

SERVICE DESK INSTITUTE (SDI)

Service Desk Analyst (SDA)

description for SDA

WHY SHOULD YOU TAKE THIS COURSE?

CERTIFICATION BENEFITS

DURATION

5 Days

EXAM

3 Hours

ACCREDITATION

Service Desk Institute (SDI) Certified



LEARNING OBJECTIVES

WHAT YOU'LL LEARN

WHO SHOULD ATTEND?

COURSE AGENDA

PREREQUISITES

EXAMINATION DETAILS

Exam Duration: 3 Hours

EXAM COMPETENCY DOMAINS

CERTIFICATION & CREDENTIALS

GENERAL INFORMATION

READY TO TAKE THE NEXT STEP?

Visit www.skilluniv.com or contact training@skilluniv.com for enrollment.