

COURSE OUTLINE



SDI® Service Desk and Support Analyst (Exam Included)

DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
3 Day(s)	Foundation	Service Management	In Class/ Virtual	N/A

Course Overview

The Service Desk and Support Analyst exam is based on the SDA standard. The competencies required for each SDI qualification were identified and approved by the SDI International Committee for Individual Standards, a group of industry experts and experienced practitioners from several organizations, in order to:

- Establish an international benchmark that recognize and develops the breadth of knowledge required to successfully fulfil relevant roles
- Document the skills needed to deliver consistent, high quality service and support
- Provide a mechanism, aligned to international industry standards, for developing people working in the IT service and support industry
- Provide leadership to the IT support industry by providing qualifications in IT service and support.

Prerequisite

Prerequisites for passing the exam will be a working knowledge and understanding of the professional demands placed on a service desk and support analyst, the standard process requirements for most support operations and the technology available to service desks

Audience

The SDA qualification course is for front-line IT service and support analysts with some experience in a first-line or second-line service desk environment. This course will help analysts who are looking to grow in their role and gain a recognized qualification in their profession, develop practical skills while earning a certificate that endorses their commitment and knowledge. Examples of professional job

Course Outcomes

You will be able to:

- Demonstrate understanding of the roles and responsibilities of a service desk professional
- Develop and employ the essential skills required for a service desk and support analyst
- Summarize and follow service desk processes
- Identify and describe service desk tools and technologies

titles include:

- Support Analyst
- Service Desk Analyst
- First-line Analyst Second-line Analyst
- Client Support Technician/Consultant
- Desktop Support Analyst
- Customer Support Officer
- Technical Support Analyst
- Service Centre Analyst

Individuals interested in achieving an SDI qualification will come from all industry sectors across a range of large, medium, and small sized service desks. They will have a desire for their knowledge of the important topics listed in this standard to be recognized in order to pursue employment and advancement opportunities in the support industry.

Topics

Module 1: Roles and Responsibilities

Module 2: Relationship Management

**Module 3: Effective Communication Skills and
Competencies**

Module 4: Problem Solving

**Module 5: Effective Rapport and Conflict Management
Skills**

Module 6: Effective Process Management

Module 7: IT Service Management

**Module 8: Quality Assurance Activities for the Service
Desk**

Module 9: Service Desk Technologies

Module 10: Service desk Tools

Exam Information

- 1 Hour
- 60 multiple-choice questions
- Designed to test your knowledge and understanding of the official SDI standards
- Additional time can be arranged for candidates with dyslexia, visual impairment or where English is a second language, this must be arranged prior to attending the exam
- A form of identification will be required that must contain a photo (current passport or driving licence)
- The pass mark - 39 correct questions (65%)
- Higher Mastery – 52 correct question (87%)

Vendor Annotation

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