

# Certified Service Desk Professional

## Global Certification Program

- ✓ Globally lifetime Valid Certification
- ✓ Lifetime Valid Certification
- ✓ AI based Roleplay & Simulations
- ✓ Two Exam Attempts



# An Overview

## what you can expect from this program

GSDC's Service Desk Certification empowers IT professionals with essential technical support and customer service skills. This industry-recognized program covers key areas including ticket management, troubleshooting methodologies, communication strategies, and IT service management tools. Whether you're new to tech support or seeking to advance your career, this certification provides the foundational knowledge and practical skills needed to excel in IT support environment.

For aspiring leaders, the Service Desk Management track offers advanced competencies in team coordination, service quality, and strategic delivery. This certification validates your expertise in current industry standards, keeps you aligned with emerging technologies, and positions you for career advancement. The program is ideal for IT support specialists, help desk professionals, and service coordinators looking to enhance their skills and organizational impact in fast-paced IT environments.

	<b>Type</b>	Online self-paced learning, Mocks
	<b>Language</b>	English (including subtitles)
	<b>Access</b>	12 months
	<b>AI based Role play</b>	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

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## 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 150+ programs, including L&D, HR, SRE, DevOps, Agile, Six Sigma, and Cyber Security, we've certified over 250,000 professionals.

Partnered with 100+ 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

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

## OBJECTIVES OF SERVICE DESK PROFESSIONAL

# 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.



**Global Skill Development Council - GSDC**  
 Reviews 178 • Excellent  
 4.7 Ⓜ  
 VERIFIED COMPANY



**chandrakaran j**  
 2 reviews IN  
 Jul 18, 2023  
 ★★★★★  
**I had a experience with GSDC with their...**  
 I had a experience with GSDC with their SRE course and it was very good. The speakers were very knowledgeable and kept it very interactive. Thanks the GSDC team for this!  
 Date of experience: April 13, 2023



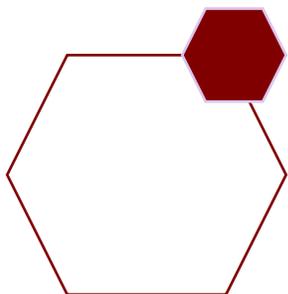
**Tosin Olaniji**  
 1 review NG  
 Jul 11, 2023  
 ★★★★★  
**The learning portal was so seamless**  
 The learning portal was so seamless, and user friendly. The course are so detailed, easy to understand, great lecturers. Safe to say the best learning platform I've used so far. I would recommend learning from GSDC to anyone. You sure will get a value for your money.  
 Date of experience: July 08, 2023



**Amani**  
 1 review AE  
 Aug 15, 2023  
 ★★★★★  
**Certified Learning & Development Professional CLDP**  
 I took the certification course "Certified Learning & Development Professional CLDP" approved by the GSDC - Global Skill Development Council. So grateful to the professional team at the GSDC for this enlightening opportunity; namely, Ruguzeno, for her dedication, responsiveness, and constant support throughout this learning journey. And very special thanks to the amazing trainer and coach Deepak Sharma for the great weekly live sessions which I believe are the highlight of this certification programme. His knowledge, expertise, and outstanding skills have made the course very insightful, engaging, and enjoyable!  
 Date of experience: July 21, 2023



**Majid**  
 1 review IN  
 Sep 25, 2023  
 ★★★★★  
**GSDC has been doing a great job in making learners gain knowledge!**  
 GSDC has been doing a great job in making the learners find right opportunities to gain knowledge for business! These two days were filled with knowledge and insights!  
 Date of experience: September 25, 2023



## 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

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### **Lifelong Learning Journey:**

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

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### **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**

- ✓ Access expert videos and weekend 2-hour live sessions every Saturday with lifetime access
- ✓ 1 Certification Program
- ✓ Two Exam Attempts
- ✓ Lifetime Valid Certification
- ✓ E-Learning Library Access
- ✓ Downloadable Resources-Book of Knowledge, Templates
- ✓ GSDC Membership

**ENROLL NOW**

## Option-2

### **Bundle**

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

- ✓ 3 Certification Program
- ✓ Access expert videos and weekend 2-hour live sessions every Saturday with lifetime access
- ✓ 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



## Option-2

### Make Your Own Certified Service Desk Professional Bundle

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

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

**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



**Follow Us**

