HELP DESK PROFESSIONAL CERTIFICATE

CertiProf®

![CertiProf Professional Knowledge logo]

Introduction:

The CertiProf - HDPC™ Help Desk Professional Certification distinguishes companies and individuals as part of the adoption of best practices in the IT support industry.

Program content includes management skills, financial management, soft skills, help desk techniques and tools, among others.

This program delivers benefits to candidates who achieve the credential, including improved customer satisfaction through the adoption of professional help desk components, standardized and consistent application of IT support, best practices, and support professionals with knowledge of proper help desk management techniques and a clear understanding of the importance of a help desk professional.

Learning Objectives:

- Understand the difference between a Help Desk and a Service Desk
- Understand the importance of implementing a Help Desk as a SPOC
- Understand the importance of declaring the Help Desk north using the BSPC™
- Understand the characteristics and components of a professional Help Desk
- Determine the basic necessary skills involved in a Help Desk
- Analyze and understand the relationships with IT Service management processes
- Understand financial and project aspects associated with a Help Desk
- Understand aspects of leadership, service marketing and team development
- Determine the current and desired state of maturity of a Help Desk
- Acquire the ability to determine the necessary tools for excellent Help Desk operations
- Expand Help Desk practices with market trends such as COBIT, ITIL, Agile, Kanban, DevOps, among others
- Understand performance measurement

practices associated with the Help Desk and theories of continuous service improvement
- Understand industry practices, compare them with current Help Desk practices, and implement improvements in service and operation

Target Audience:

Anyone who is interested in expanding their Help Desk knowledge, whether they are new, experienced, team managers, or supervisors.

Prerequisites:

There are no formal prerequisites for this certification.

Training:

- Course Type: Professional
- Certification Code: HDPC™

Certification Exam:

- Format: Multiple choice
- Questions: 40
- Lenguage: English / Spanish
- Passing score: 32/40 or 80%
- Length: 60 minutes
- Open book: No
- Delivery: This exam is available online
- Proctored: Will be at the trainer's discretion/ Self supervision is available