

## Service Desk Analyst

A training programme leading to the Service Desk Analyst qualification.

### Course Outline

The Service Desk Analyst is a three-day training course which leads to the Service Desk Analyst qualification. The course encourages students to participate in group exercises and discussions in order to identify the roles and responsibilities of the modern Service Desk. Students debate the skills, knowledge and attributes required for staff to succeed in their roles, learn the importance of customer relationship management, and review the service skills required to develop and maintain good working relationships with customers and peers.

The course also looks at support methodologies and technologies and the tools utilised within the Service Desk. It reviews key issues such as; service level agreements; the benefits and pitfalls and the importance of metrics; the implementation of service management processes and effective problem solving techniques that a Service Desk Analyst can utilise.

### Course Objectives

The course ensures analysts work to consistent, industry recognised standards and in line with best practice guidelines. It reviews the four key concepts covered in the standards: Professionalism and Roles, Analyst Skills, Process, Supported technologies and enabling tools, on which are based the skills, competencies and knowledge that a service desk analyst requires in order to deliver professional and effective support.

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

### Candidate Profile

The SDI's SDA exam and training materials are for individuals who have studied the support profession for at least one year, have been working in a second or third level support role for six months, or have been working in the support profession for six to twelve months. Examples of professional job titles include:

Analyst I and II

Technical Support Professional I and II

Customer Support Professional I and II

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 SDA Qualification

Each candidate should attend the three-day SDA official course and review the SDA 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](http://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 SDA standards.

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

## Roles & Responsibilities

- To identify and understand the role and responsibilities of the Service Desk Analyst
- To identify and understand the role and responsibilities of the Service Desk
- To understand the concepts of best practice within the support industry
- To understand the importance of meeting commitments and delivering service excellence
- To determine the attributes, skills and knowledge of a successful Service Desk Analyst

## Relationship Management

- Determine the meaning of customer service within the IT support environment and identify the key elements for delivering customer satisfaction
- Learn about the importance of teamwork in the Service Desk environment and the value and benefits of developing effective relationships with colleagues and other teams
- Recognise the value, importance and benefits of effective customer relationship management
- Understand the importance of cultural awareness and sensitivity in the support environment

## Effective Communication Skills & Competencies

- Learn about the importance of effective communication
- Identify ways to ensure your communication is effective
- Determine the requirements for professional call management
- Understand the differences between face to face, telephone and written communication
- Learn about the importance of good listening skills
- Learn about the importance of getting it right when you write
- Understand the value of good questioning skills, and the different types of questions that we ask

## Effective Rapport and Conflict Management Skills

- Learn about empathy and how it should be used
- Understand the importance effective conflict management and resolution skills for an SDA
- Learn about the importance of effective negotiation for a Service Desk Analyst
- Learn how to deal with difficult user situations
- Gain a basic understanding of stress: the causes, the symptoms and how to manage it
- Gain understanding of assertive, aggressive and passive behaviour

## Quality Assurance Activities For The Service Desk

- Recognise and understand the importance of Quality Assurance processes
- Understand the importance of effective customer satisfaction surveys
- Learn about three types of popular customer satisfaction surveys used in the Service Desk environment
- Determine the value and benefits of Service Desk measurements and statistics

## Effective Process Management

- Understand what the term 'Process Management' means
- Appreciate the need for effective and well thought out processes and procedures
- Discover an effective set of processes for call handling
- Understand the importance of high-quality call documentation

## IT Service Management

- Learn about key responsibilities of the Service Desk - Incident Management and Request Fulfilment
- Understand the importance of logging all Incidents correctly and clearly
- Gain understanding of the importance and value of SLAs, OLAs and UCs
- Learn about the various sourcing options utilised in the support environment
- Learn about the two types of escalation and the importance of providing timely status updates
- Learn the basics of and recognise the role the Service Desk plays in the main ITSM processes Problem Management - IT Change Management - Knowledge Management - Security Management - Service Continuity Management

## Problem Solving

- Determine the steps taken during the problem-solving process
- Understand the benefits of creative problem-solving
- Identify techniques for creative problem-solving
- Learn about analytical problem-solving skills

## Service Desk Technologies

- Identify commonly used technologies within the support environment
- Recognise commonly used methods of support
- Understand the benefits and disadvantages of remote control
- Recognise why and how Service Desks can use instant messaging and chat
- Understand the basic anatomy of a network
- Recognise the primary components of laptop or desktop systems
- Identify some common peripheral devices

## Tools and Technologies

- Learn the basics of PBX, ACD and IP telephony
- Understand the purpose, advantages and disadvantages of CTI
- Understand the role of self-service technology in the Service Desk environment
- Understand the role of self-help technology for users
- Determine some common uses for self-service technology
- Understand the advantages and potential disadvantages of self-service technology
- Understand the purpose and advantages of self-healing technology