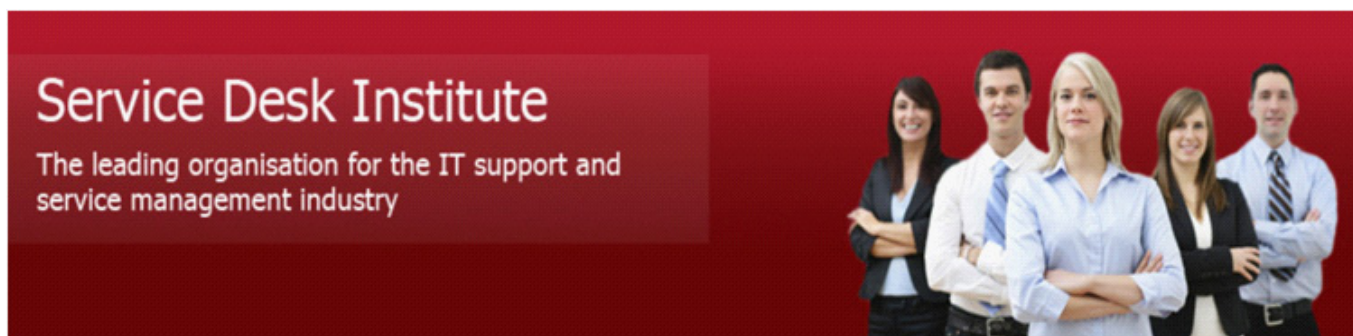


ITIL – Building an exceptional service desk

International service desk standards



About the Service Desk Institute (SDI)

The Service Desk Institute is the leading professional organisation for everyone working in the IT service and support industry.

Dedicated to setting the standards for the industry, SDI delivers knowledge and career enhancing skills for IT service professionals and enables you to deliver exceptional results for your organisation.

It's about people

With ITIL, and a number of other standards and methodologies, there has been a focus on *process*, often to the exclusion of all else. ITIL v3 now includes a more strategic lifecycle approach, however, there is still little information available on the key element in delivering excellent service – people.

People deliver processes. People operate in roles. People have responsibilities. Without people there would be no processes, and it is people that are required to understand the roles and responsibilities that are required to deliver processes and services. Many IT Service Management (ITSM) processes could also be defined as responsibilities, and it is, therefore, vital that people understand the key elements required in terms of approach, skills, tasks and attributes, to carry out service delivery.

The SDI approach is to focus on delivering services to people, who can then deliver better quality to their customers in their roles and jobs.

International service desk standards

The Service Desk Institute has set the standards that all service desks should strive to meet.

An international committee comprising industry experts, service management professionals and practitioners review the standards every three years, to ensure that they align with the needs and demands of the industry. In March 2008, the standards were updated and refreshed, ensuring that they are consistent with and complement ITIL V3.

The SDI Service Desk Certification Standard

Based on the European Foundation for Quality Management (EFQM) model, the globally recognised SDI Service Desk Certification Standard, is the only best practice standard available for service desks. SDI provides a clear and measurable set of standards for your service desk operation, many of which are not included in ITIL or ISO/IEC 20000. The nine standards in the excellence model are:

- Leadership
- People
- Policy and strategy
- Resources
- Process
- People results
- Customer results
- Society results
- Key performance results

View the Service Desk Certification standards at <http://www.sdi-europe.com/international-standards/view-sdi-standards/>.

The SDI professional standards

SDI produce individual standards for service desk and IT support professionals, which set out clear definitions for the key service desk roles of Service Desk Analyst, Service Desk Manager and Junior Support Specialists.

These international standards provide the basis of all SDI training courseware and exams, leading to service desk qualifications¹ that are recognised worldwide.

View the SDI Professional Standards at <http://sdi-europe.com/international-standards/individual-standards/>.

¹ <http://www.sdi-europe.com/training-educate/qualifications>