



SERVICE DESK ANALYST

"From Fundamental to Full Potential"

Business Process Outsourcing has taken the world by storm and with the advent of faster internet speeds and unbounded leaps in communication technology, this trend is only going to get stronger and a lot more intense. This opportunity became the key vector for uncovering hidden opportunities while warping the speed of service delivery however, this trend has also opened the gates to higher demands and expectations. To meet such demands, one must be equipped with the right knowledge and skill set aligned with the industry standard especially with the proliferation of service providers, a global certificate to validate your competency will be your organization's ace-in-the-hole in winning clients.

The 3-day program is designed after the Service Desk Institute's (SDI) Service Desk Analyst Qualification Standard and will prepare the participants to take the certification exam. In the duration of the training, attendees will learn about the industry best practices in the Service Desk Analyst's core skills. IT Service Management processes covered in this course includes Request Fulfilment, Incident, Problem, Change and Service Level management.



NOV 14 - 16, 2017



3 DAYS



MAKATI CITY

Learning Objectives

At the end of the training, participants are expected to:

- Demonstrate a clear understanding of the roles and responsibilities of a Service Desk Analyst according to SDI Standards
- Develop and exhibit the core competency skills of a Service Desk and Support Analyst
- Master and identify the supported technology and enabling tools best suited for your organization
- Select and implement the apt key metrics to monitor Service Desk team performance

Benefits

- Align your organization practices to the global standards to deliver consistent, higher quality service and support to your customers
- Understand and leverage the benefits of utilizing a Service Catalog for responsibility ownership
- Foster an environment of Continuous Service Improvement through implementation of customer surveys, service level agreements and operational level agreements
- Provide higher management with better insights with the help of the right metrics to gauge Service Desk performance

Target Audience

- Support Analyst
- Service Desk Analyst
- Client Support Technician/Consultant
- Customer Support Officer/Analyst
- Technical Support Officer/Analyst
- Service Center Officer/Analyst
- IT Team Leads



Key Clients





Agenda

PROFESSIONALISM

- The Service Desk
- The Service Desk and Support Analyst
- Best Practices
- Policies and Legislation
- Service Commitments and Ethics
- Service Attitude
- Teamwork
- Business Relationships
- Cultural Sensitivity and Global Perspective

ANALYST SKILLS

- Communication
- Verbal and Non-Verbal Communication
- Listening
- Written Communication
- Questioning
- Problem Solving
- Rapport Techniques
- Conflict Resolution & Negotiation
- Contact Management Skills
- Stress Management
- Time Management
- Positive Approach and Attitude

PROCESS

- Process Management
- Incident Management
- Incident & Service Request Recording
- Request Fulfillment
- Escalation
- Status Updates
- Problem Management
- IT Change Management
- Service Level Management
- Service Catalog
- Service Delivery Models
- Knowledge Management
- Information Security Management
- IT Service Continuity Management
- Quality Management
- Customer Satisfaction Surveys
- Service Desk Metrics and Statistics

SUPPORTED TECHNOLOGIES AND ENABLING TOOLS

- Service Desk Infrastructure
- Computing
- Telephony
- Self Service
- Self-Healing technology
- Social Media

Trainer's Profile



Tony Albert has been with the IT industry for more than 25 years. Over the years he has gained broad experience in IT Service Management and IT Service Support in specific. Tony has comprehensive knowledge and in depth understanding of best practices for IT Service Management in the real world based on ITIL® (Information Technology Infrastructure Library). He also holds an ITIL® Expert qualification. Over the last 25 years, he has worked for a number of large multinational organizations like IBM, CSC, ERICSSON Global IT Services, Atos Origin, VADS and AT&T Global Network Service. Tony has been actively involved in a variety of IT Service Management roles like Incident, Problem, Change Management, Service Desk Management and Service Level Management in delivering high quality IT services on a regional and global scale.

In his previous roles as a Service Desk Manager in two major IT outsourcing companies, Tony has successfully setup large Service Desks supporting more than 100,000 end-users for major clients from multiple industries including banking, manufacturing, consumer products and telecommunication industry across America, Europe and Asia in multiple languages. His in-depth practical knowledge and extensive experience in managing global support centers based on ITIL® best practices are his forte and key strengths. Currently Tony consults on a regular basis to organizations in the IT industry including multinational companies. He also provides trainings in the areas of IT Service Management to both companies and to universities on a regular basis in Malaysia, Singapore, Philippines, Jakarta and Middle-East. Tony is a dynamic trainer who is able to interact well with people of all levels. His training style of engaging active participation from the audience makes his training sessions very interactive and interesting. He is also very passionate about helping organizations and individuals to improve the quality of their Service Desks, as such he is also an APMG Accredited Service Desk Trainer for SDI. Tony is also part of the SDI World Class Service Desk Advisory Board and a member of the International Standards Committee for Service Desk qualifications.

* SDI courses are delivered in partnership with REETUS Sdn. Bhd.
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Materials



TRAINING MANUAL



CERTIFICATE



SOFT COPY DOWNLOAD

Training Highlights

EXPERT FACILITATOR

The program is facilitated by one of the leading consultants with years of experience in consulting and training in various industries, giving the participants the advantage to tap on his extensive experience to solve practical problems in their current environment.

INTERACTIVE LEARNING

From face-to-face interaction to modules and workbooks, the training is an instructor-led course with a combination of presentation modules and interactive sessions with participants, allowing mindshare to proactively address specific needs and issues in their own environment.

UP-TO-DATE INFORMATION

Provides the latest updates on best practices from industries across the globe with case studies and practical information acquired from the training and resources of our trainer.

TRAINING PACKAGE

We provide high quality and well-researched training materials to make learning a meaningful experience for the participants. The training aids we provide to our participants are used as a quick reference resource for future use.

About APEX Global

APEX Global (The Academy for Professional Excellence) is the learning solutions arm of ECCI—the leading process improvement solutions provider in Southeast Asia. Our sole aim is to promote performance excellence among professionals. We help our customers achieve greater success through effective, experiential and results-oriented training delivery. Our professional development solutions cover Trainings and Conferences, Managed Services and Learning on Demand. We organize public trainings and in-house workshops tailored for specific organizations. We help companies manage their non-core yet critical training function through end-to-end training management - starting from planning and needs analysis to program evaluation and records management. The Learning on Demand products we offer provide convenient and innovative ways for learning.

Applying the experience of training over 100,000 professionals in the last decade, a strong pool of expert trainers and facilitators with expertise in a niche array of domains and a strong regional presence, we provide an extensive portfolio of high-quality industry specific and functional programs coupled with high quality training materials to deliver our ultimate "promise"—the R.E.A.L. learning experience.



About ECCI

ECCI is the leading process improvement solutions provider in Southeast Asia, focused on process consulting, automation solutions and learning outsourcing services. We help companies achieve performance excellence by assisting them implement management systems and international standards/best practices across multiple domains and industries.

Our partnerships with best-in-class technology companies help drive sustained excellence for our customers. As a solutions provider with instructional design capability and subject matter expertise in niche areas, we help organizations implement learning strategies and design learning content for improved performance.

