PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: Introduction To The Service Desk Online Workshop	
Exam: Not Included	**Exam Type**: No Exam
Qualification: Certificate Of Attendance	

Course Syllabus

Our Introduction To The Service Desk Online Workshop will cover the following topics:

Module 1: Introduction

- Introduction
- Learning Objectives

Module 2: World Of IT Service Management (ITSM)

- Introduction To IT Service Management
- The ITIL® Service Value System
- The Interconnected Service Value Chain
- The 4 Dimensions Of Service Management
- The Continual Improvement Model
- Value: Outcomes, Costs & Risks
- ITIL® 4 Qualification Scheme

Module 3: World Of The Service Desk

- The World Of The Service Desk
- The Purpose Of The Service Desk
- What Is A ‘Service Desk?’
- Communication Channels
- Omnichannel Management
- Service Empathy
- User Satisfaction
- User Satisfaction - Moment Of Truth
- Scope Of The Service Desk Practice
- Practice Success Factors
- User Communications Into Value Streams
- Key Metrics
- Value Streams & Processes
- Heat Map
- Processes
- User Query Handling
- User Query Handling Workflow
- Communicating To Users

- Communicating To Users (Continued)
- Communicating To Users (Continued)
- Service Desk Optimisation
- Service Desk Optimisation Workflow
- Service Desk Optimisation Process Activities
- Organisational Structures & Teams
- Service Desk Organisation Models
- Service Desk Organisation Models (Continued)
- Service Desk Organisation Models (Continued)
- Distributed Service Desk Team
- Distributed Service Desk Team (Continued)
- Virtual Service Desk Team
- Virtual Service Desk Team (Continued)
- Hybrid Service Desk Organisation
- Hybrid Service Desk Organisation (Continued)
- Service Desk Sizing
- Service Desk Sizing - Flat VS Vertical
- Vertical Or Horizontal Structures
- Local Or Centralised Structures
- Information & Technology
- Automation & Tooling
- Automation & Tooling (Continued)
- Partners & Suppliers
- Important Reminder
- The Four Dimensions Of Service Management & The Service Desk
- What's Next?

Module 4: What Did You Learn?

- 20 Question Multiple-Choice Question Assessment

Course Overview

Are you new to the Service Desk? Or are you looking for Service Desk training for your team?

Our Introduction To The Service Desk Online Workshop will introduce you to the Service Desk, IT Service Management, Service Desk Models, Service Desk Optimisation, User Query Handling and much more.

Course Learning Outcomes

Service Desk Professionals provide front-line support and act as the ‘face’ of the IT Department, becoming the primary contact for customers. It is important that these professionals provide the highest quality customer care with every interaction.

Audience

Our Introduction To The Service Desk Online Workshop is suitable for anyone who is new to the Service Desk or requires training about the Service Desk.

Entry-Level Requirements

Our Introduction To The Service Desk Online Workshop. does not require any existing knowledge of Service Desks or ITIL®.

Recommended Reading

There is no recommended reading associated with our Introduction To The Service Desk Online Workshop.

What's Included

Our Introduction To The Service Desk Online Workshop will provide you with 30 minutes of content and culminates with a 20-question assessment at the end to test your knowledge.

Exam Information

There is no formal examination or certification associated with our Introduction To The Service Desk Online Workshop.

Our Introduction To The Service Desk Online Workshop culminates with a 20-question assessment at the end to test your knowledge.

If you pass the assessment with 80%, you will be awarded a Certificate Of Attendance.

What's Next

Our three-day ITIL® 4 Foundation training course is the starting point in your ITIL® 4 certification journey and is the prerequisite for the ITIL® 4 Managing Professional (MP) and ITIL® 4 Strategic Leader (SL) training courses.

Our ITIL® 4 Foundation training course is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organisation embrace the new service management culture.

Additional Information

Our Introduction To The Service Desk Online Workshop will give you a great introduction to the Service Desk.