



THE BCS SPECIALIST CERTIFICATE: SERVICE DESK AND INCIDENT MANAGEMENT



The Specialist Certificate in Service Desk and Incident Management provides candidates with an understanding of the principles of, and practical experience of using, industry best practice involved in operating, monitoring, reporting, implementing, planning and improving a service desk and the management of incidents.

Target Group

This course is aimed at those working or preparing to work in a Service Desk function and/or within an Incident Management process whether at a technical, operational, supervisory or managerial level. This course may also be of interest to Project Managers, Business Managers and Business Process Owners. The purpose of the Specialist qualification in SDIM is to certify that the candidate has gained the knowledge of relevant industry best practices and is capable of applying them in a working environment.

This course is aimed at:

- Individuals who require a working knowledge of the industry best practice used in SDIM and how it may be used to enhance the quality of ITSM within an organisation.
- IT professionals who are working within an organisation which has adopted and adapted some of these practices and are required to deliver or improve SDIM within an ongoing Service Improvement Programme (SIP).

Learning Objectives

Holders of the BCS Specialist Certificate in SDIM will be able to demonstrate their competence in, and their ability to:

- Explain the goal and objectives of the Service Desk
- Explain the goal and objectives of Incident Management
- Understand and explain processes, roles and functions, especially those related to SDIM
- Use different approaches to, and application of, standards, industry best practice frameworks and guidelines, relevant to SDIM
- Develop and improve the customer and business focus of SDIM
- Use and apply the Incident Management process to manage the resolution of incidents by the Service Desk and all other areas of IT
- Define Service Desk requirements and understand, select, develop and implement the most appropriate Service Desk solutions, technology and environment
- Implement and manage incidents through all stages of the incident lifecycle
- Develop and agree incident categories and priorities in collaboration with the relevant stakeholders
- Co-ordinate, schedule, target and focus resources on the resolution of incidents, based on priorities
- Be aware of the support tools and techniques available for the implementation and support of Incident Management and the Service Desk, where possible identifying and instigating improvements
- Practical analysis of incident records, reports and statistics and propose resolutions to reduce the number of incidents by proactively Preventing potential incidents, in conjunction with Problem Management
- Produce SDIM reports for dissemination and interpret and use their contents
- Understand the interdependencies between SDIM and other IT areas and processes
- Assist with the planning and implementation of SDIM

Specialist Qualifications for Service Management Professionals

The Specialist Qualifications are ideal for those individuals wishing to progress their career in IT Service Management. They provide you with working knowledge of the industry best practice for your specific job role and how you can use this knowledge to enhance the service management processes and practices within your organisation whilst progressing your own career.

The benefits for you

- Job specific, industry relevant certification that supports career development
- Recognition for specialist skill and knowledge
- Follow on from ITIL Foundation and bridge to Intermediate
- Mapped directly to SFIA and SFIAplus - highly relevant to an individual's career path
- Internationally recognised
- 1.5 credits towards your ITIL Expert Award



Prerequisite Entry Criteria

Candidates wishing to be trained and examined for this qualification must already hold the ITIL Foundation Certificate in IT Service Management (includes the v3 Foundation or v2 Foundation plus Bridge Certificate) which shall be presented as documentary evidence to gain admission. It is recommended that candidates have a minimum of two years' experience in IT Service Management

What is provided?

- **Comprehensive course materials** – We provide a full copy of all the course slides with room to make your own notes, there is also a full copy of the ITIL Glossary and acronyms list and many course handouts.
- **Example Questions** – To get you plenty of exam practice we have accredited sample papers which will be covered in exam conditions and during the course there are actual exam sample questions at the end of each section.
- **Lunch and Refreshments** – We recognise that to get the best out of our delegates we need to make sure we give you brain food and refreshments; these are available throughout the day.
- **Follow up Guidance** – We are certain that following the course you will have many questions and our tutors and sales team are available to discuss where to go next or even how to get started with putting what you have learnt on the course onto practice.

Examination

25 multiple choice, scenario-based questions over 90 minutes. Pass mark is 16/25 or 64%.

Why should I undertake ITIL training?

- Helps you to do your job more effectively
- Get an industry recognised professional qualification

What is the benefit of ITIL training in my organisation?

ITIL delivers four main areas of savings potential:

- Cost savings – money currently being spent can be reduced.
- Cost avoidance – money allocated for spending can be saved.
- Higher IT productivity – increased productivity and reduced costs.
- Increased Business productivity – resulting from higher quality IT services.

Don't just take our word for it, this is what our customers say about our training:

"This course increased & improved my understanding giving me greater insight into our business functions"

"The trainer had great knowledge of the subject"

"Course was very relevant to my job"

"The trainer made the subject interesting and enjoyable"

"The course was very relevant to my post and will help us start to develop strategies and policies within our organisation"

In the current economic climate every organisation has to make their budget stretch further and ITIL provides a clear set of processes that can deliver savings in the following areas:

- Vendor management savings through effective supplier management
- Resource management savings through first time fixes and less rework
- Asset management savings through effective licence management
- End-user productivity increases through reduced downtime
- Increased resource efficiencies through efficient process management

Why should you take your training with Purple Griffon?

- We have over 50 ITIL Expert tutors
- We use our own accredited materials
- We have been delivering ITSM training for over 8 years
- We are accredited through BCS to deliver this training
- We have trained thousands of delegates worldwide

Who have we have trained?



This course is available as a public scheduled course and also as a private single company course. Please see www.purplegriffon.com for dates and locations.

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