PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: ITIL® 4 Practitioner: Service Desk	**Course Duration**: 1.0 Day
Exam: Included	**Exam Type**: Proctored Exam
Qualification: ITIL® 4 Practitioner: Service Desk Certificate	

Course Syllabus

Our ITIL® 4 Practitioner: Service Desk training course will cover the following topics:

1. The key concepts of the practice

1.1. Explain the purpose of the practice

1.2. Describe the practice success factors (PSF) & key metrics of the practice

1.3. Explain the key terms/concepts:

- Communication Channels Characteristics
- Omni-Channel Communications
- Service Empathy
- Moment Of Truth

2. The processes of the practice

2.1. Describe inputs and outputs of the processes

2.2. Describe the key activities of the processes

2.3. Know how to integrate the practice in the organization’s value streams

3. The roles and competencies of the practice

3.1. Describe the responsibilities of the key roles of the practice

3.2. Know how to position the practice in the organisational structure

4. How information and technology support and enable the practice

4.1. Explain the tools application

4.2. Know how to apply the recommendations on automation

5. The role of partners and suppliers in the practice

5.1. Explain the dependencies of the practice on third parties

5.2. Explain how partners and suppliers can support the practice

6. How the ITIL® capability model can be used to develop the practice

6.1. Explain how capability criteria support the practice capability development

7. The recommendations for the practice success

7.1. Understand the recommendations for the service desk practice success and how they are supported by the ITIL® guiding principles

Course Overview

Our one-day ITIL® 4 Practitioner: Service Desk training course will teach you the key concepts, principles, value and challenges of the Service Desk practice.

It is intended to provide you with best practice guidance at both strategic and operational levels on how to capture demand for incident resolution and service requests. The Service Desk practice should also be the entry point and single point of contact for the service provider for all users.

Course Learning Outcomes

Our ITIL® 4 Practitioner: Service Desk training course is structured and aligned around the ITIL® Framework. The examination is intended to assess whether you can demonstrate sufficient understanding and application of the concepts covered in the ITIL® 4 Service Desk practices publication.

Audience

Our ITIL® 4 Practitioner: Service Desk training course is aimed towards validating the skills and knowledge of professionals seeking to establish a good cross-practice collaboration and effective service value streams. Job roles this course are applicable to are:

- Service Desk Analyst
- Service Desk Manager
- Application Support Engineer
- Service Desk Engineer
- Network Engineer
- Service Desk Operator
- Service Desk Technician
- IT Support Manager

Entry-Level Requirements

The following are the prerequisites for our ITIL® 4 Practitioner: Service Desk training course:

- ITIL® 4 Foundation Certificate OR ITIL® 4 Managing Professional Transition (MPT) Certificate
- Training Through An Accredited Training Organisation (ATO)

Recommended Reading

It might be useful to revise your ITIL® 4 Foundation level materials again to reinforce your existing level of knowledge of ITIL® 4.

What's Included

Our ITIL® 4 Practitioner: Service Desk training course includes the following materials:

- Pre-reading
- A Full ITIL® 4 Practitioner: Service Desk Course Manual
- ITIL® 4 Official Core Guidance (eBook Format)
- Quizzes
- Exercises
- ITIL® 4 Practitioner: Service Desk Exam Voucher

Exam Information

ITIL® 4 Practitioner: Service Desk Examination:

The ITIL® 4 Practitioner: Service Desk examination will comprise of:

- Duration: 30 Minutes
- Closed Book: Yes
- Format: 20 Questions With 1 Mark Each. No Negative Marking.
- Question Type: Standard Classic, Negative, & List
- Bloom's Level's: 2 & 3
- Pass Mark: 65% Or 13/20

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

To achieve the ITIL® 4 Practice Manager designation, you will need to have completed five individual practices plus the ITIL® 4 Specialist: Create, Deliver & Support (CDS) module, or you will need to have completed the three-day bundled or combined module plus the ITIL® 4 Specialist: Create, Deliver & Support (CDS) module.

Additional Information

A management practice is defined as a set of organisational resources designed for performing work or accomplishing an objective. There are 34 ITIL® management practices in total, representing some of the most practical resources of the framework.

The practices will also be enriched with additional guidance on the capability model based on the ITIL® 4 maturity model.