PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: IT Service Desk Masterclass	**Course Duration**: 1.0 Day
Exam: Not Included	**Exam Type**: No Exam
Qualification: A Certificate Of Attendance will be sent to you via email after you have completed the training course	

Course Syllabus

Our IT Service Desk Masterclass will cover the following topics:

- The role of the Service Desk in the Service Lifecycle
- Selling the benefits of having a Service Desk
- Self Service best practice and challenges
- The underpinning Service Desk processes of Incident Management and Request Fulfilment
- Process interfaces and dependencies
- Service Desk structures
- Roles and responsibilities
- The communication role
- The coordination role
- Specific skill-sets
- Managing service levels
- The role of third parties
- Escalation procedures
- Major Incident Management
- Correctly sizing the Service Desk
- Satisfaction surveys
- Handling disputes
- The technology
- Measuring performance, Metrics and KPIs
- Reporting and dashboards
- Ongoing continual service improvement
- Current and future challenges

Course Overview

It's often said that the Service Desk is the window on IT, so it's worth ensuring that users can see what's on offer and the content is relevant to them now and in the future. It's also important that you operate as efficiently and effectively as possible to ensure that everyone see value for money.

Our one-day IT Service Desk Masterclass is primarily aimed at Service Desk Managers and Supervisors, but may be applicable to the aspiring Service Desk Analyst looking to acquire the skills to move to the next level.

Course Learning Outcomes

By the end of this masterclass, participants will have gained a comprehensive understanding of the critical role and functionalities of the IT Service Desk within an organisation. They will be primed to implement, manage, and optimise a Service Desk that delivers exceptional user support, fosters efficient incident resolution, and serves as a central communication hub for IT-related matters.

If you haven't reviewed how your Service Desk operates recently or are looking to do more with less, then our IT Service Desk Masterclass is for you.

Audience

Our IT Service Desk Masterclass is suitable for Service Desk Managers, Supervisors and Service Desk Analysts.

Entry-Level Requirements

There are no formal entry-level requirements for our IT Service Desk Masterclass.

Recommended Reading

There is no recommended reading associated with our IT Service Desk Masterclass.

What's Included

Our IT Service Desk Masterclass includes digital course manuals and hand-outs.

Exam Information

There is no formal examination or certificate associated with our IT Service Desk Masterclass.

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 IT Service Desk Masterclass will be flexible for different levels of expertise, from novice practitioners up to experienced specialists.