

Managing IT Help Desk or Service Desk

Duration: 2 Days

Course Outline

- Introduction to Service Desk
 - Concepts
 - The Evolution of Technical Support
 - The Evolution from Help Desk to Service Desk
 - Components of a Successful Service Desk
 - People
 - Processes
 - Technology
 - Information
 - Customer Service—The Bottom Line
- Service Desk Operations
 - Types of Customer Service and Support Organizations
 - Service Desk Mission
 - Internal Service Desks
 - External Service Desks
 - Sizes of Service Desks
 - Service Desk Structures
 - Service Desks as Cost Centers or Profit Centers
 - Service Desk Outsourcing
 - The Service Desk Model
- The People Component: Service Desk Roles and Responsibilities
 - Principal Job Categories
 - Front-Line Service Providers
 - Front-Line Service Provider Responsibilities
 - Skills Required on the Front Line
 - Service Desk Management Personnel
 - Supporting Roles
 - Characteristics of a Successful Service Desk Team
- The Process Component: Service Desk Processes and
 - Procedures

Inixindo bandung

Jl. Cipaganti no.95 bandung – TLP/FAX : 022.2032831 | www.inixindobdg.co.id

- The Anatomy of Processes
- Evolution of Processes
- Using Process Frameworks and Standards
- Quality Management and Improvement Frameworks
- IT Service Management Frameworks and Standards
- Information Technology Infrastructure Library (ITIL)
- Microsoft Operations Framework (MOF)
- ISO/IEC 20000
- Common Process Characteristics
- Common Processes Used in Service Desks
- Incident Management Process
- Problem Management Process
- Request Fulfillment Process
- Knowledge Management Process
- Change Management Process
- Service Asset and Configuration Management Process
- Quality Improvement Processes
- The Technology Component: Service
 - Desk Tools and Technologies
 - How Technology Benefits the Service Desk
 - Selecting and Implementing Service Desk Technologies
 - Telephone Technologies and Services
 - E-Mail
 - The Web
 - Incident Management Systems
 - Knowledge Management Systems
 - Search Retrieval Techniques
 - Storage Methods
 - Configuration Management Systems
 - Remote Support Technologies
 - Service Desk Communication Tools
 - Tools Used by Service Desk Management
 - Integrating Processes and Technology
- The Information Component: Service Desk Performance
 - Measures
 - Information as a Resource
 - Data Categories Captured by Service Desks
 - Team Performance Measures
 - Individual Performance Measures

Inixindo bandung

Jl. Cipaganti no.95 bandung – TLP/FAX : 022.2032831 | www.inixindobdg.co.id

- Individual Performance Goals
 - Individual Contributions to Team Goals
- The Service Desk Setting
 - Service Desk Setup
 - Location of the Service Desk
 - Physical Layout of the Service Desk
 - Analysts' Personal Workspace
 - Good Work Habits for Analysts

Inixindo bandung

Jl. Cipaganti no.95 bandung – TLP/FAX : 022.2032831 | www.inixindobdg.co.id