

IT Service Management - ITIL® 4 – Service Desk

Expand your knowledge of ITIL® in a practical way in 1 day

This course is given as dynamic one-day workshop covering key concepts supporting the implementation of a highly effective Service Desk practice. The course provides candidates with best practice guidance at both strategic and operational levels. This workshop is intended for practitioners, practice owners and managers involved in the implementation and optimisation of the Service Desk practice. At the end of the course, participants will take a 30-minute exam containing a multiple-choice question to obtain the international AXELOS/PeopleCert ITIL® 4 Service Desk certificate in IT service management.

ITIL® VERSION

This course is based on the ITIL® 4 version.

LANGUAGE

The course, course materials and exam are in English.

COURSE OBJECTIVES

In three days, participants will acquire the knowledge and skills required to:

- Understand the key concepts supporting the Service Desk practice;
- Describe the processes that are part of the practice, supporting roles and Practice Success Factors;
- Identify how the Service Desk practice relies on specific elements coming from all 4 ITSM dimensions;
- Understand how to assess the maturity and capabilities of the Service Desk practice;
- Take the AXELOS/PeopleCert Service Desk exam with confidence by applying their new-acquired knowledge;
- Put the ITIL® principles to practical use.

TARGET AUDIENCE

Personnel actively involved in the Service Desk practice.
Those involved in defining and implementing the Service Desk practice.
People involved in helping increase the IT Management efficiency, effectiveness and performance.

COURSE DURATION

1 day of learning, including the final exam (scheduled later by candidate).

COURSE STRUCTURE

This course comprises a series of interactive presentations supplemented by classroom and other exercises resembling exams.

COURSE CONTENT

FOLLOWING TOPICS ARE COVERED FOR EACH PRACTICE.

- The key concepts of the practice
- The processes of the practice
- The roles and competences of the practice
- How information and technology support and enable the practice
- The role of partners and suppliers in the practice
- How the ITIL capability model can be used to develop the practice
- The recommendations for the practice success.
- Exercises to define key elements supporting a highly effective Service Desk practice.

PREREQUISITE

ITIL® 4 Foundation certification

EXAM

The official AXELOS ITIL® 4 Service Desk exam and ITIL® 4 Official Service Desk Practice document are included.

The participant will receive a voucher valid for 12 months to write their exam and will need to schedule his/her exam.

The Certification exam will be written electronically following the training. This requires access to a connected computer with active audio and video.
Format: 20 multiple-choice questions.
Duration: 30 minutes.

It is recommended to get the training from an accredited organization with an accredited training material.