

Are you a service desk operator, specialist or manager seeking professional development and recognition of your skills?

Then the Service Desk Institute (SDI) qualifications are for you.

Administered by APMG International on behalf of SDI, these industry-proven and internationally recognized qualifications can help you get ahead throughout your IT support career.

The qualifications are based on the SDI Professional Standards. These are reviewed and updated every 3 years by a committee of industry experts, service management professionals and practitioners to reflect the latest industry developments and best practices.

These professional standards set out clear definitions for key service desk roles and provide the basis of all SDI training and exams, while the qualifications provide candidate with a structured IT service and support career path.

By achieving an SDI certification you will:-

- Demonstrate to an employer that you understand the best practice standards for your role;
- Have the knowledge, skills and competences to apply your understanding on a day-to-day basis;
- Positively impact the efficient running of a service desk.

FURTHER INFORMATION

WHO IS IT FOR?

Analyst:

Analyst certification is designed for front-line IT service and support analysts with some experience in a first-line or second-line service desk environment. The course will help individuals develop practical skills while earning a certificate that endorses their commitment and knowledge.

Manager:

Manager certification is for existing and aspiring service desk managers and supervisors who wish to develop their understanding of service desk management practices and build a set of management skills. Suitable for those with at least three years' experience in a service desk environment.

Find out more online at www.apmg-international.com/SDI

Qualifications available:

- ANALYST (multiple-choice)
- MANAGER (multiple-choice)

You may also be interested in:

- ITIL®
- Lean IT
- Service Catalogue
- Service Level Analyst

