

Service Desk Manager

A training programme leading to the Service Desk Manager qualification

Course Outline

The Service Desk Manager training course runs over four days and leads to the Service Desk Manager qualification. This is a highly interactive course which from the beginning involves students via discussions, exercises and presentations. The course reviews the student's understanding of the Service Desk/Support environment and their pivotal role within the organisation whilst promoting a greater understanding of the current market place and the responsibilities of the Service Desk Manager.

The course reviews current working practices, identifies ways to assess and improve their service offerings in line with best practices and the importance and benefits of having good processes and procedures in place. Additionally, students review the skills, attributes and knowledge required of staff in order to ensure that they can meet the demands of today's Service Desk environment.

Students learn ways to motivate staff, review methods of motivation, identify ways in which they can actively build better relationships with their customers and peers; including methods to develop the team and individuals within the team. Approaches to the recruitment and retention of staff are also reviewed.

Students complete the course having developed plans to improve and enhance the Service Desk function, their own skills and the skills of their team.

Course Objectives

Qualified Service Desk Managers attain a globally recognised qualification which adheres to international standards. The course provides a greater understanding of the crucial role of the Service Desk Manager and how to run an effective support operation, ensuring that the manager works to consistent standards recognised by the industry. The course reviews the six key concepts covered in the standards; The Strategic Role of the Service Desk, Management Competencies, Business Integration, Operational Management, Tools and Technologies, Human Resource and Team Development, on which are based the skills, competencies and knowledge that a service desk manager requires in order to effectively deliver professional and effective support.

The course is based upon the standards and objectives for SDI's Service Desk Manager qualification and ensures that students are provided with the knowledge, information and tools to take the SDM exam.

Candidate Profile

SDI's SDM exam and training materials are aimed at individuals who have one to three years of management experience in the support profession. Examples of professional job titles include:

Team Leader

Supervisor I, II, and III

Manager I, II, and III

Senior Manager

Individuals interested in achieving an SDI Qualification will come from all industry sectors across a range of large, medium, and small sized Service Desks. They will have a desire to be recognised for demonstrating an understanding of the important topics listed in these standards in order to pursue employment and advancement opportunities in the support industry.

Steps to Achieving the SDM Qualification

Each candidate should attend the four-day SDM official course and review the SDM standards which are contained in the back of the student course book; the standards are also available on the SDI web site at:

www.sdi-europe.com/international-standards/individual-standards

The candidate can prepare for the exam by reviewing some example questions with the trainer, undertaking the practice questions contained in the student course book and studying the SDM standards.

To achieve the SDM qualification the candidate must attain a pass mark of 75% or more in the official SDM exam, which can be taken at any proctored Prometric testing centre globally.

Course Objectives

Building the Right Conceptual Model

- Understand the role of support within the context of the organisations overall mission and strategic business goals
- Determine the design and set-up of a successful support organisation based on proven strategies and known best practices
- Develop a clear understanding of the elements that must be present for establishment of a successful service desk
- Develop a better understanding of the time-scales to design and implement a service desk that can provide and sustain high levels of excellence.
- Understand the chronological relationships of the tasks to design and implement a service desk
- Understand the interdependencies of the decisions that must be made during the design and implementation phase

Business Integration

- Understand of the importance of business and IT integration
- Develop strategies aligned to organisational resources that are designed to take advantage of business opportunities
- Understand how to generate an effective strategy by defining the market, developing offerings, developing strategic assets and preparing them for execution.
- Understand the importance and need for goals and objectives
- Understand the importance of ensuring all staff are aware of the role they play in the business, and why they do it
- Determine the type and style of management reporting that best meets the organisations needs
- Determine options for staffing plans

Service Culture

- Recognise and understand the importance of understanding our customers expectations and perceptions
- Understand the benefit of using SLAs effectively as a service quality improvement tool
- Understand the importance of a reward and recognition strategy and identify some different methods of reward and recognition

Implementation Planning

- Determine how develop a project plan to set-up or re-design the service desk
- Identify the steps required in a project plan
- Develop a template for project plans

Process Management

- Examine the ITSM processes with which the service desk has greater contact
- Determine the function of the service desk within the problem management process
- Identify methods for setting priorities
- Understand ways to maximise the use of knowledge management
- Determine the importance of a good change management process

Operational Processes

- Understand the importance of clear and straightforward processes within the workplace
- Determine the benefits of a problem management process, and its interfaces with other key processes
- Understand the importance of root cause analysis
- Review the importance and benefit of metrics as part of the customer service processes

People and Motivation

- Examine motivational theories and how they apply within the workplace
- Identify the key skills and attributes required for service desk staff
- Review work environment factors and their impact on staff motivation and behaviour

People Skills and Knowledge

- Determine different categories of skills and knowledge required by staff
- Identify the core business knowledge all staff should possess as a minimum
- Determine the manner in which staff currently acquire their skills and knowledge in the four key areas

Quality Assurance

- Understand the common QA practices used to assess, modify, and improve IT services in order to meet and exceed customer expectations
- Understand role of benchmarking in the service desk environment in order to obtain a comparative evaluation the of the service desk's performance

Tools and Technologies

- Identify the commonly used service desk tools and technologies, their benefits and pitfalls
- Examine the various knowledge tools available to the service desk
- Identify which tools we use, which we need, and why we need them

Business Mastery

- Understand the responsibilities of the service desk in contributing to IT and business objectives
- To promote the benefits a service desk brings to the business
- Implement ways to ensure the service desk is recognised for the benefits it brings to the business

Organisational Leadership

- Identify the skills required for the service desk team – from the customers perspective and ours
- Determine methods to recruit and retain staff
- Identify the qualities that make for effective leadership, and how to gain them

Professional Development

- Determine how well we manage our time, and develop methods for improving our time management skills
- Understand the importance of continual personal development, continual learning and of staying current within the industry
- Identify techniques for staff assessment and staff development