Preparing for Service Desk Assessment

A one-day pre-assessment workshop - designed specifically for your organisation - to guide you before the Service Desk Assessment takes place.

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MEASURE VALUE ADDED
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FLEXIBLE CONTROL
DEFINE ADVICE ENGAGING IMPROVE COLLABORA
GAGING IMPROVE MEASURE ENGAGING VALUE ADDED
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DEFINE COLLABORATIVE ENGAGING FOCUS

Why do I need an assessment workshop?

Understanding how to benchmark, measure and improve your Service Desk capability is a fundamental part of becoming world class. As you start your Service Desk Certification and service improvement journey, preparation, understanding and clear expectations are key to ensuring the best overall experience and end result.

- You care about your customers, your people and the experience you deliver as part of your service.
- Highlight your commitment to service excellence and dedication to best practice.
- Understand where best to invest in service improvement opportunities.

The Benefits?

The workshop is designed to be collaborative, inclusive and informative. Benefits include:

- Efficient use of time saving on additional overhead costs
- The ability to clearly articulate the process, opportunity and value into the business and your customer base
- Getting stakeholder buy in, and demonstrating the business value of the Certification journey
- Easy way to communicate with and engage your team to motivate empower and inspire them take action and be better
- Raising the potential of your service delivery
- Generating ideas for further continual service improvement

"You want to be

brilliant

and we want you to be too."

David Wright, Director of Professional Service

What is it?

This one day workshop is designed to offer Service Desks the opportunity to review the SDI Certification processes and understand how to best prepare for Assessment. It highlights the key requirements for Assessment, covering areas such as:

- Understanding the nine Service Desk Certification core concepts
- Understanding the concept criteria and maturity model
- Understanding the Audit process
- Expectation and context setting
- Structuring your Assessment
- Preparing your journey
- How to get the most value from the Assessment experience
- Who to involve and why
- Timings and logistics
- Evidence collecting for the next steps
- The opportunity to openly consider strengths and weaknesses

What is SDI's Service Desk Certification programme?

SDI's Service Desk Certification programme is the only industry, standards based, accreditation programme specifically designed to certify service desk quality. Based on the EFQM model, the Service Desk Certification Standards provide a clear and measurable set of benchmarks for your service desk operation; many of which are not included in ITIL or ISO/IEC 20000.

The SDI Service Desk Certification programme enables you to measure and improve your service desk's effectiveness and maturity against the globally recognised standards which contain nine key certification concepts:

1. Leadership
2. Policy & Strategy
3. People & Management
4. Partnerships & Resources
5. Processes & Procedures
6. Managing People Satisfaction
7. Managing Customer Satisfaction
8. Performance Results
9. Social Responsibility

Who delivers the assessment?

The 'Preparing for Service Desk Assessment' workshops are facilitated by SDI consultants who understand the certification process from both the practitioner and auditor viewpoints, offering you a well-rounded approach to preparation.

How do I book or find out more?

A one-day workshop costs £1,150 +VAT for Members and £1,295 +VAT for non Members.

Simply call us on +44 (0)1689889100 or email us at hello@sdi-e.com

SDI Service Desk Institute

Free SDC Assessment

Complete SDI's free online Service Desk Performance Assessment

Discover the maturity of your Service Desk and establish a benchmark against the SDI International Service Desk Standards.

You will receive a personalised Performance Report including numerical rankings and a star rating in nine categories.

http://sdceval.sdi-europe.com/