CERTIFIED SERVICE DESK MANAGER CERTIFICATION

As per International Standards

UNICHRONE

Unichrone Training Advantages

- ✔ 4 Day Interactive Instructor –led Online/Classroom or Group Training

- ✔ Course study materials designed by subject matter experts

- ✔ Mock Tests to prepare in a best way

- ✔ Highly qualified, expert & accredited trainers with vast experience

- ✔ Enrich with Industry best practices and case studies and present trends

- ✔ Certified Service Desk Manager Training Course adhered with International Standards

- ✔ End-to-end support via phone, mail, and chat

- ✔ Convenient Weekday/weekend Certified Service Desk Manager Training Course schedule

UNICHRONE

About Unichrone

✓ We are a professional training institute with an extensive portfolio of professional certification courses. Our training programs are meant for those who want to expand their horizons by acquiring professional certifications across the spectrum. We train small- and medium-sized organizations all around the world, including in USA, Canada, Australia, UK, Ireland and Germany.

Guaranteed Quality

Handpicked Trainers

Global Presence

Online Training Option

We've trained professionals across global companies

PHILIPS

AXCESS
FINACIAL PRODUCT MANAGEMENT

CLARIANT

AkerSolutions

WÜRTH

baycoat

DU PONT

DASHTI

GlobalSign

TriskeleLabs

مصرف الراجحي
Al Rajhi Bank

DHL

ARASCO أراسكو

EMERSON

accenture

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AMERICAN MEDICAL
ASSOCIATION

sitel group

Signify

AtoS

LEAR
CORPORATION

Importance of Certified Service Desk Manager Training

✓ CSDM Certification is prestigious since it determines the qualifications of individuals who desire to offer leadership and manage a service desk. This globally accepted certification confirms a candidate's preparedness in main desirable domains for service desk staff. Thus, certificate holders are aware of main classes of service desks, which cover incidents, problems, changes, and service requests. They also have industry practice and educational knowledge, usually based on service support frameworks such as ITIL that speak about efficient service delivery and business improvement.

✓ Service Desk Training Course improves the skills and consciousness of individuals in the strategic planning of efficient service desk operations. Furthermore, individuals attain a sound understanding of all required management skills, communication techniques, and guidelines. They gain an ingrained understanding of integrating the service desk and continual service improvement model. Service Desk Institute Training focuses on master plans for mobilizing stakeholders. It improves knowledge of the IT service management framework and its components.

ELIGIBILITY CRITERIA

✓ Aspirants need not meet any requirements to pursue Certified Service Desk Manager Training Course. However, having prior knowledge is beneficial.

WHO SHOULD ATTEND

✓ Any individual who wants to gain skills to understand Service Desk can enroll in the Certified Service Desk Manager Training course.

Syllabus of Certified Service Desk Manager Training

Lesson 01 – Defining Strategic Requirements
1. Define Service Desk
2. Roles and Responsibilities of Service Desks
3. Strategy Planning
4. Best Practices

Lesson 02 – Developing a Strategic Role
1. Service Strategy
2. Service Generation

Syllabus of Certified Service Desk Manager Training

Lesson 03 – Essential Management Skills
1. Introduction to Essential Management Skills
2. Individual Change Readiness
3. Creating a Change Management Plan
4. Dealing with Resistance
5. Communication Techniques
6. Effective Communication Skills
7. Problems with Communication
8. Handling Users
9. Improving Your Verbal and Email Communication
10. Internal Communication
11. Common and Overcoming Barriers to Communication
12. AIDA Model
13. Effective Communication Guidelines

Lesson 04 – Integrating the Service Desk
1. Importance of Effective Work Relationships
2. Continual Service Improvement Model
3. Activities Supporting CSI

Syllabus of Certified Service Desk Manager Training

Lesson 05 – Promoting the Service Desk
1. Overview of Promoting the Service Desk
2. Principles of Stakeholder Engagement
3. Strategies for Mobilising Stakeholders

Lesson 06 – Quality Assurance Activities
1. Introduction
2. Purpose of Customer Feedback
3. Ways to Collect Customer Feedback
4. Importance of Customer Satisfaction Surveys

Syllabus of Certified Service Desk Manager Training

Lesson 07 – Effective Management of Tools and Technologies	
1.	Automated Call Distribution (ACD)
2.	Computer Telephony Integration (CTI)
3.	Benefits of Self-Service

Lesson 08 – Staff Recruitment and Retention	
1.	Introduction to Staff Recruitment and Retention
2.	Devising an HR Agenda and Strategy
3.	HR Policy Documentation
4.	Creating an HR Policy Manual
5.	HR Policy Reviews

Syllabus of Certified Service Desk Manager Training

Lesson 09 – Professional Development	
1.	Introduction
2.	Benefits of Professional Development
3.	Coaching and Mentoring
4.	Benefits of Coaching and Mentoring

Lesson 10 – Leadership and Management	
1.	Defining Management
2.	What is the Role of the Manager?
3.	Descriptions of the Role of a Manager
4.	Responsibilities of a Manager
5.	Objectives of a Manager
6.	Discuss
7.	Succeeding as a Manager
8.	Useful Skills to Have
9.	Types of Management Style
10.	Leadership Vs Management
11.	Qualities of a Good Leader
12.	Visionary Leaders
13.	Connective Leaders
14.	Storytellers
15.	Adaptive Leaders
16.	Transformational Vs Transactional
17.	Dispersed Leadership
18.	Goleman – Leadership Styles
19.	Choosing the Appropriate Leadership Style in Any Given Situation
20.	Situational Leadership
21.	Leadership and Management

Syllabus of Certified Service Desk Manager Training

Lesson 11 – IT Service Management	
1.	Introduction to ITSM
2.	Key Concepts
3.	Guiding Principles
4.	ITSM Framework
5.	Problem Management

Lesson 12 – Service Management Framework	
1.	Service Life Cycle
2.	Core Component: • Service Strategy • Service Transition • Service Operation

Exam Format of Certified Service Desk Manager Certification

Examination Format	
Exam Name	**Certified Service Desk Manager Exam**
Exam Format	Multiple Choice
Total Questions & Duration	20 Questions, 2 Hour
Passing Score	Minimum passing score of 70%
Exam Cost	Included in training fee

To get you fully prepared with the knowledge and skills for Certified Service Desk Manager, a training session at Unichrone gives immense importance to mock questions at the end of every module and problem-solving exercises within the session. Prepared by certified faculty, the practice tests are a true simulation of the Certified Service Desk Manager exam.

Contact Us

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