KOENIG SOLUTIONS · COURSE OUTLINE

The Future of the IT Service Desk – Embracing AI & Automation

1 Day	1	5
DURATION	MODULES	TOPICS

COURSE OVERVIEW

The IT Service Desk is under increasing pressure to handle high ticket volumes, meet SLAs, and improve customer experience—all while doing more with less. AI & Automation are transforming the modern Service Desk, enabling teams to work smarter, not harder. This one-day workshop will equip you with the knowledge, roadmap, and practical tools to implement AI-driven automation that aligns with Service Desk Certification (SDC) Best Practices.

WHO THIS COURSE IS FOR

- Service Desk Managers & Leads looking to enhance efficiency and service quality.
- IT Support & Service Desk Analysts seeking to automate repetitive tasks and improve workflows.
- ITSM & Digital Transformation Leaders wanting to integrate AI into IT Service Management.

TOOLS AND REQUIREMENTS

- This is not a pre-recorded webinar, it is a live tutor environment.
- A computer with a webcam (We ask that webcams are turned on throughout the duration of the course.)
- Microphone/headset
- High-speed internet connection
- Ensure you connect 15 minutes before the session starts and log-in as a guest.
- To help with the set-up, please download the Adobe Quick Start Guide .
- Adobe Connect only requires that you have an internet connection, and a web browser, to attend the web conference. If you have problems connecting whilst using Microsoft Edge browsers, then please try Google Chrome or Firefox.

COURSE SYLLABUS

1 Module, 5 Topics

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Course Outcomes

TOPICS

- Understand AI & Automation – What it is, how it works, and real-world applications in the Service Desk
- Identify High-Impact Use Cases – Discover automation opportunities that reduce workload and improve service and customer experience
- Develop a Practical AI Roadmap – Learn a step-by-step approach to prioritising and implementing AI solutions
- Ensure Compliance with Best Practices – Align AI-driven automation with SDC standards for Incident, Problem, SLA, and Knowledge Management.
- Measure Success & Overcome Challenges – Track ROI, drive user adoption, and address resistance to change.

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

- Classroom Training
- Live Online Classes (ILO)
- Fly-Me-A-Trainer (FMAT)
- Flexi (Self-Paced)
- 1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

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