

# SERVICE DESK ANALYST V8 (SDA)

DEVELOP ALL THE ESSENTIAL SKILLS AND  
KNOWLEDGE REQUIRED FOR DELIVERING  
CUSTOMER SERVICE AND SUPPORT EXCELLENCE.

## SERVICE DESK ANALYST V8 (SDA)

The SDI Service Desk Analyst Course provides the essential skills and knowledge required for delivering customer service and support excellence. Covering three days of learning, plus the qualification exam at the end of the course, analysts will fully explore the modules covered in SDI's professional standard for Service Desk Analysts.



**SDI101**  
COURSE CODE



**3 Days**  
COURSE DURATION



**English | Arabic**  
COURSE LANGUAGE

### Learning Objectives

At the end of this course, attendees will have an understanding of the following:

- Essential skills and competencies to deliver efficient and effective support in the Service Desk environment
- Practical knowledge of how to use these skills to deal effectively with a variety of situations
- A clear understanding of how to identify customer needs and motivations, and how to handle difficult situations
- Understand the importance of teamwork in the support environment
- A thorough grounding in the skills, competencies, responsibilities and knowledge required of a professional and effective Service Desk analyst.

## Qualification Overview

<b>Duration</b>	3 days	18 training hours	Timing Flexible
<b>Audience</b>	The SDA qualification course is for front-line IT service and support analysts with some experience in a first line or second line service desk environment. This course is perfect for analysts looking to grow in their role and gain a recognized qualification in their profession. This course will help them to develop practical skills whilst earning a certificate that endorses their commitment and knowledge.		
<b>Certification</b>	Service Desk Analyst (SDA)		
<b>Exam Structure</b>	60 Multiple Choice Questions	60 minutes	Pass Score 65%
<b>Pre-requisites</b>	None		

## Program Outline

SDISDA01	Introduction
SDISDA02	Roles and Responsibilities
SDISDA03	Relationship Management
SDISDA04	Effective Communications Skills and Competencies
SDISDA05	Problem Solving
SDISDA06	Effective Rapport and Conflict Management Skills
SDISDA07	Effective Process Management
SDISDA08	IT Service Management
SDISDA09	Quality Assurance Activities for the Service Desk
SDISDA10	Service Desk Technologies
SDISDA11	Service Desk Tools

## Certification Scheme

**Service Desk Analyst (SDA):** The Service Desk Analyst (SDA) Professional Standard qualification recognizes an individual's knowledge of customer service and support competencies and certifies that they have the skills required to work within the IT service and support industry.

**Service Desk Manager (SDM):** The Service Desk Manager (SDM) qualification recognizes an individual's knowledge of the competency requirements and skills required to be a manager of a service desk.

## Relevant Programs



## Contact Us

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