

# Service Desk Foundation



Bringing best practice into IT

The fundamentals of IT Service & Support for the Service Desk leading to the Customer Support Specialist qualification

## Who is it for?

Analysts and customer service staff new to, or with less than 9 month's experience in, the internal or external telephone customer support environment. Analysts looking for a refresher in essential support skills and those wishing to gain an entry-level professional qualification in IT Service & Support.

## What is it about?

A thorough induction to the Service Desk and its importance to today's organisation, this course provides a practical introduction in the key concepts, skills and competencies required to deliver professional and effective support.

## What will I get out of it?

- A clear understanding of the importance of support in today's business environment and the role of the Service Desk
- The responsibilities of a support 'specialist'
- Knowledge of core Service Management processes (incident and problem)
- Confidence to provide professional telephone support
- Essential skills and competencies to deliver efficient and effective support in the Service Desk environment
- Practical preparation for passing the Customer Support Specialist examination
- A recognised qualification for IT Service & Support professionals

## Course overview

- Delivering effective support – the role and importance of the Service Desk in the organisation
- Becoming a support analyst – everything you need to know about the role, the responsibilities and the Service Desk environment
- Key skills and competencies – identify, understand and develop core Service Desk skills
- Service Management processes – how the Service Desk fits in
- Service Level Agreements – their value and importance
- Service Desk metrics – understanding the need and their value

This course is ideal as an on-going induction programme for large Service Desks with a continuous intake of new staff. Talk to our training advisors about how it can be tailored to suit your team and made part of their development, delivered in-house either by your own training team or by HDI accredited trainers.

Title	<b>Service Desk Foundation</b>
Code	CSS
Duration	2 Days
Follow Up Course	<b>Help Desk Analyst FastTrack, Effective Telephone Skills, Dealing With Difficult Customers, Problem Solving, ITIL Essentials</b>

\* Up to 10 delegates per course.