Service Desk Manager

Description

Being an effective service desk manager requires a broad range of talents, from people-oriented abilities with an awareness of marketing to financial acumen and presentation skills.
This course is designed to provide service desk managers and supervisors with an understanding of the service desk and support environment as well as promoting a greater understanding of the current market place and the responsibilities of a service desk manager.
This course provides a thorough understanding of, and qualification in, the core areas of service desk management.

Course Content
Module 1: Defining Strategic Requirements

- Plan for the strategic development of the service desk to support an organisation's overall business goals.

Module 2: Developing a Strategic Role

- Define the strategies and techniques for a successful support operation that is integrated with the organisation's overall business goals.

Module 3: Essential Management Skills

- Examine key commercial management skills including integrating IT services, financial management, managing behaviours and communication.

Module 4: Integrating the Service Desk

- Identify the need for relationship and network building.

Module 5: Promoting the Service Desk

- Understand the promotional tool-kit available to the service desk.

Module 6: Quality Assurance Activities

- Review QA programmes and practices including satisfaction surveys, benchmarking, monitoring methods, service delivery models.

Module 7: 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.

Module 8: Staff Recruitment, Retention and development

- Examine effective recruitment programmes, staff development, effective relationships with teams and individuals, behaviour and performance.

Module 9 Professional Development

- Recognise the importance of on-going development for yourself and your team and explore coaching, mentoring and stress management.

Module 10: 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.

Module 11: IT Service Management

- Examine service desk responsibilities in key ITIL processes

Lab / Exercises

- Practical examples and discussions to share experience
- 2 sets of sample questions to prepare the examination

Documentation

- Official SDI courseware

Exam

- This course prepares to the official SDI's examination Service Desk Manager (SDM)
- It's made of 60 multiple choice questions, with a passing score of 65% (39 correct answers required)
- An exam voucher is included with this training

Participant profiles

- Existing and aspiring service desk managers

Prerequisites

- At least three years experience in a service desk environment
- Have followed the course Service Desk Analyst (SDA) or have equivalent knowledge

Objectives

- A thorough grounding in the skills required to lead, motivate and manage a service desk team
- 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
- The internationally recognised SDM qualification

Niveau
Intermédiaire
Classroom Registration Price (CHF)
3100
Virtual Classroom Registration Price (CHF)
2900
Duration (in Days)

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Reference
SDM