

Certified Service Desk Professional

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GSDC's Certified Service Desk Professional Certification is an industry-standard based accreditation program designed specially to improve the service desk quality.



ABOUT CERTIFICATION

GSDC's Certified Service Desk Professional Certification is an industry-standard based accreditation program designed specially to improve the service desk quality. Business Process Outsourcing has overwhelmed the world and with the coming of quicker web speeds and unbounded jumps in correspondence innovation, this pattern is just going to get more grounded and significantly more serious. This open-door turned into the key vector for revealing shrouded openings while twisting the speed of service delivery nonetheless, this pattern has likewise paved the way for greater levels of popularity furthermore, desires.

To meet such expectations, one must be empowered with proper knowledge and skill set that matches the industry-standard especially with the multiplication of service providers, a global certificate to validate your competency will be your organization's trump card in winning clients. Service Desk Professional Certification's course content teaches you about Business Relationship Management, Communication, Collaboration Problem-solving skills, IT Service Management, Improving Service Desk SLA's & KPI, Proactive Problem Management, Quality Service Improvement assurance program, Managing customer feedback, AI & automation.

OBJECTIVES

The objective of the Certified Service Desk Professional Certification includes a deep understanding of:

- The Service Desk
- The Service Desk and Support Analyst
- Best Practices
- Policies and Legislation
- Service Commitments and Ethics
- Service Attitude
- Teamwork
- Business Relationships
- Positive Approach and Attitude
- Process Management
- Incident Management
- Incident & Service Request Recording
- Request Fulfillment
- Escalation
- Status Updates
- Problem Management
- IT Change Management
- Service Level Management
- Service Catalog
- Service Delivery Models
- Knowledge Management
- Information Security Management
- IT Service Continuity Management
- Quality Management
- Customer Satisfaction Surveys
- Service Desk Metrics and Statistics

Our Accreditation:



The Global Skill Development Council (GSDC) is the leading third-party, Vendor-neutral, international credentialing and certification organization. The Global Skill Development Council (GSDC) is proud to be ANSI Accredited Member. The American National Standards Institute (ANSI) is a private, non-profit organization that administers and coordinates the U.S. voluntary standards and conformity assessment system.

COURSE SYLLABUS

- **Roles and responsibilities:**

Learn everything you need to know about being a professional, efficient, and effective service desk analyst and the key features of delivering service excellence

- **Business Relationship management:**

An understanding of what Business Value is and how to create it

- **Communication, Collaboration**

Problem-solving skills:

A close look at problem solving techniques, critical thinking, inductive and deductive reasoning, and enhancing your creativity to reach a resolution faster

- **IT Service Management:**

Learn about the purpose and roles within the service desk of key IT Service Management practices including incident management, service request management, problem management, knowledge management and information security management

- **Improving Service Desk SLA's & KPI :**

Type of Metrics, their importance & usages

Proactive Problem Management :

Incident trend analysis, implementation.

- **XSLA :**

Art and science of Experience level SLA's, managing customer experience, Building XSLA and getting them into operation,

- **Quality Service Improvement assurance program:**

Review the importance of quality assurance activities, commonly used quality assurance practices, customer satisfaction surveys and the benefits of metrics

- **7 Quality tools for Service Desk Performance**

Improvement:

Cause-and-effect diagram, Check sheet, Control chart, Histogram, Pareto chart, Scatter diagram, Stratification

- **Managing customer feedback:**

Understand the purpose, objectives, and components of successful feedback management

- **AI & automation:**

Leveraging AI technology such as chat bots and predictive analytics to transform IT service management, identify common examples, benefits and challenges of AI and automation within service management



GSDC Technical Advisory Board :

The GSDC is the leading certification association which brings together innovative organizations and founding thought-leaders as Technical Advisors from over 40 countries to design curriculum on Blockchain, Devops, Six Sigma & Agile Certifications.

Further Information:

Target Audience

- Support Analyst
- Service Desk Analyst
- Client Support Technician/Consultant
- Customer Support Officer/Analyst
- Technical Support Officer/Analyst
- Service Center Officer/Analyst
- IT Team Leads

Certification Available:

- Ethereum developer
- Blockchain Architect
- Hyperledger Developer

You may also be interested in:

- Lean Six Sigma
- DevOps Practitioner

Find out more online at www.gsdccouncil.org