



SERVICE DESK MANAGER V8 (SDM)

DELIVER CONSISTENT, HIGH QUALITY SERVICE AND SUPPORT. EXCEL AS SERVICE DESK MANAGER.

SERVICE DESK MANAGER V8 (SDM)

The Service Desk Manager course provides a thorough understanding of service desk management and leads to a globally recognised qualification. This course contains everything that is essential to core roles and responsibilities of a successful Service Desk Manager.



SDI201
COURSE CODE



3 or 4 Days
COURSE DURATION



English | Arabic
COURSE LANGUAGE

Learning Objectives

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

- 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.
- An internationally recognised SDM qualification.

Qualification Overview

Duration	3 or 4 days	18 or 24 training hours	Timing Flexible
Audience	This interactive four-day SDM qualification course is designed for existing and aspiring service desk managers and supervisors who wish to develop their understanding of service desk management best practice and how to run an effective support operation.		
Certification	Service Desk Manager (SDM)		
Exam Structure	60 Multiple Choice Questions	90 minutes	Pass Score 39/60 or 65%
Pre-requisites	None		

Program Outline

SDISDM01	Introduction
SDISDM02	Defining Strategic Requirements
SDISDM03	Developing a Strategic Role
SDISDM04	Essential Management Skills
SDISDM05	Integrating the Service Desk
SDISDM06	Promoting the Service Desk
SDISDM07	IT Service Management
SDISDM08	Quality Assurance Activities
SDISDM09	Effective Management of Tools and Technologies
SDISDM10	Staff Recruitment and Development
SDISDM11	Leadership and Management
SDISDM12	Professional Development
SDISDM13	Defining Strategic Requirements

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

Shatha Tower, Office # 1719, Dubai Internet City, P.O. Box 500834, Dubai, UAE
T: +971 4 439 3533 | F: +971 4 439 3534 | W: www.smce.org | E: info@smce.org