

COURSE OUTLINE



Course Name: Service Desk Analyst (SDA) v9

DURATION	SKILL LEVEL	DELIVERY METHOD	TRAINING CREDITS	TECHNOLOGY
3 Days	Entry	In Class/VILT	N/A	Service Management

Service Desk Analyst (SDA) v9 Course Overview

The Service Desk Analyst (SDA) v9 Training introduces modern service desk operations and IT support. It covers analyst responsibilities, service management, customer interactions, professionalism, and employee and customer experience.

Delegates develop communication, troubleshooting, and interaction management skills. The course addresses incident and service request management, escalation, knowledge management, risk management, continual improvement, artificial intelligence, automation, and service desk performance metrics.

Prerequisites for Service Desk Analyst (SDA) v9

There are no formal prerequisites. Experience in IT support, customer service, or service desk operations will be beneficial.

Who Should Attend this Service Desk Analyst (SDA) v9 Course?

This course is suitable for professionals who want to develop practical service desk skills and improve customer and employee support experiences, including:

- Aspiring Service Desk Analysts
- Service Desk Analysts
- Help Desk Analysts
- IT Support Technicians

- *First-Line Support Analysts*
- *Second-Line Support Analysts*
- *Service Desk Team Leaders*

Learning Objectives

- *Understand the role and responsibilities of a Service Desk Analyst*
- *Manage incidents and service requests using recognised practices*
- *Develop effective communication and troubleshooting skills*
- *Enhance customer and employee service experiences*
- *Apply escalation, knowledge management, risk management, and continual improvement practices*
- *Understand the use of AI, automation, and service desk performance metrics*

Topics

The course explores the following content areas:

Module 1: The Service Desk and the Analyst Role

- *Modern service desk operations and IT support*
- *The role and responsibilities of a Service Desk Analyst*
- *Professionalism and recognised service desk practices*
- *Employee experience and customer experience*

Module 2: Service Management Fundamentals

- *Service management concepts in the service desk environment*
- *Roles, responsibilities and operational interfaces*
- *Service desk contribution to value and support outcomes*
- *Risk awareness and professional accountability*

Module 3: Communication and Customer Interaction

- *Effective verbal and written communication*
- *Customer interaction and relationship management*
- *Active listening, questioning, empathy, and expectation management*
- *Managing difficult interactions professionally*
- *Enhancing employee and customer support experiences*

Module 4: Incident and Service Request Management

- *Incident identification, logging, categorisation and prioritisation*
- *Service request recording and fulfilment*
- *Ownership, tracking, communication and closure*
- *Recognised incident and service request practices*
- *Maintaining accurate support records*

Module 5: Troubleshooting and Resolution

- *Structured troubleshooting approaches*
- *Information gathering and diagnostic questioning*
- *Identifying symptoms, causes and possible solutions*
- *Documenting resolutions and workarounds*

- *Balancing speed, quality and customer impact*

Module 6: Escalation and Knowledge Management

- *Functional and hierarchical escalation*
- *Escalation triggers, ownership and communication*
- *Capturing, maintaining and using knowledge*
- *Knowledge articles, known errors and reusable solutions*
- *Knowledge sharing across support teams*

Module 7: AI, Automation and the Modern Service Desk

- *Introduction to Artificial Intelligence*
- *AI concepts and common ITSM applications*
- *How AI and automation support service desk operations*
- *Benefits for efficiency and customer experience*
- *Implementation challenges, risk and responsible use*

Module 8: Metrics, Risk and Continual Improvement

- *Service desk performance metrics and measurement*
- *Using data to understand service performance*
- *Risk management in service desk operations*
- *Continual improvement practices*
- *Identifying and prioritising improvement opportunities*

Job Roles

- *Service Desk Analyst*
- *Help Desk Analyst*
- *IT Support Technician*
- *First-Line Support Analyst*
- *Second-Line Support Analyst*
- *Service Desk Team Leader*
- *Customer Support Analyst*
- *IT Support Specialist*

Service Desk Analyst (SDA) Exam Information

The Service Desk Analyst (SDA) Exam assesses knowledge and skills related to service desk operations and customer support. It evaluates the ability to handle and resolve incidents, requests, and enquiries from users and customers effectively.

- *Question Type: Multiple Choice*
- *Total Questions: 60*
- *Total Marks: 60 Marks*
- *Pass Mark: 65% or 39/60 Marks*
- *Duration: 60 Minutes*
- *Open Book/Closed Book: Closed Book*

Why this Certification

Upon completion of this course, delegates will be able to:

- *Apply recognised service desk practices*
- *Manage incidents and service requests effectively*
- *Use communication and troubleshooting techniques in customer interactions*
- *Apply escalation and knowledge management practices*
- *Enhance customer and employee support experiences*
- *Understand the role of AI, automation, metrics, risk management, and continual improvement in service desk operations*

Notes and Annotations

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