ITIL® 4 Practitioner: Service Desk

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	ITIL® 4 Practitioner: Service Desk
Related Exam:	ITIL® 4 Practitioner: Service Desk

Course Overview

A management practice is defined as a set of organisational resources designed for performing work or accomplishing an objective. There are 34 ITIL® management practices in total, representing some of the most practical resources of the framework.The practices will also be enriched with additional guidance on the capability model based on the ITIL® 4 maturity model.

About This Course

A management practice is defined as a set of organisational resources designed for performing work or accomplishing an objective. There are 34 ITIL® management practices in total, representing some of the most practical resources of the framework.

The practices will also be enriched with additional guidance on the capability model based on the ITIL® 4 maturity model.

Our training package includes the following materials:

- Handouts
- A Full Official Course Manual
- ITIL® 4 Official Core Guidance (eBook Format)
- Live Exams
- Mock-Examination
- Exercises
- Exam Voucher

Who Should Attend

Our ITIL® 4 Practitioner: Service Desk training course is aimed towards validating the skills and knowledge of professionals seeking to establish a good cross-practice collaboration and effective service value streams. Job roles this course are applicable to are:

- Service Desk Analyst
- Service Desk Manager
- Application Support Engineer
- Service Desk Engineer
- Network Engineer
- Service Desk Operator
- Service Desk Technician
- IT Support Manager

Prerequisites & Entry Requirements

General Prerequisites:

The ITIL® 4 Foundation certificate

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Our ITIL® 4 Practitioner: Service Desk training course is structured and aligned around the ITIL® Framework. The examination is intended to assess whether you can demonstrate sufficient understanding and application of the concepts covered in the ITIL® 4 Service Desk practices publication.

Detailed Course Outline

Our ITIL® 4 Practitioner: Service Desk training course will cover the following topics:

1. The key concepts of the practice

1.1. Explain the purpose of the practice

1.2. Describe the practice success factors (PSF) & key metrics of the practice

1.3. Explain the key terms/concepts:

- Communication Channels Characteristics
- Omni-Channel Communications
- Service Empathy
- Moment Of Truth

2. The processes of the practice

2.1. Describe inputs and outputs of the processes

2.2. Describe the key activities of the processes

2.3. Know how to integrate the practice in the organization’s value streams

3. The roles and competencies of the practice

3.1. Describe the responsibilities of the key roles of the practice

3.2. Know how to position the practice in the organisational structure

4. How information and technology support and enable the practice

4.1. Explain the tools application

4.2. Know how to apply the recommendations on automation

5. The role of partners and suppliers in the practice

5.1. Explain the dependencies of the practice on third parties

5.2. Explain how partners and suppliers can support the practice

6. How the ITIL® capability model can be used to develop the practice

6.1. Explain how capability criteria support the practice capability development

7. The recommendations for the practice success

7.1. Understand the recommendations for the service desk practice success and how they are supported by the ITIL® guiding principles

□□ Certification Path

ITIL® 4 Practitioner: Service Desk

Exam: ITIL® 4 Practitioner: Service Desk

Additional Course Details

Nexus Humans ITIL® 4 Practitioner: Service Desk training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the ITIL® 4 Practitioner: Service Desk course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for ITIL® 4 Practitioner: Service Desk?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL® 4 Practitioner: Service Desk course helps prepare you for the ITIL® 4 Practitioner: Service Desk certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL® 4 Practitioner: Service Desk official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 1-day ITIL® 4 Practitioner: Service Desk course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL® 4 Practitioner: Service Desk training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL® 4 Practitioner: Service Desk?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® 4 Practitioner: Service Desk. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITIL® 4 Practitioner: Service Desk?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® 4 Practitioner: Service Desk training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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