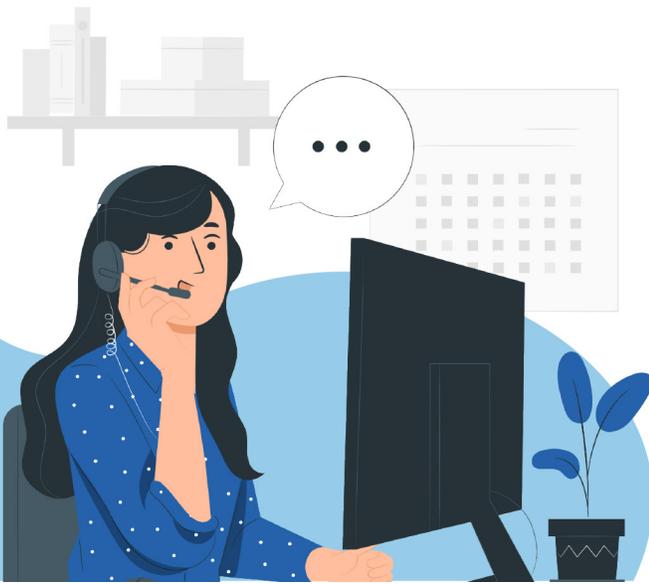




SERVICE DESK LEADER PROFESSIONAL CERTIFICATION



SDLPC™ Version 042023

CertiProf®

Service Desk Leader Professional Certification SDLPC™

Syllabus V042023

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Introduction

Nowadays, companies devote 62% of their efforts to better understanding their customers and their expectations regarding support services. Customers increasingly seek personalized attention, which strongly influences their buying experience.

It is critical to understand that customers have clear expectations about how they want to be treated and what they expect from brands. In fact, according to studies, up to 90% of consumers would switch brands if their expectations are unmet or they need to receive exceptional customer service.

Therefore, paying attention to customers' tastes and needs is crucial to satisfy them. Therefore, an effective tool is a customer service desk, such as a Service Desk, that allows quick and efficient interaction to answer any questions, concerns, or customer complaints.

Learning Objectives

- Understand the fundamentals of the Service Desk, including best practices, processes, and workflows.
- Learn to lead and motivate a Service Desk team, including performance management and conflict resolution.
- Develop effective communication skills, both verbal and written, to interact with customers and team members.
- Understand the concepts of incident, problem, change, and configuration management and how to apply them in a Service Desk environment.
- Learn how to measure and improve Service Desk performance, including tracking key metrics and identifying opportunities for improvement.
- Develop leadership skills, including decision-making, task delegation, and time management.
- Understand current trends in the Service Desk, including artificial intelligence and automation.
- Learn how to work with other leaders and departments in the organization to ensure effective service delivery.

Exam Details

Este programa de estudos tem um exame no qual o candidato deve obter uma pontuação para obter a certificação em Service Desk Leader Professional Certification SDLPC™.

- Format: Multiple Choice Question
- Open Book: No
- Questions: 40
- Passing Score: 32/40 or 80 %
- Language: Spanish
- Duration: 60 minutes

- Delivery: This examination is available online
- Supervised: It will be at the Partner's discretion.

Audience Profile

Anyone interested in expanding their Service Desk knowledge, whether they are new or experienced team managers or supervisors.

Content

Acronyms and Key Concepts

- Acronyms
- Service Desk – Definition
- Help Desk & Service Desk Differences
- Help Desk & Service Desk Features
- Help Desk & Service Desk Evolution
- Service Desk – Digital Transformation

Service Desk Governance

- Service Desk Governance
- Mission and Vision Within the Service Desk
- Strategic Alignment with the Business
- Success Factors in a Service Desk
- Service Desk Objectives
- SMART Model for Objectives Definition
- Understanding Globalization
- Service Desk and Social Responsibility
- Ethics and Morals

Management & Leadership in the Service Desk

- Modern Management Theories and their Implementation in the Service Desk
- Modern Management Theories
- Leadership
- Leadership Styles
- Leadership in a Service Desk
- Leadership by Example
- Planning
- Planning in the Service Desk
- Communication
- Capabilities and Skills
- Coaching and Mentoring Inside the Service Desk
- Management
- Meetings in the Service Desk
- Meetings in the Service Desk

Recruitment, Development and Staff Retention in the Service Desk
Team Development Model
Tuckman Team Development Model
The 5 Stages of the Team Development Model
Teamwork
Conflict Resolution
Conflicts

Financial and Commercial Management of the Service Desk

Point of view of the Service Desk
Service Desk Marketing
Financial management
Financial Calculations
Financial Budget

Project management in the Service Desk

Project Management
Service Desk Implemented as a Project
Service Desk Implemented as a Project – Business Case
Project Management - Methodologies
Project Management
Project Management Tools
Traditional Project Management Tools - KANBAN
Business Model Canvas as a Tool in Service Desk
Using the Business Canvas in the Implementation of a Service Desk Project
RACI as a Tool in the Service Desk
Project Management Tools within the Service Desk

Global Standards and Practices

Global Standards and Practices
ITIL 4
ISO 20000
DevOps
DevOps and the Service Desk

Trends in a Service Desk

Trends in a Service Desk
Automation
Omnichannel Support
Data Analysis
User Focus

How AI, ML, Cybersecurity, Data Protection and Big Data Relate to Service Desk

Introduction
Artificial Intelligence (AI) in the Service Desk
Machine Learning
Protection of Personal Data - GDPR
Big Data

Teleworking & Service Desk

Cybersecurity

ITSM Toolset

Technology Support

Forms and Operating Models of the Outsourcing Service

Outsourcing

Forms of Outsourcing

Forms of Outsourcing for the Implementation of a Service Desk

Outsourcing Models for the Implementation of a Service Desk

Vested Outsourcing

Outsourcing

Outsourcing Scaling

IT Service Management

ITSM

Overview

ITSM Key Concepts

Quality of Service

Service Certification

Staff Certification

Satisfaction Survey

Service Desk Attention

Metrics

Reports

Reports

Report Management

Continuous Improvement

Continuous Improvement