PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: SDI® - Service Desk Analyst (SDA) Online	
Exam: Not Included	**Exam Type**: Proctored Exam
Qualification: SDI® - Service Desk Analyst (SDA) Certificate	

Course Syllabus

Our SDI® - Service Desk Analyst (SDA) online training package will cover the following topics:

Introduction
Professionalism & Roles:

- Roles & Responsibilities
- Relationship Management

Analyst Skills:

- Effective Communication Skills & Competencies
- Problem Solving
- Effective Rapport & Conflict Management Skills

Practices, Processes & Procedures:

- Effective Process Management
- IT Service Management 1
- IT Service Management 2
- Quality Assurance For The Service Desk

Technologies & Enabling:

- Service Desk Technologies

Mock Exam Quiz

Course Overview

The SDI® - Service Desk Analyst (SDA) certification acknowledges your proficiency in customer service and support competencies, validating your skills for the IT service and support industry.

Our SDI® - Service Desk Analyst (SDA) online training package equips you with the essential skills and knowledge necessary to excel in delivering customer service and support excellence.

Course Learning Outcomes

Our SDI® - Service Desk Analyst (SDA) online training package will teach you:

- Essential skills and competencies to deliver efficient and effective support in the Service Desk environment.
- Practical knowledge of how to use these skills to deal effectively with a variety of situations.
- A clear understanding of how to identify customer needs and motivations, and how to handle difficult situations.
- Understand the importance of teamwork in the support environment.
- A thorough grounding in the skills, competencies, responsibilities and knowledge required of a professional and effective Service Desk Analyst.

Audience

Designed for front-line IT service and support analysts with prior experience in a first line or second line Service Desk environment, our SDI® - Service Desk Analyst (SDA) online training package is ideal for those seeking career advancement and a recognised qualification in their profession.

Entry-Level Requirements

The prerequisites for passing the SDI® - Service Desk Analyst (SDA) examination include a working knowledge and understanding of the demands placed on a Service Desk, the standard process requirements for many support operations and the technology available to Service Desk Staff. You should not attempt to take the exam unless you:

- Have a working knowledge of the IT service and support industry.
- Have a working knowledge of the Service Desk Analyst (SDA) professional standard.
- Have a desire to work within an IT service and support role.
- Have attended the SDI® - Service Desk Analyst (SDA) training course delivered by a PeopleCert Accredited Training Organisation.

Recommended Reading

There is no recommended reading for our SDI® - Service Desk Analyst (SDA) online training package.

What's Included

Our SDI® - Service Desk Analyst (SDA) online training package includes the following:

- Interactive lessons with audio, activities and quizzes.

Exam Information

SDI® - Service Desk Analyst (SDA) Examination

- Duration: 60 Minutes
- Style: Multiple-Choice
- Questions: 60
- Format: Closed Book
- Pass Mark: 39/60 (65%)

Read the PeopleCert Official Guidance for Windows Devices and MacOS Devices for a step-by-step guide on how to take your online proctored examination.

Your Identification Document (ID):

On the day of your exam, your Proctor will verify your ID. You are responsible for ensuring the ID used to register and take your exam is valid and acceptable. On your exam day, if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID do not exactly match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. Your ID must:

- Be current and valid – ID containing dates that have expired are not allowed.
- Be an original, not a photocopy.
- Include a recognisable photo of you.
- Match the information you gave when you booked your online exam.
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident.
- Contain your Birthdate/Year.
- Contain your First/Middle Name(s) and Last Name in English (Latin) characters.

Please Note: Electronic IDs will not be accepted.

From 01 January 2023: All PeopleCert certifications will need to be renewed after three years. You can do this by retaking the examination before the renewal date, collecting professional development points via MyAXELOS or taking further certifications before the renewal date. If you make the decision to not renew your certification, you will not be removed from the Successful Candidate Register (SCR). You will remain on the Successful Candidate Register (SCR), however it will be flagged that your certification is not up to date.

What's Next

Our four-day SDI® - Service Desk Manager (SDM) training course is designed for existing and aspiring Service Desk Managers and Supervisors who wish to develop their understanding of Service Desk Management best practice and how to run an effective support operation. It is suitable for those with at least three years experience in a Service Desk environment.

Additional Information

Our SDI® - Service Desk Analyst (SDA) online training package will help you to develop practical skills whilst earning a certificate that endorses your commitment and knowledge.