

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Certificate in IT Service Desk Operations

Foundation Level



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Reference IT-ISM-F • IT Centres

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6

SUBJECTS

24

CHAPTERS

120

CLASSES

440

TOTAL MARKS

60%

PASS MARK

Lifetime

VALIDITY

AT A GLANCE

REFERENCE	IT-ISM-F
AWARD	Certificate
ASSESSMENT	440 marks — 264 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1

Customer Service Skills and Techniques

4 chapters · 20 classes 65 marks

• 1 Understanding the Fundamentals of Customer Service in IT — 5 classes

- › 1.1 Defining Customer Service in IT Context
- › 1.2 Identifying Key Customer Service Attributes
- › 1.3 Exploring Common IT Customer Service Challenges
- › 1.4 Recognizing Effective Communication Techniques
- › 1.5 Applying Active Listening Skills in IT Support

• 2 Developing Effective Communication Skills — 5 classes

- › 2.1 Understanding the Basics of Effective Communication
- › 2.2 Mastering Active Listening Techniques
- › 2.3 Practicing Clear and Concise Verbal Communication
- › 2.4 Developing Empathy Through Non-verbal Cues
- › 2.5 Applying Feedback for Enhanced Customer Interactions

• 3 Techniques for Handling Difficult Situations and Customers — 5 classes

- › 3.1 Understanding Customer Behaviours and Emotions
- › 3.2 Identifying Common Difficult Situations
- › 3.3 Practicing Active Listening Techniques
- › 3.4 Implementing Conflict Resolution Strategies
- › 3.5 Applying Techniques to Calm and Satisfy Customers

• 4 Building Long-Term Customer Relationships and Trust — 5 classes

- › 4.1 Understanding the Importance of Customer Relationships
- › 4.2 Identifying Key Factors in Building Trust
- › 4.3 Developing Effective Communication Skills
- › 4.4 Implementing Strategies for Long-Term Engagement
- › 4.5 Evaluating and Enhancing Customer Loyalty

2

Introduction to IT Service Management

4 chapters · 20 classes 90 marks

• 1 Fundamentals of IT Service Management — 5 classes

- › 1.1 Understanding IT Service Management Concepts
- › 1.2 Exploring the Role of IT Services in Business
- › 1.3 Identifying Key Processes in IT Service Management
- › 1.4 Examining the IT Service Lifecycle
- › 1.5 Applying Best Practices in IT Service Management

• 2 IT Service Management Frameworks — 5 classes

- › 2.1 Understanding IT Service Management Concepts
- › 2.2 Exploring ITIL Framework Essentials
- › 2.3 Comparing ITIL, COBIT, and ISO/IEC 20000 Frameworks
- › 2.4 Identifying Key IT Service Management Processes
- › 2.5 Applying Frameworks to Real-World Scenarios

• 3 Key IT Service Management Processes — 5 classes

- › 3.1 Understanding the ITIL Framework: Foundation Concepts
- › 3.2 Exploring Incident Management: Key Roles and Responsibilities
- › 3.3 Mastering Problem Management: Techniques and Tools
- › 3.4 Implementing Change Management: Processes and Practices
- › 3.5 Evaluating Service Level Management: Metrics and Outcomes

• 4 Roles and Responsibilities in IT Service Management — 5 classes

- › 4.1 Understanding Key IT Service Management Roles
- › 4.2 Exploring Responsibilities Within IT Service Teams
- › 4.3 Identifying Best Practices for Role Implementation
- › 4.4 Comparing Roles Across Different IT Service Models
- › 4.5 Applying Role-Based Strategies in IT Service Management

3

Performance Measurement and Improvement

4 chapters · 20 classes **65 marks**

• 1 Understanding Key Performance Indicators in IT Service Desk Operations — 5 classes

- › 1.1 Identifying Key Performance Indicators in IT Service Desks
- › 1.2 Analyzing IT Service Desk Performance Metrics
- › 1.3 Evaluating the Impact of KPIs on Service Desk Operations
- › 1.4 Comparing Industry Standards with In-House KPIs
- › 1.5 Implementing Strategies for KPI-Based Performance Improvement

• 2 Data Collection and Analysis Techniques for Performance Improvement — 5 classes

- › 2.1 Understanding Performance Metrics: Identifying Key Indicators
- › 2.2 Collecting Data Efficiently: Tools and Techniques Overview
- › 2.3 Analyzing Collected Data: Methodologies and Best Practices
- › 2.4 Interpreting Data for Insight: Drawing Meaningful Conclusions
- › 2.5 Applying Data Findings: Strategies for Performance Enhancement

• 3 Strategies for Enhancing Service Desk Performance — 5 classes

- › 3.1 Understanding Key Service Desk Performance Metrics
- › 3.2 Analyzing Current Performance Levels
- › 3.3 Identifying Areas for Improvement
- › 3.4 Implementing Performance Enhancement Strategies
- › 3.5 Monitoring and Evaluating Improvement Outcomes

• 4 Monitoring and Continuous Improvement in IT Service Desk Operations — 5 classes

- › 4.1 Understanding Key Performance Indicators in IT Service Desks
- › 4.2 Analyzing Data Trends to Identify Improvement Areas
- › 4.3 Implementing Feedback Loops for Continuous Service Enhancement
- › 4.4 Applying Best Practices for Performance Monitoring
- › 4.5 Utilizing Tools and Technologies to Support Continuous Improvement

4

Problem Resolution and Incident Management

4 chapters · 20 classes **65 marks**

• 1 Fundamentals of Problem Resolution and Incident Management — 5 classes

- › 1.1 Understanding the Concepts of Problem Resolution
- › 1.2 Identifying Common Incident Types and Their Impact
- › 1.3 Analyzing the Problem Resolution Lifecycle
- › 1.4 Applying Techniques for Effective Incident Management
- › 1.5 Utilizing Tools for Tracking and Resolving Incidents

• 2 Incident Identification and Prioritization Techniques — 5 classes

- › 2.1 Understanding Incident Identification
- › 2.2 Recognizing and Categorizing IT Incidents
- › 2.3 Applying Incident Prioritization Methods
- › 2.4 Analyzing the Impact of Incidents
- › 2.5 Utilizing Tools for Effective Incident Management

• 3 Problem Resolution Strategies and Tools — 5 classes

- › 3.1 Understanding Key Problem Resolution Concepts
- › 3.2 Identifying and Categorizing IT Problems Efficiently
- › 3.3 Applying Effective Strategies for Incident Management
- › 3.4 Utilizing Tools for Monitoring and Problem Resolution
- › 3.5 Assessing and Improving Problem Resolution Processes

• 4 Monitoring and Reporting in Incident Management — 5 classes

- › 4.1 Understanding the Role of Monitoring in Incident Management
- › 4.2 Identifying Key Metrics for Effective Incident Monitoring
- › 4.3 Utilizing Tools and Techniques for Incident Reporting
- › 4.4 Analyzing Incident Reports to Improve Resolution Strategies
- › 4.5 Implementing Continuous Improvement in Monitoring Practices

5

Service Desk Operations and Strategies

4 chapters · 20 classes **90 marks**

• 1 Understanding the Role of an IT Service Desk — 5 classes

- › 1.1 Exploring the Core Functions of an IT Service Desk
- › 1.2 Identifying Key Roles and Responsibilities within the IT Service Desk
- › 1.3 Understanding the Importance of Customer Service in IT Support
- › 1.4 Analyzing Common Tools and Technologies Used in Service Desks
- › 1.5 Applying Best Practices for Effective IT Service Desk Management

• 2 Customer Service Excellence in IT Service Desk Operations — 5 classes

- › 2.1 Understanding Customer Service Excellence in IT Support
- › 2.2 Identifying Key Customer Service Skills for IT Professionals
- › 2.3 Implementing Effective Communication Strategies
- › 2.4 Resolving Customer Issues with Empathy and Efficiency
- › 2.5 Evaluating Customer Feedback to Enhance Service Quality

• 3 Key Processes and Tools for Efficient Service Desk Operations — 5 classes

- › 3.1 Understanding Key Service Desk Processes
- › 3.2 Exploring Essential Service Desk Tools
- › 3.3 Implementing Incident Management Techniques
- › 3.4 Analyzing Problem Management Strategies
- › 3.5 Enhancing Service Desk Efficiency through Automation

• 4 Performance Metrics and Continuous Improvement Strategies — 5 classes

- › 4.1 Understanding Key Performance Metrics in Service Desk Operations
- › 4.2 Measuring and Analyzing Service Desk Performance
- › 4.3 Identifying Areas for Improvement through Data Insights
- › 4.4 Implementing Continuous Improvement Strategies
- › 4.5 Monitoring and Evaluating Improvement Initiatives

• 1 Understanding IT Service Desk Roles and Responsibilities — 5

classes

- › 1.1 Exploring the Purpose of IT Service Desks
- › 1.2 Identifying Key Roles within an IT Service Desk
- › 1.3 Understanding the Responsibilities of Service Desk Personnel
- › 1.4 Analyzing Essential Skills for IT Support Professionals
- › 1.5 Applying IT Service Desk Best Practices

• 2 Basic Troubleshooting Methods and Tools — 5 classes

- › 2.1 Understanding Common Technical Issues
- › 2.2 Identifying Root Causes of Problems
- › 2.3 Applying Diagnostic Tools Effectively
- › 2.4 Implementing Step-by-Step Troubleshooting Techniques
- › 2.5 Evaluating and Documenting Solutions

• 3 Effective Communication in Technical Support — 5 classes

- › 3.1 Understanding the Basics of Effective Communication
- › 3.2 Exploring Active Listening Techniques
- › 3.3 Mastering Non-verbal Communication Skills
- › 3.4 Enhancing Clarity and Precision in Communication
- › 3.5 Applying Effective Communication in Technical Scenarios

• 4 Service Desk Best Practices and Customer Experience — 5 classes

- › 4.1 Understanding Service Desk Best Practices
- › 4.2 Identifying Key Components of Exceptional Customer Experience
- › 4.3 Implementing Effective Communication Techniques
- › 4.4 Analyzing Common Customer Needs and Queries
- › 4.5 Enhancing Customer Satisfaction through Feedback and Improvement