

# SERVICE DESK STRATEGIC LEADER (CM-SDSLC)

## Syllabus

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Our goal at CertMind is to certify the skills of professionals who perform in the context of Technology. To achieve this, we seek to ensure that professionals demonstrate their skills and knowledge by applying an International Certification Exam.

The purpose of this certification is to demonstrate that the professional has a practical understanding of how the service desk should work in an organization, to help improve workflow in areas of support and customer service; and comply with the agreements (SLAs). The certified person will be able to analyze the current situation of the IT processes and operating model of a service table, to restructure it in order to optimize the workflow and improve customer satisfaction.

### Who should take this test?

This exam is ideal for individuals or teams involved in optimizing IT processes related to support/operation, service desk leaders/coordinators, or interested in adopting best practices for operating a service table.

Roles such as: Technology staff, support staff, operations managers, or managers and service desk leaders.

### Recommended training time

20 hours, segmented into 5 sessions of about 4 hours.

### Certification Exam Format

- **Type:** 40 question exam, multiple choice and single answer.
- **Running time:** 60 minutes.
- **Minimum note to approve:** 28/40 or 70%.
- **Additional time:** If the professional does not take the exam in their native language, they will have an additional 15 minutes and is also allowed to use a dictionary.

**Pre-requis:** It is highly recommended that the professional be familiar with the operation of a service table or have experience in support issues



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In order to ensure that the professional has the minimum skills and knowledge that can be applied in a real environment, the review addresses the following topics:

### Module 1: Scope of the service table

In this module, the professional must demonstrate his or her understanding of the processes and activities that are performed at a service desk, as well as clearly understand their approach and scope.

- 1.1. Managing requests and incidents
- 1.2. Problem management
- 1.3. Monitoring and event management
- 1.4. Knowledge management

### Module 2: Service Desk Structure

In this module, the professional must demonstrate his understanding of the structure of a service desk, the roles involved and their respective responsibilities, in addition to the best practices that guarantee the delivery of value at a service desk.

- 2.1 Common structure of the service table and the types of current service desks
- 2.2 Roles involved in a Service Desk
- 2.3 The Service Desk analyst
- 2.4 The strategic leader of the Service Desk



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### Module 3: Recruitment and development

In this module, the professional must demonstrate his knowledge of the key stages in the recruitment and development of the staff that integrates the service desk.

- 4.1 Recruitment and recruitment
- 4.2 Staff development
- 4.3 Staff motivation

### Module 4: Managing Service Levels

In this module, the professional must demonstrate his clear mastery of the key elements in the design of service level agreements and their relationship to the perception of value of the users and customers of the service desk.

- 3.1 Components of an ANS
- 3.2 Functional Scheme of an ANS
- 3.3 Ensuring Customer Satisfaction
- 3.4 20-an ER quality control practices

### Module 5: Knowledge Management

In this module, the professional must demonstrate his mastery of the elements that are part of a knowledge management strategy at a service desk.

- 5.1 Definition of a knowledge management strategy
- 5.2 Analysis of information and indicators
- 5.4 Use of knowledge management tools



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### Module 6: Tools and technologies on a service table

In this module, the professional must demonstrate his knowledge of the elements to be considered in the selection and implementation of the tools involved in the services provided by a service desk

7.1 ITSM Tools

7.2 ACD (Automatic Call Distributor) and CTI (Computer Telephony Integration) technologies

7.3 The self-service and self-repair portal

7.4 Technology Trends Applied to the Service Desk (Chatbots – Voicebots – ChatOps – Artificial Intelligence)

### Module7: Design and implementation of a service desk

In this module, the professional must demonstrate his knowledge of the elements to be considered in the design and implementation of a service desk

6.1 Alignment of the Service Desk with the strategic objectives of the organization

6.2 Planning the objectives, strategies and tactics of the Service Desk.

6.3 Implementing techniques for a successful operation

6.4 Integration of the Service Desk

6.5 Relationship management at the Board of Services

