



# ITIL Practitioner: Service Desk & Incident Management

This 3-day practitioner level course consists of dynamic and intensive interactive workshops to improve participants' skills of the techniques for detecting and managing incidents throughout the incident life cycle.

This course also aims to show you the importance of Service Desk, its roles and responsibilities, its technologies and how it can be set up.

## PARTICIPANT EVALUATION

"Excellent teacher, well informed, explains well, calm, punctual, invites participation and questions, humour, etc. Fabulous."  
Participant, *Canada Revenue Agency*

## LEARNING OBJECTIVES

Participants will gain practical skills to:

- Organize an effective Service Desk aimed at managing customer relations and communication.
- Recognize the relationship between Service Desk and Incident Management as well as with other ITSM processes.
- Define, implement and support the tools and procedures necessary for measuring and reporting basic Service Desk and Incident Management information.
- Apply the concept of service quality within Service Desk and Incident Management.
- Determine the essential quality ingredients of a successful Service Desk and Incident Management.
- Prepare for the ITIL Practitioner certificate exam.

## WHO SHOULD ATTEND

The ITIL Practitioner: Service Desk & Incident Management course is suitable for individuals who are:

- IT staff involved in service desk & incident management and planning.
- Service Desk, Incident, and IT Service Managers.
- Consultants / IT process managers
- IT customers responsible for SLA and those interested in IT performance.

## PREREQUISITE

- ITIL Foundation Certificate (if you do not hold this certificate, it is attainable through our IT Service Management Foundation course).
- At least six months of IT experience in operation, planning, performance and management.

## MATERIALS

You will receive a course binder containing copies of presentation slides, case studies, exercises, and suggested solutions.

## WHAT YOU WILL LEARN

Overview of Service Desk

Incident and Service Desk Organizations

Service Desk Technologies

Implementing Service Desk Infrastructure

Setting Up Service Desk Environment

Incident Management Goal, Scope, Concepts, Definitions, Activities, and KPIs

Planning and Implementation

Service Desk and Incident Management Bottlenecks

Tools and Equipment For Service Desk and Incident Management

Selection Criteria

Planning, Installation and Implementation

Wrap Up and Mock Exam

Certification Exam

## RELATED COURSES OF INTEREST

- ITIL Practitioner: Problem Management
- ITIL Practitioner: Release & Control
- ITIL Practitioner: Service Level Management

## FOR MORE INFORMATION

Procept Associates Ltd.

1-416-693-5559

[info@procept.com](mailto:info@procept.com)

[www.procept.com](http://www.procept.com)