PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: SDI® - Service Desk Manager (SDM)	**Course Duration**: 4.0 Days
Exam: Included	**Exam Type**: Proctored Exam
Qualification: SDI® - Service Desk Manager (SDM) Certificate	

Course Syllabus

Our SDI® - Service Desk Manager (SDM) training course contains everything that is essential to core roles and responsibilities of a successful Service Desk Manager (SDM):

1. Policy & Strategy

- The Service Desk
- Service Desk Best Practice
- Global Service Desk Perspective
- Service Ethics
- Corporate Social Responsibility
- Strategic Development
- Vision, Mission & Critical Success Factors
- Implementing Strategic Vision
- Sourcing Models
- Financial Management

2. Leadership & Management

- Leadership & Management
- The Role Of The Service Desk Manager
- Promoting The Service Desk
- Organisational Knowledge
- Organisational Change Management
- Project Management
- Teamwork
- Communication Skills
- Listening Skills
- Information Gathering Methods
- Negotiation Skills

3. People Management

- Recruitment
- Staff Induction & Training
- Retention
- Management
- Leadership
- Mentoring

- Coaching
- Professional Development
- Resilience

4. Resources

- Service & Support Delivery Model
- Workforce Management
- Self-service
- Automation
- Artificial Intelligence
- Cloud Computing
- Social Media

5. Practices, Processes, Procedures

- Information Technology Service Management (ITSM)
- Incident Management
- Service Request Management
- Problem Management
- Change Enablement
- Release Management
- Deployment Management
- IT Asset Management
- Service Configuration Management
- Knowledge Management
- Information Security Management
- Service Continuity Management
- Service Level Management
- Service Catalogue Management
- Quality Assurance Program

6. Management Information & Performance Results

- Managing The Customer Experience
- Management Information & Metrics

Course Overview

The SDI® - Service Desk Manager (SDM) certification recognises your knowledge of the competencies, requirements and skills required to manage a Service Desk.

Our four-day SDI® - Service Desk Manager (SDM) training course will give you a thorough grounding in the skills required to lead, motivate and manage a Service Desk Team.

Course Learning Outcomes

Our SDI® - Service Desk Manager (SDM) training course contains the complete service management tool kit covering strategy, leadership, employee development, relationship building, service improvement, IT Service Management (ITSM) processes, performance measurement, finance and tools and technologies.

Audience

Our 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.

Examples of professional job titles include:

- Team Leader
- Supervisor
- Service Desk Manager
- Support Manager
- Service Delivery Manager
- Customer Service Manager
- Service Manager

Entry-Level Requirements

The prerequisites for passing the SDI® - Service Desk Manager (SDM) exam will 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 practical knowledge of the Service Desk Manager (SDM) Professional Standard.
- Have a strong desire to progress in the IT service and support industry.

Recommended Reading

There is no recommended reading associated with our SDI® - Service Desk Manager (SDM) training course.

What's Included

Our SDI® - Service Desk Manager (SDM) training course includes the following:

- Full SDI® - Service Desk Manager (SDM) Materials
- SDI® - Service Desk Manager (SDM) Examination

Exam Information

SDI® - Service Desk Manager (SDM) Examination:

- Duration: 90 Minutes
- Style: Multiple-Choice
- Questions: 80
- Pass Mark: 52/80 (65%)
- Higher Mastery Mark: 70/80 (87%)
- Format: Closed-Book

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 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 SDI® - Service Desk Manager (SDM) training course will help Service Desk Professionals support organisations on their digital transformation journeys.