

# Service Desk Senior Analyst

Advance your skills as an experienced service desk analyst and develop your career options

## Who is it for?

Experienced service desk analysts, ideally those who have already achieved the Service Desk Analyst qualification, who are looking to develop their knowledge of industry best practice and progress their career within the service desk.

## What is it about?

This unique two-day programme is designed to develop the experienced service desk analyst and prepare them to play a more strategic role within the service desk in order to progress to team leader or service desk manager in accordance with industry best practice.

## What will I get out of it?

- The foundations on which to develop and progress to the roles of team leader and service desk manager
- Preparation to play a more strategic role within the service desk including presentation skills, compiling reports, preparing reviews, evaluating performance and call statistics
- Effective communication, problem-solving and project management skills
- Understanding business needs, and how the IT support function can better meet these needs, whilst ensuring that appropriate business ethics are adhered to
- Guidance on how to manage and motivate staff and give direction to the team
- Please note there is no qualification exam at the end of this course

## Course Details

Course Duration: Two (2) Days  
Course Fees: MYR 2,000

\* Course fees are HRDF claimable through SBL/SBL-KHAS

\* MSC Malaysia status companies are eligible for special incentive through the CDP Professional Development programme

## Course overview

- **Customer relationship management and IT support** – the strategic role of the service desk and its responsibilities towards the customer
- **Effective communication skills** – key theories and techniques to drive effective communication with customers
- **Presentation skills** – creating and delivering powerful presentations
- **Service desk metrics** – types of metrics, their importance and how to use them
- **Problem solving techniques** – study critical and creative thinking skills, logical problem solving methods and root cause analysis
- **Report writing skills** – learn how to create powerful written management reports
- **Teamwork and leadership skills** – develop effective leadership and team-building skills
- **Customer relationship management skills** – learn about the importance of customer relationship management in the support environment, managing requirements and expectations, techniques to develop win-win negotiation skills, dealing with difficult customers
- **Assertiveness** – develop behaviours for effective and assertive customer service
- **Project management overview** – review a step-by-step guide to plan, control and manage projects effectively and efficiently
- **The service desk and the ITSM marketplace** – examine the principles of ITSM, ITIL and the business benefits
- **Promoting the service desk** – discover the essentials of service desk marketing

### ITSM EXPERTS TRAINING CENTRE (771169H)

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