understand the principles of effective communication in customer support

- To understand the differences between face to face, telephone and written communication

- To identify ways to enable us to communicate more effectively

- To understand how our attitude and approach can influence and affect others

### Customer Service Skills and Competencies

- To understand how to ask questions skilfully

- To determine the importance of good listening skills

- To understand the importance of customer service skills in the IT environment

### Determine the importance of effective cross-cultural communication

- To understand that assertiveness and confidence are necessary qualities for the SDA

- To determine methods of dealing with conflict

- To determine the causes, symptoms and ways to manage stress

**The Service Desk Environment**

- Examine issues, both internal and external, that can affect our motivation

- Understand the importance and relevance of ethics within the workplace

- Determine the importance and benefits of effective teamwork

**Effective Process Management**

- To understand the ITSM processes most closely linked to the Service Desk

- To identify the responsibilities, the Service Desk has within those processes

- To understand the importance of effective incident, problem, change, escalation and asset management processes

**Managing, Meeting and Maintaining Service Levels**

- Determine the value and benefits of Service Level Agreements

- Determine the need for and benefits of metrics and objectives within the support environment

- Understand the importance of effective Customer Satisfaction surveys

**Problem Solving**

- To determine the steps taken during the problem solving process

- To understand the benefits of using a creative problem solving approach

- To identify techniques for creative problem solving

- To practice some problem solving techniques

**Tools and Technologies**

- Develop a clear understanding of the support tools and technologies available to Service Desk Analysts

- To understand and use the terminology of the support industry

- Determine the benefits of the tools and technologies we use

- To determine methods for implementing Self-Help and Self Service for end-users