PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: SDI® - Service Desk Analyst (SDA)	**Course Duration**: 3.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: SDI® - Service Desk Analyst (SDA) Certificate	

Course Syllabus

Our SDI® - Service Desk Analyst (SDA) training course contains the following modules that are core to the role of a Service Desk Analyst:

1. Professionalism

- The Service Desk
- The Service Desk Analyst
- Best Practice
- Policies & Governance
- Personal Accountability
- Service Attitude
- Teamwork
- Business Relationships
- Cultural Awareness

2. Analyst Skills

- Communication
- Verbal & Non-verbal Communication Skills
- Listening skills
- Written Communication Skills
- Questioning Skills
- Problem Solving
- Rapport Techniques
- Conflict & Negotiation Skills
- Interaction Management Skills
- Resilience
- Time Management
- Positive Approach & Attitude
- Professional Development

3. Practices, Processes & Procedures

- Practices, Processes & Procedures
- Incident Management
- Service Request Management
- Incidents & Requests
- Escalation

- Status Updates
- Problem Management
- Change Enablement
- Service Level Management
- Service Catalogue Management
- Service Delivery Model
- Knowledge Management
- Information Security Management
- Service Continuity Management
- Quality Assurance Program
- Managing Customer Feedback
- Service Desk Metrics & Statistics

4. Resources

- Support Methods
- Self-Service
- Automation
- Artificial Intelligence - AI
- Social Media

Course Overview

The SDI® - Service Desk Analyst (SDA) certification recognises your knowledge of customer service and support competencies and certifies that you have the skills required to work within the IT service and support industry.

Our three-day SDI® - Service Desk Analyst (SDA) training course provides the essential skills and knowledge required for delivering customer service and support excellence.

Course Learning Outcomes

Our SDI® - Service Desk Analyst (SDA) training course 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

Our SDI® - Service Desk Analyst (SDA) training course is for front-line IT service and support analysts with some experience in a first line or second line Service Desk environment.

Our SDI® - Service Desk Analyst (SDA) training course is suitable for Analysts looking to grow in their role and gain 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) training course.

What's Included

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

- Full SDI® - Service Desk Analyst (SDA) Materials
- SDI® - Service Desk Analyst (SDA) Examination

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

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