

# Course : ITSM, support

*Practical course - 3d - 21h00 - Ref. ISK*

*Price : 2470 CHF E.T.*

★★★★☆ 4,6 / 5

Following the integration of ITSM best practices, this course will provide you with benchmarks for setting up effective support systems and improving their operation.

## Teaching objectives

**At the end of the training, the participant will be able to:**

- ✓ Understanding the role of a support department within the IT department
- ✓ Setting up a high-performance Service Desk in your organization
- ✓ Set up a support service
- ✓ Monitor department activity and reports
- ✓ Define performance and quality tools and indicators
- ✓ Measuring quality and performance through selected indicators

## Intended audience

Customer service center managers, project managers/supervisors in charge of setting up a support service, front office and back office hotliners.

## Prerequisites

Know the basics of ITIL® processes and architecture.

## Course schedule

### 1 Introduction to support services

- Understand the role and importance of the support department in an organization.
- Main objectives: user support, incident/request management, improving customer satisfaction.
- Support service history.
- Evolving practices and technologies.

### Exercise

Brainstorming among participants on how they perceive or how their company's support department is perceived. End-of-module MCQ.

### PARTICIPANTS

Customer service center managers, project managers/supervisors in charge of setting up a support service, front office and back office hotliners.

### PREREQUISITES

Know the basics of ITIL® processes and architecture.

### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

## 2 Support department roles and responsibilities

- The different organizational structures.
- Main functions.
- Incident management.
- Service request management.
- Communication with users and customers.
- Specific roles: support agents, support managers, level 1 and 2 support analysts.

### Exercise

Cartographier les interactions entre les rôles et réaliser une matrice RACI pour quelques activités de chaque rôle. Quiz de fin de module.

## 3 Skills and training

- Technical and non-technical skills.
- Communication, problem-solving and stress management skills.
- Basic technical knowledge of IT support.
- Training programs and professional development.
- Importance of ongoing training.
- Relevant certifications and qualifications (ITIL).

### Exercise

Identifier les stratégies de résolution à mettre en œuvre. Quiz de fin de module.

## 4 Introduction to practices

- What is a practice, a process?
- Presentation of main practices/processes.

### Exercise

End-of-module quiz.

## 5 Detailed presentation of main practices

- Service center.
- Service request management.
- Incident management.
- Problem management.
- Change management.
- Service level management.

### Exercise

Représenter un parcours type des différentes catégories d'incidents. Comparer avec le parcours existant dans votre organisation. Identifier les interactions entre les différentes pratiques, les représenter sous la forme d'un schéma, mettre en avant les processus d'escalade. Quiz de fin de module.

### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at [psh-accueil@orsys.fr](mailto:psh-accueil@orsys.fr) to review your request and its feasibility.

## 6 Customer satisfaction

- Notion of value and quality of service (usefulness and guarantees of services).
- Service level management.
- Customer experience and user satisfaction (NPS, interaction mapping, etc.).

### Exercise

Use a concrete example from your company to map the customer experience.  
End-of-module quiz.

## 7 Support performance

- Key performance indicators (KPIs) and dashboards.
- Continuous service improvement.
- Planning and implementing improvements.

### Exercise

Compare existing KPIs within your organization, identify missing ones. Define their "identity card". Based on the information provided, draw up an activity report and present a summary in the form of a dashboard. End-of-module quiz.

## 8 Tools, technologies and innovation

- Service management software (tickets, knowledge, etc.).
- Automation and chatbots.
- Using AI.
- Agility in the support department.

### Exercise

Identifier plusieurs possibilités d'utiliser l'IA dans un service support. En choisir, justifier le choix en donnant des exemples concrets. Quiz de fin de module.

## 9 Course review

- Summarize the different topics covered.
- What have you learned?
- What is your action plan?

### Exercise

Prior learning validation test.

## Dates and locations

### REMOTE CLASS

2026 : 24 June, 5 Oct., 14 Dec.