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Service Desk Strategic Leader

Our goal at CertMind is to certify the skills of professionals working in the Technology context. To achieve this, we seek to ensure that professionals demonstrate their skills and knowledge through the application of an International Certification Exam.

Certification category

Main category: Service Management

Subcategory: Service Desk Strategic Leader

Scope of certification

The purpose of this certification is to demonstrate that the professional has a practical understanding of how the service desk should work in an organization, to contribute to improve the workflow in areas of support and customer service; and to comply with the agreements (SLA).The certified person will be able to analyze the current situation of the IT processes and operation model of a service desk, to restructure it in order to optimize the workflow and improve customer satisfaction.

Prerequisites

• Be of legal age, according to the minimum age determined by law (according to the National Identity Card that must be uploaded to the platform).

• Have basic knowledge of reading, writing and basic arithmetic: addition, subtraction, multiplication and division.

• Reading and acceptance of the Code of Ethics available on the platform before taking the certification exam.

Code of Ethics

All certified professionals must know, accept and abide by the Code of Ethics, which is available for consultation on the platform.

Recommendations

• It is highly recommended that the professional attends a formal Service Desk Strategic Leader training of at least 20 hours, segmented in 5 sessions of approximately 4 hours.

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Required competencies and job description

In order to ensure that the professional has the minimum competencies and knowledge that can be applied in a real environment, the following topics are addressed in the exam:

Module	Job Description	Required competencies
1. Introduction and contextualization	Understand the processes and activities performed in a service desk, as well as clearly understand its focus and scope.	1. Purpose and objectives of a service desk 2. Characteristics of a good service table 3. Challenges of a service desk 4. Best practices for the service desk
2. Communication	Identify the structure of a service desk, communication channels and best practices that ensure the continuous delivery of value in a service desk.	1. Characteristics of communication channels 2. Challenges of communication channels
3. Roles at the service desk	Know the key roles in the recruitment and development of service desk personnel.	1. Roles and responsibilities 2. Organizational change 3. Business knowledge 4. Importance of roles in different areas of the company

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Module	Job Description	Required competencies
4. Service table structure	Demonstrate your clear command of the key elements in the design of service level agreements and their relationship to the perceived value of service desk users and customers.	1. SLA support models 2. Functional Diagram of an SLA 3. Types of service tables
5. IT Service Management	Master the elements that are part of a strategy for knowledge management in a service desk.	1. ITIL and the service desk 2. Incident management 3. Request management 4. Problem management 5. Knowledge management 6. Configuration management 7. Service level management 8. Change control 9. Monitoring and event management
6. Quality and metrics	To know the components to be considered in the services provided by a service desk.	1. Components of an SLA 2. Measurements at the service desk 3. Feedback and comments
7. Personnel management at the service desk	Demonstrate your knowledge of the human talent management of a service desk.	1. Recruitment, induction and training 2. Team development and motivation 3. Stress management

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Evaluation of competencies

CertMind performs two types of assessment to ensure that the professional has the required competencies:

1. **Multiple choice questions with only one answer:** this evaluation modality consists of theoretical questions of multiple-choice single answer that seek to measure the degree to which the professional has understood the theoretical concepts of the certification.

2. **Case study:** It is structure is similar to that of the questions mentioned in the previous section, the difference being that, instead of asking about a particular concept, it presents a description of a situation that takes place in the real context and that must be analyzed by the professional in such a way that he/she can first identify the problem and then evaluate which of the options presented reflects the best solution to the problem situation.

Competition	Questions (1)	Case study (2)
Understand the processes and activities performed in a service desk, as well as clearly understand its focus and scope.	X	X
Identify the structure of a service desk, communication channels and best practices that ensure the continuous delivery of value in a service desk.	X	X
Know the key roles in the recruitment and development of service desk personnel.	X	X
Demonstrate your clear command of the key elements in the design of service level agreements and their relationship to the perceived value of service desk users and customers.	X	X
Master the elements that are part of a strategy for knowledge management in a service desk.	X	X

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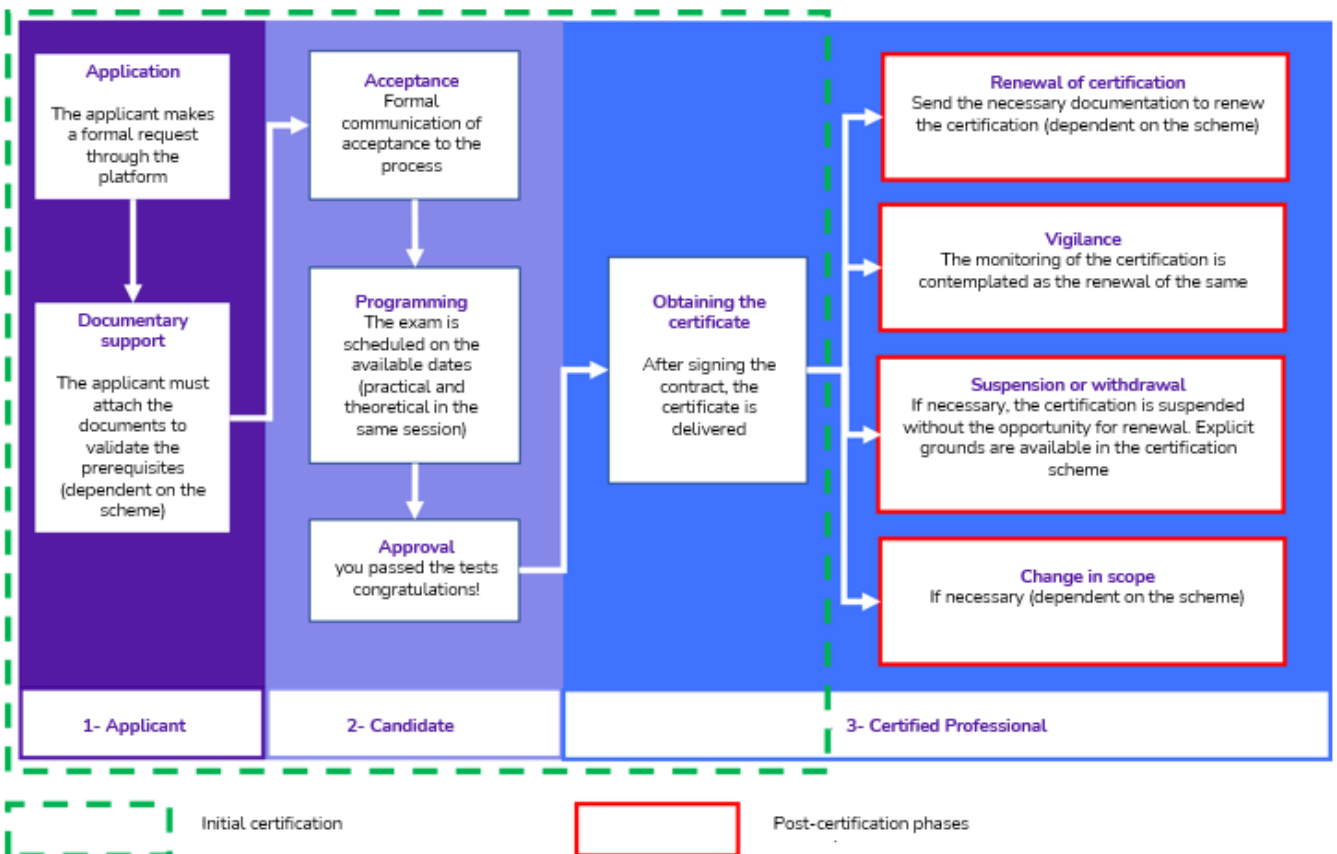| Competition	Questions (1)	Case study (2)
To know the components to be considered in the services provided by a service desk.	X	
Demonstrate your knowledge of the human talent management of a service desk.	X	X

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Who should take this exam?

This exam is ideal for individuals or teams involved in the optimization of IT processes related to support / operation, service desk leaders / coordinators, or interested in adopting best practices for the operation of a service desk.

Roles such as: technology staff, support staff, operations managers, or service desk managers and leaders....

Certification process

The following chart shows the general life cycle for obtaining a certification:

Application
The applicant makes a formal request through the platform

Documentary support
The applicant must attach the documents to validate the prerequisites (dependent on the scheme)

Acceptance
Formal communication of acceptance to the process

Programming
The exam is scheduled on the available dates (practical and theoretical in the same session)

Approval
you passed the tests congratulations!

Obtaining the certificate
After signing the contract, the certificate is delivered

Renewal of certification
Send the necessary documentation to renew the certification (dependent on the scheme)

Vigilance
The monitoring of the certification is contemplated as the renewal of the same

Suspension or withdrawal
If necessary, the certification is suspended without the opportunity for renewal. Explicit grounds are available in the certification scheme

Change in scope
If necessary (dependent on the scheme)

1- Applicant   2- Candidate   3- Certified Professional

Initial certification   Post-certification phases

Certification process

Each of the phases for obtaining certification for the first time is described below; the phases after obtaining the certificate (red-bordered boxes) will be explained later.

1. **Request for certification:** the applicant submits his or her certification application, on the QuizLab platform or through the partner company (where the applicant has taken his or her training). Once the application is approved, the applicant's profile is created in CertMind.

2. **Documentary support:** the applicant must attach in the CertMind platform his or her identity document and additionally complete the registration of his or her resume (CV).

3. **Verification and acceptance:** the platform verifies the applicant's compliance with the prerequisites, once verified, the application is accepted and the applicant becomes a candidate for the certification process.

4. **Programming:** the call for the presentation of the exam is made, directly on the platform or through its representative. The format of the exam is explained below:

- **Type:** 40-question, multiple-choice, single-answer online exam.

- **Duration:** 60 minutes.

- **Minimum passing grade:** 28/40 or 70%.

- **Additional time:** If the professional does not take the exam in his/her native language, he/she will have an additional 15 minutes and is also allowed to use a dictionary.

- **Supervision:** CertMind monitors the tests to ensure that they are performed correctly and transparently through the Invigilator Program (also known as "Proctor"). To learn more about this surveillance mechanism, please visit the following website www.certmind.org

- **Open book:** No.

- **Modality:** Available online only on the CertMind platform.

- **Validity :** 5 Years.

- **Others:** All applicants are required to read and accept the company's code of ethics and terms and conditions.

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Levels of Difficulty: Bloom's Taxonomy

Bloom's Taxonomy is a theory known in the educational sector because many teachers consider it suitable for evaluating the cognitive level acquired in a subject. The objective of this theory is that after a learning process, the learner acquires new skills and knowledge. The following table presents a description of the categories of Bloom's taxonomy present in the certification exam, as well as a description of in the certification exam, as well as the percentage of each type of question in the exam.

Module	Level 1	Level 2	Level 3
Description	Knowledge. It can comprise remembering a wide range of elements, from specific data to complete theory. But all that is needed is to bring to mind the appropriate information.	Compression. This can be demonstrated by passing, or translating, material from one form to another (words to numbers), interpreting the material (explaining or summarizing), and estimating future trends (predicting consequences or effects).	Application. Refers to the ability or capacity to use the material learned in concrete, new situations.
Percentage of questions present in the exam	17%	45%	38%

Note: For more information on the monitoring system visit our web site https://certmind.org.

5. Obtaining the certificate: once the exam is passed and the terms and conditions contract is accepted, the certification is delivered.

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Renewal, surveillance and withdrawal of certification

This phase occurs after the professional has obtained his or her certification. Renewal refers to the reissuance of the certification once its validity has come to an end. Surveillance refers to CertMind's supervision of the professional's performance during the period between certification and recertification to ensure compliance with the stipulations of this certification scheme. The activities that the certified professional must perform in order to obtain recertification are described below:

1. Application for recertification: before the certification becomes invalid, the certified professional submits his or her recertification application on the QuizLab platform. In case the certification loses its validity, the professional must go through the certification process again.

2. Registration of PUC's: the certified professional is required to register 20 PUC's every 5 years for certification renewal.

For more information about the Professional Update Credits (PUC) system visit our website https://certmind.org. The certified professional must attach the supports that accredit the PUC's in the CertMind platform.

3. Validation of documentation: the platform verifies compliance with the PUC's of the certified professional, once verified, the recertification application is accepted.

4. Obtaining recertification: Once the documents have been validated, the new certification is delivered.

Criteria for suspension or withdrawal of certification

Certification will be withdrawn from the professional in the following cases:

1. Failure to comply with the code of ethics.
2. Failure to comply with the requirements of the scheme.
3. Unsatisfactory results of the surveillance process.
4. Inability to continuously meet the competency requirements of the scheme.

Changes to the certification scheme

The Service Desk Strategic Leader certification scheme does not contemplate changes in the scope as currently no extensions or reductions in the scope or level of the certification apply.

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