TRENDS® | Academy
Learning | Evolving | Empowering

SDI® Service Desk Manager

Duration: 4 Days

Prerequisites:

SDI® Service Desk Analyst certification and 1-3 years of service desk management experience recommended.

Course Description:

Transform into a dynamic service desk leader with the SDI® Service Desk Manager course. Gain comprehensive skills in team management, service improvement, and operational excellence, and earn an internationally recognized qualification.

Target Audience:

This course is ideal for existing and future service desk managers and supervisors seeking to deepen their understanding of service desk management best practices and lead an effective support operation. It's particularly beneficial for those with at least three years of service desk experience.

Step into a leadership role with confidence and skill. Join the SDI® Service Desk Manager course and pave the way for a thriving service desk that meets the demands of the modern IT support landscape.

Course Objectives:

After completing the SDI® Service Desk Manager course, you will:

- Possess a robust set of skills to lead, motivate, and manage a service desk team effectively.
- Have a complete toolkit for service desk management, covering strategic planning, leadership techniques, service improvement initiatives, and more.
- Be ready to achieve an internationally recognized SDM qualification from PeopleCert.

Course Outlines:

➢ Concept 1: The Strategic Role of the Service Desk
➢ Concept 2: Management Competencies
➢ Concept 3: Business Integration
➢ Concept 4: Operational Management
➢ Concept 5: Tools and Technologies
➢ Concept 6: Human Resources and Team Development

REGISTER NOW!
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