



ITIL 4 Practitioner: Service Desk Course

Overview

The **ITIL 4 Practitioner: Service Desk** certification is designed for IT professionals seeking to enhance their skills in **incident management, request fulfillment, and user support**. This module focuses on providing **efficient and effective service desk operations** to improve customer satisfaction and business value.

This course is part of the **ITIL 4 Practitioner certification path**, equipping learners with **practical skills** to handle service desk operations using ITIL 4 best practices.

Why Choose LEARNINGS24X7?

- **Authorized PeopleCert Training Provider** – Includes an official PeopleCert exam voucher.
- **Self-Paced eLearning** – Flexible learning at your own pace.
- **Comprehensive Study Materials** – Digital eBook, Official Sample Papers.
- **Corporate & Bulk Discounts** – Special pricing for teams and organizations.

Course Outline

Module 1: Introduction to ITIL 4 & Service Desk

- Understanding ITIL 4 principles and service management.
- The role of the **Service Desk** in IT operations.
- Key concepts of user support and customer experience.

Module 2: Service Desk Practices & Responsibilities

- Managing **incidents and service requests**.
- Effective communication and stakeholder engagement.
- Measuring and improving service desk performance.

Module 3: Service Desk Tools & Technologies

- Automation, AI, and self-service portals.
- IT Service Management (ITSM) tools and integration.
- Enhancing the efficiency of service desk operations.

Module 4: ITIL 4 Best Practices for Service Desk Operations

- Aligning service desk with business objectives.
- Monitoring and reporting service desk performance.
- Continuous improvement and value-driven service delivery.

Module 5: ITIL 4 Practitioner Exam Preparation

- Official ITIL 4 **sample papers and mock tests**.
 - Exam-taking strategies & study techniques.
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Learning Outcomes

After completing this course, candidates will:

- Understand how to **manage a service desk effectively** using ITIL 4 best practices.
 - Learn **incident resolution, request handling, and user engagement techniques**.
 - Gain expertise in **service desk performance measurement and automation**.
 - Be **fully prepared** for the **ITIL 4 Practitioner: Service Desk Certification Exam**.
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Who Should Attend?

This course is ideal for:

- IT professionals responsible for **service desk operations and user support**.
 - IT support analysts, help desk professionals, and IT service managers.
 - ITIL 4 Foundation certified professionals aiming to progress to **Practitioner level**.
 - Individuals seeking expertise in **IT support, automation, and service request management**.
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Prerequisites

To take the **ITIL 4 Service Desk exam**, candidates must have:

- **ITIL 4 Foundation Certification**.
 - Basic knowledge of **IT service support and ITSM processes**.
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Exam & Certification

ITIL 4 Service Desk Exam Details:

- **Exam Provider:** PeopleCert (Web-Proctored Exam)
- **Format:** Multiple Choice

- **Duration:** 60 Minutes
- **Number of Questions:** 40
- **Passing Score:** 70% (28/40 Correct Answers)
- **Retake Option:** Available via PeopleCert Exam Voucher

Certification Benefits:

- One of the **modules** required for the **ITIL 4 Practitioner certification path**.
 - Enhances career opportunities in **IT support, incident management, and user experience**.
 - Recognized globally for **service desk excellence and ITSM efficiency**.
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Frequently Asked Questions (FAQs)

1. How do I schedule my ITIL 4 Service Desk exam? After completing the course, you will receive a **PeopleCert exam voucher** to schedule your **web-proctored exam**.

2. Do I need prior ITIL knowledge? Yes, **ITIL 4 Foundation Certification** is a prerequisite for this course.

3. What study materials are included? You will receive:


- **Digital eBook**
- **Official ITIL 4 Sample Paper**

4. Do you offer corporate training? Yes! We provide **customized corporate training** tailored to your organization's needs.

Enroll Now & Get ITIL 4 Certified!

 **Contact Us for Enrollment & Group Discounts**

 **Visit Our Website:** www.learnings24x7.com

 **Call Us:** +61 1300 433 422

 **Email:** hello@learnings24x7.com

Advance Your ITSM Career with ITIL 4 Practitioner: Service Desk Certification!