

Certified Service Desk Professional

Global Certification Program

- ✓ Globally lifetime Valid Certification
- ✓ Access to exclusive resources, boot camps, and summits
- ✓ AI based Roleplay & Simulations
- ✓ Two Exam Attempts



An Overview

what you can expect from this program

Certified Service Desk Professional (CSDP) certifications demonstrate an individual's service desk management knowledge and skills.

This certification is beneficial for experts in ITIL, customer service, communication, incident management, and problem management.

Providing better services to their organization can be made possible by this. This credential emphasizes the practical knowledge and the ability to apply industry standards to improve service desk operations. It helps professionals to get trained to handle complex support scenarios, develop best practices, and drive consumer satisfaction.

	Type	Online self-paced learning, Mocks
	Language	English (including subtitles)
	Access	12 months
	AI based Role play	Prepare yourself for career with AI based roleplay
	Digital certificate upon completion (2 Attempts)	
	Card Payment, Bank Transfer	
	Reading materials & Reference Templates	
	100% money back guarantee*	

GSDC Introduction

Welcome to the Global Skill Development Council (GSDC)!

As an independent, vendor-agnostic certification organization, we empower professionals worldwide.

Leading MNC organizations and global universities recognize our certifications. With a diverse portfolio of over 100+ programs, including L&D, HR, SRE, DevOps, Agile, Six Sigma, and Cyber Security, we've certified over 50,000 professionals.

Partnered with 50+ global training organizations, GSDC is your gateway to unlocking endless opportunities.

Join us today and let your skills soar to new heights!



Introduction

Certified Service Desk Professional



The GSDC Certified Service Desk Professional certification is designed for individuals seeking to enhance their skills and knowledge in the field of service desk management.

The Certified Service Desk Professional credential signifies mastery in key areas such as incident management, problem management, service level management, and customer service.

With the ever-increasing reliance on technology in today's world, this certification equips professionals with the necessary competencies to deliver top-notch service desk solutions and contribute to organizational success.

Obtaining the Service Desk certification demonstrates a commitment to excellence in service delivery and opens doors to exciting career opportunities in IT service management.

Learning Objective

- ☐ Implement best practices in service desk operations
- ☐ Strengthen knowledge of IT service management principles
- ☐ Enhance troubleshooting and diagnostic skills
- ☐ Streamline service desk processes for increased efficiency
- ☐ Foster a customer-centric mindset in service delivery
- ☐ Stay updated with emerging technologies and trends
- ☐ Build strong relationships with end-users and stakeholders
- ☐ Contribute to continuous improvement initiatives in service desk operations

OBJECTIVES OF SERVICE DESK PROFESSIONAL CERTIFICATION

Curriculum

1. Introduction to Service Desk

- Overview of Service Desk functions.
- Key responsibilities of a Service Desk professional.
- Understanding the importance of customer service.

2. IT Support Fundamentals

- Overview of IT Support roles and responsibilities.
- Key tools: Jira Service Desk, support ticketing systems.
- Use of password managers and other essential support tools.

3. IT Skills and Procedures

- Overview of hardware: desktops, laptops, peripherals.
- Introduction to hardware components (CPU, RAM, storage).
- Basic IT procedures: software installations, updates, and troubleshooting.
- Handling user support requests and common troubleshooting steps.

4. Operating Systems

- Understanding Windows 10 and its key features.
- Connecting to Mac devices and navigating Mac OS.
- Introduction to Linux and its command line basics.
- Overview of Windows Server 2016: setup and management.

5. Microsoft Office Suite

- Installation and setup of Office 365 applications.
- Troubleshooting Microsoft Office issues: Word, Excel, Outlook.
- Managing Office 365 accounts and settings.

6. Networking and Security

- Basic networking terms: IP addresses, routers, and switches.
- Connecting and configuring routers and network devices.
- Introduction to Group Policy Objects (GPOs).
- Basic security measures and tools.

7. ITIL Overview

- Introduction to ITIL and its importance in IT support.
- Key ITIL processes: incident management, change management.
- Understanding the ITIL service lifecycle.

8. Advanced Topics

- Introduction to cloud-based antivirus solutions.
- Continuous learning and keeping up with new technologies.
- Using monitoring systems for proactive support and issue resolution.

Unleash Unlimited Potential

All GSDC certifications come with a lifetime membership, offering you a world of benefits to fuel your professional growth.



Expert Created Learning Material

Learn from knowledge shared by Top Industry Experts with 15+ yrs of experience.



Access to Global Conferences

Be a part of GSDC thriving learning community around the world, sharing knowledge from across the world.



Speaker invites @ GSDC Webinar Series

Share your knowledge with world at GSDC global webinar series, share your expertise and learn from others.



Downloadable Resources

Get access to templates and reference documents which will help you to do your day to day tasks easier.



Certificate Upgrades

Get complimentary certificate upgrades to keep up with the latest updates in processes and frameworks.



Newsletters, blogs with industry insights

Get newsletters, announcements and articles curated by experts direct to your inbox.



AI Based Role Play

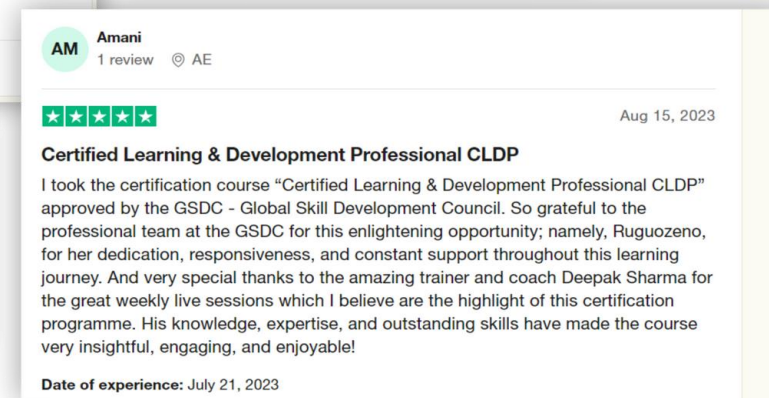
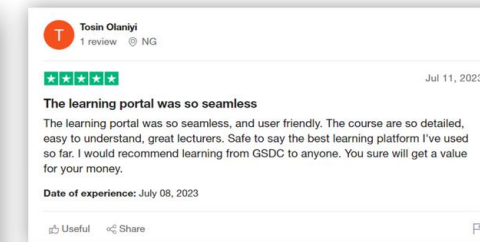
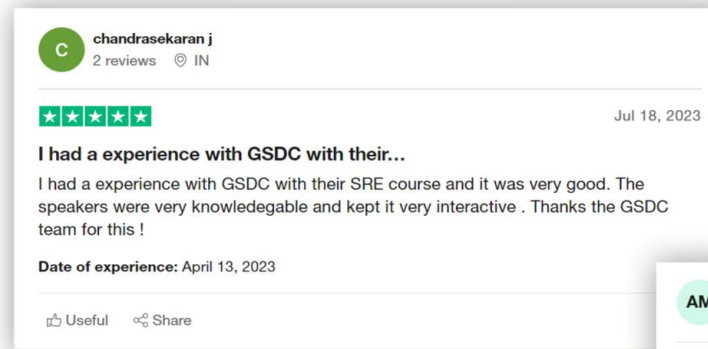
Learn to implement applicability of knowledge with real life simulation based games.

What You Get In this Certification Program?

- Engaging digital learning videos
- Exclusive access to Global thought leader sessions & case studies
- Downloadable and implementable resources to support practical application
- Two mock exams with unlimited attempts for comprehensive preparation
- Certification exam voucher with 1-year validity
- Two attempts for certification exam

What our Candidates Saying?

We greatly appreciate the feedback from our program participants on Trustpilot. With an impressive average rating of 4.7 out of 5, their reviews highlight the positive experiences and value they have gained from our program.



Expert-Led Generative AI: Learn, Connect, Grow



☐ **Interactive Learning Experience:**

Ask questions, discuss case studies, and receive implementation guidelines directly from expert, enhancing your understanding of complex AI topics



☐ **Lifelong Learning Journey:**

Enjoy lifetime access to these sessions, ensuring you stay updated with the latest trends and continuously grow your AI expertise



☐ **Career-Boosting Network:**

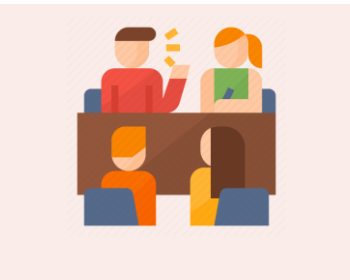
Connect with fellow professionals in the field, creating valuable relationships that can propel your career in the world of Generative AI

AI-Based Interview Practice Platform



- ☐ Engage With Real Time AI Interview Questions.
- ☐ Practice Questions Tailored with Your Expertise.
- ☐ Validate your Knowledge of subject Matter.

Capstone Project



- ☐ Apply Your Skills in Real World Scenario.
- ☐ Learn Methodologies Aligned to Your Expertise.
- ☐ Validate Skills and Knowledge Gained through the Certification.
- ☐ Showcase Expertise via a Capstone Project.

Enrollment-Options

Option-1

Certified Service Desk Professional with E-learning

**Fast-track your career by
learning a new
skill and earning a certificate**

- ✓ E-Learning from Industry Experts
- ✓ GSDC Membership
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ Downloadable Resources-Book of Knowledge, Templates

ENROLL NOW

Option-2

Bundle

**Create your own bundle with
3 certification program**

- ✓ 3 Certification Program
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ E-Learning Library Access
- ✓ Downloadable Resources-Book of Knowledge, Templates
- ✓ GSDC Membership

ENROLL NOW

Option-1 Certified Service Desk Professional with E-learning

Certified Service Desk Professional with Digital Learning

Fast-track your career by learning a new skill and earning a certificate

- ✓ E-Learning from Industry Experts
- ✓ 1 Certification Program
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ Downloadable Resources



ENROLL NOW

Option-2

Make Your Own Certified Service Desk Professional Bundle

**Enrich your skills and advance your career with our exclusive bundle.
Get certified in the following:**

- Certified Service Desk Professional
- Certified Hardware Asset Manager (CHAM)
- Certified Software Asset Manager(CSAM)
- IT Asset Management Foundation (ITAMF)
- Certified Generative AI For Service Desk Professionals

Expand your expertise, design impactful learning experiences, and master your skills.

BUY ANY

3

CERTIFICATIONS

[Claim Bundle Here !!!](#)

Unlock Workforce Potential Through Skill Validation!

Enroll now with the code **UPSKILL10** To avail 10% discount.

Register Now



100% Money Back Guarantee!

At GSDC, quality is our top priority. Our certification programs are designed to foster professional growth and ensure learning satisfaction. If you do not pass the certification exam after two attempts, we offer a 100% money-back guarantee.

- No Questions Asked*
- 100% Amount Refund*
- No Processing Fees*

Thank You



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