

Service Desk Analyst v9 (SDA)

Course Description

The Service Desk Analyst v9 (SDA) course is designed to equip professionals with the essential skills and competencies required to excel in IT service desk and first-level support roles. Aligned with the SDI Service Desk Analyst Professional Standard v9, this globally recognized certification focuses on service excellence, communication, problem-solving, IT service management practices, and the effective use of AI and automation in service environments. The course prepares participants to deliver efficient, high-quality IT support while enhancing customer satisfaction and operational effectiveness.

Audience Profile

- Service Desk Analysts
- First-level IT Support Operatives
- Help Desk Analysts
- IT Support Professionals
- Technical Support Engineers

Prerequisite

- Basic understanding of IT support or service desk environment
- Familiarity with IT systems and user support processes

Course Objective

- Understand the roles and responsibilities of a Service Desk Analyst
- Develop strong communication, rapport, and resilience skills
- Apply effective problem-solving techniques
- Gain knowledge of IT Service Management practices
- Manage customer interactions, feedback, and service quality
- Understand support channels and delivery methods
- Explore AI and automation in service management

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Module 1: Roles and Responsibilities

- Service Desk Analyst role overview
- Service excellence principles
- Professional behavior and efficiency

Module 2: Communication Skills

- Verbal and non-verbal communication
- Formal and informal communication

- Active listening
- Communication styles

Module 3: Rapport and Conflict Management

- Building rapport with customers and colleagues
- Emotional intelligence
- Conflict resolution and negotiation

Module 4: Problem Solving

- Problem-solving techniques
- Analytical thinking
- First-time resolution strategies

Module 5: IT Service Management (ITSM)

- Incident Management
- Service Request Management
- Problem Management
- Knowledge Management
- Information Security Management

Module 6: Support Channels

- Remote support
- Self-service
- Multi-channel support methods

Module 7: Quality Assurance

- Quality assurance practices
- Customer satisfaction surveys
- Metrics and performance measurement

Module 8: Managing Customer Feedback

- Feedback management objectives
- Components of effective feedback systems

Module 9: Resilience

- Emotional resilience
- Stress management
- Identifying behavioral indicators

Module 10: AI and Automation in Service Management

- AI use cases in ITSM

- Automation benefits and challenges
- Practical applications in service desk environments**