

SERVICE DESK MANAGER

TRAINING COURSE OUTLINE



Introduction

The Service Desk Manager training course is specifically designed to help you learn to apply how to build the Service Desk Department ensure meet with the expectation from business. The course will provide:

- ❖ Establish an international benchmark that recognize and develops the breadth of knowledge required to successfully fulfil IT Service Desk Manager or IT Operation Manager roles.
- ❖ Document and develop the skills needed all staffs in IT Service Department to deliver consistent, high quality service and support.
- ❖ Provide a mechanism, aligned to international industry standards, for the development of people working in the IT service and support industry.
- ❖ Provide leadership to the IT service and support industry by providing professional qualifications in IT service and support.

Duration

3 – days workshop

Learning Objectives

By the end of this course participants will be able to:

- ❖ Develop and deliver service desk strategies to that fully underpin the organization's business strategy and objectives.
- ❖ Demonstrate the key leadership and management competencies needed to be a successful Service Desk Manager.
- ❖ Interface the service desk with other departments within IT, other processes and other standards to maximise the efficiency and effectiveness of IT.
- ❖ Create, support and deliver service desk processes and services to deliver exceptional customer and value.
- ❖ Identify the ITSM tools to streamline the service desk processes and configuration the KPI, measure the performance from peoples and services.

Target Audience

The Service Desk Manager course is for existing and aspiring service desk managers and supervisors who wish to develop their understanding of service desk management practices and management skills. This course is suitable for those with at least three years' experience in a service desk environment.

Examples of professional job titles include:

- ❖ Service Desk Manager
- ❖ Team Leader
- ❖ IT Supervisor
- ❖ IT Support Manager
- ❖ IT Operation Manager
- ❖ Infrastructure Manager
- ❖ Service Delivery Manager
- ❖ Customer Service Manager
- ❖ IT Manager
- ❖ IT Service Manager

Training contents

Module 1: Introduction the Service Desk

- ❖ The purpose of Service Desk
- ❖ The Component of Successful Service Desk
- ❖ Service Desk Best Practices
- ❖ Global Service Desk Perspective
- ❖ Service Ethics
- ❖ Corporate Social Responsibility

Module 2: The Role of the Service Desk Manager

- ❖ The Portrait of Service Desk Manager
- ❖ The Role and Responsibilities of Service Desk Manager
- ❖ The Core Competencies and Characteristics Needed for a Service Desk Manager

- ❖ Discuss the Reasons Why We Should Promote the Service Desk
- ❖ Review the Key Activities of a Successful Promotion Campaign

Module 3: Developing the Service Desk Strategy

- ❖ Strategic Development for an effective Service Desk Strategy
- ❖ Vision, Mission and Critical Success Factors for Service Desk
- ❖ Implementing Strategic Vision
- ❖ Sourcing Models
- ❖ Financial Management
- ❖ Examine the Benefits and Challenges to Implement a Service Desk Strategy

Module 4: Organisational Change and Project Management

- ❖ Organizational Knowledge, Explore the Organizational Change
- ❖ Organizational Change Management
- ❖ Lean Business Case Development for Improvement
- ❖ Project Management in Service Desk

Module 5: Teamwork and Communication

- ❖ Explore the Important of Teamwork in Service Desk
- ❖ Applying How to Build a Team in Service Desk
- ❖ Examine the Importance of Excellent Communication Skills
- ❖ Learn the Kind of Communication Channel in Service Desk
- ❖ Applying How to Build the Effective Communication in Service Desk

Module 6: Staff Recruitment, Retention & Development

- ❖ Explore the Important of Teamwork in Service Desk
- ❖ Staff Recruitment in Service Desk
- ❖ Retention Staff
- ❖ Applying How to Build Maintain Effective Working Relationships
- ❖ Applying How to Staff Development, Training, Coaching, Mentoring Team

Module 7: Resource Management

- ❖ Service and Support Delivery Methods

- ❖ Workforce Management
- ❖ Self-service
- ❖ Automation
- ❖ Artificial Intelligence (AI)
- ❖ Cloud Computing
- ❖ Social Media

Module 8: Practices, Processes and Procedures

- ❖ IT Service Management
- ❖ Applying to build Incident Management
- ❖ Applying to build Services Desk Management

Module 9: Managing Customer Experience & Performance Results

- ❖ Managing the Customer Experience
- ❖ Management Information & Metrics

Training Scenario Notes:

- ❖ The class will delivery with a situations of a service desk department.
- ❖ The scenario with a series workshops with a case study.
- ❖ Each workshop will relevant with the content of learning above.
- ❖ With the class design special for a company so the trainer will consider developing a case study suitable for that context.

APEX
GLOBAL