IT Help / service desk administration

Course Description

The Service Desk performs the first line support for the IT Services. Nearly all organizations which have 100+ users in multi –office locations need a service desk in place which acts as an incident handling desk in an IT environment .e.g. A bank with branches country wide has 500+ employees and some employees don't know who handles what, so incase say a branch x is off they will call The service desk at the head office of which the service desk administrator will assign the relevant person to look into the issue which person could be a systems or network admin or any other technician in-charge. The administrator will take the initiative to follow up with the technician and customer in this case internal to ensure the problem is handled expeditiously to reduce down time.

Apart from the Call Centre, all Service Desk types perform the following activities:

* Receive all calls and e-mails on incidents
* Incident recording (including RFC's)
* Incident Classification
* Incident Prioritization
* Incident Escalation
* Search for Work Around
* Update the customer and IT group on progress
* Perform communication activities for the other ITIL processes (e.g. Release notifications, change schedules, SLM-reports)
* Perform daily configuration management database (CMDB) verification
* Report to Management, Process Managers and customers (through SLM) on Service Desk performance

Trainees Will Learn

Part one:

- Power management systems
- Pc installation, repairs and maintenance
- LAN setup and configuration
- Administration of Active Directory services
- Configuring and maintaining Exchange systems
- Configuring outlook / Exchange clients

Part two

- Installation and configuring of service desk management tools like service desk plus
- Raising trouble tickets(TTs) using service desk plus
- Assigning Trouble tickets to the relevant support staff
- Recording incidents using service desk
- Classification of incidents using service desk plus
- Providing L1and L2 support through phone and logging tickets

Part three

- Managing incidents in an IT environment
- Problem management
- Configuration management and drafting relevant procedures to be followed
- Change management in an IT environment
- Preparation of service desk incident reports.
- Managing Leave Schedules for support staff

NB

Incident management reports entail detailing an RCA(root cause analysis) clearly stating what the cause of the problem was, how it has been addressed , how it impacted the business, the downtime caused by the incident and the measures that have been taken to ensure that such a problem doesn't occur next time.

Some service desk careers

- Service desk administrator
- Service desk analyst
- Problem manager
- Incident manager
- End user support Engineer
- User Support Specialist

And many more…

Target Audience

The primary audience for this course is IT Professionals who are new to the Service / Help desk and want to understand and become familiar with the IT service desk operations.

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Delivery Method

Instructor-Led with numerous Hands-On labs and exercises.

Equipment Requirements

ICT skills center (ISC) always provides equipment to have a very successful Hands-On Training. ISC also encourages all attendees to bring their own equipment to the course. This will provide attendees the opportunity to incorporate their own gear into the labs and gain valuable training using their specific equipment.

Course Length: 1 month

Price: UGX 250,000