



ITIL® 4 PRACTITIONER: SERVICE DESK

This module helps to significantly influence user experience, customer experience, and the overall success of service relationships. This module helps to significantly influence user experience, customer experience, and the overall success of service relationships.

The ITIL 4 Practitioner: Service Desk practice module is for IT professionals who want to prove and validate their skills in this specific practice area. The individuals can demonstrate their understanding and application of the concepts covered in the ITIL 4 Service Desk practice at both strategic and operational levels maximizing value from this practice area. This includes understanding of the Service Desk practice as the entry point and point of contact between the service provider and users.



ITL-SED
COURSE CODE



1 Day
COURSE DURATION



English | Arabic
COURSE LANGUAGE

Learning Objectives

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

- Define the key concepts, principles, value and challenges of Service Desk
- Capture demand for incident resolution and service requests
- Establish and maintain communication channels and interfaces between the service provider and users
- Enable effective, efficient, and convenient communications between the service provider and its users
- Apply Service Desk metrics to improve performance
- Measure, assess and develop the Service Desk practice capability in your organisation by using the ITIL Maturity Model.

Qualification Overview

Duration	1 day	8 training hours	Timing Flexible
Audience	<ul style="list-style-type: none"> Individuals continuing their journey in service management ITSM Managers and aspiring ITSM Managers IT managers and practitioners involved in digital services or working in digital transformation projects, working within or towards high velocity environments Existing ITIL qualification holders wishing to update their knowledge. 		
Certification	ITIL 4 Practitioner: Service Desk		
Exam Structure	20 Multiple Choice Questions	30 minutes	Pass Score 13/20 or 65%
Pre-requisites	<ul style="list-style-type: none"> ITIL® Foundation Certificate in IT Service Management Training through an Accredited Training Organisation 		

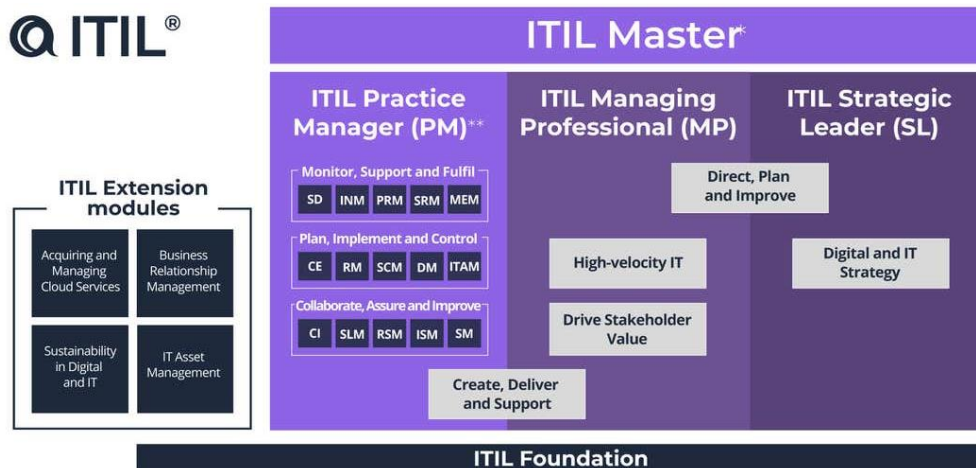
Program Outline

ITILSED01	Value Streams and Processes
ITILSED02	Organizations and People
ITILSED03	Information and Technology
ITILSED04	Partners and Suppliers
ITILSED05	Capability Development

Notes:

- Exam vouchers and the ITIL 4 Core Book are included in the course fees.

Certification Scheme



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