



**@ASK Training**  
Attitude | Skills | Knowledge



# IT Service Management and Help Desk Operations Course

**Learn to Excel in Providing Impeccable Technical Support to End-Users**

## Course Description

Dive into the dynamic world of **IT Service Management and Help Desk Operations** with this comprehensive course. As organisations continue to rely heavily on technology, ensuring smooth and efficient IT operations is paramount. This course aims to equip trainees with a deep understanding of IT service management frameworks, emphasising the pivotal role of ITIL (Information Technology Infrastructure Library) in optimising IT service delivery.

Trainees will garner insights into the role and responsibilities of help desk operations, mastering the art of providing impeccable technical support to end-users. Furthermore, the course delves into the practicalities of incident management, teaching trainees how to manage tickets, prioritise incidents, and resolve issues adeptly, all within the bounds of service-level agreements. By integrating real-life scenarios, trainees will hone their skills in applying incident management processes, ensuring they are well-prepared to address and rectify IT challenges in any organisational setting.

---

@ASK Training is a Private Education Institution (PEI) accredited by the Ministry of Education (MOE) and also a Continuing Education and Training Centre (CETC) accredited by SkillsFuture Singapore (SSG), offering a diverse range of courses from Infocomm Technology (ICT) to Digital Marketing, with up to **90% funding and job placement programmes.**

# Who Should Attend?

This course is suitable for IT professionals, help desk staff, system administrators, and anyone looking to gain a comprehensive understanding of IT service management, the pivotal role of ITIL, and effective help desk operations.

---

<b>Course Duration:</b>	<b>2 Days</b> , 9.00 AM - 6.00 PM
<b>Course Fee:</b>	<b>From \$69.85</b> (inclusive of 9% GST) after 90% SkillsFuture Funding
<b>Mode of Delivery:</b>	Face-to-Face Classroom

## Course Objectives

Upon completion of this course, trainees should be able to:

- Discuss the essence and significance of IT service management frameworks, explicitly emphasising the role of ITIL in enhancing IT service delivery while identifying its core components and advantages.
- Recognise the critical role of help desk operations in end-user support, effectively manage and prioritise incidents, and apply robust incident management processes to reduce downtime and ensure adherence to service-level agreements.
- Demonstrate the ability to apply incident management processes in simulated IT scenarios, collaboratively address incidents within a team, and uphold service desk quality by effectively tracking and adhering to service level agreements.

# Course Outline



## Introduction to IT Service Management Frameworks

- What are IT Service Management Frameworks?
- Why are IT Service Management Frameworks important?



## Help Desk Operations and Incident Management

- Introduction to Help Desk Operations
- Helpdesk vs Service Desk
- Help Desk Operations Overview
- Incident Management Procedures
- Ticket Creation, Assignment and Escalation
- Hands-on Activity: Managing Help Desk Tickets



## Simulated Incident Management Scenario

- Introduction to the Simulated Incident Environment

---

### Minimum Entry Requirements

- 1 GCE 'O' level or equivalent; **OR**
- NITEC/Higher NITEC; **OR**
- Mature candidates ( $\geq 30$  years old with 8 years' work experience in an ICT-related field); **OR**
- Candidates with other qualifications will be considered on a case-by-case basis

# Course Fee / Funding Information

**S\$550**  
(exclusive of 9% GST)

## Course Fee After Eligible SSG Subsidies:

From **S\$69.85**  
(inclusive of 9% GST) after 90% SSG Subsidies

Self-Sponsored	Eligible Funding	Nett Fees Payable (Incl. 9% GST)
Singaporean Citizens ≥ 40 years old	90% SkillsFuture Funding	<b>S\$69.85</b> (after SSG 90% Funding)
Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old	70% SkillsFuture Funding	<b>S\$179.85</b> (after SSG 70% Funding)

**SkillsFuture Credits** can be used on top of existing subsidies

Company-Sponsored	Eligible Funding	Nett Fees Payable (Incl. 9% GST)
<b>Small-to-Medium Enterprise (SME)</b> Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old	90% SkillsFuture Funding	<b>S\$69.85</b> (after SSG 90% Funding)
<b>Non-SME</b> Singaporean Citizens, PRs or LTVP+ Holders ≥ 21 years old	70% SkillsFuture Funding	<b>S\$179.85</b> (after SSG 70% Funding)
Non-SME Singapore Citizens 40 years old & above	90% SkillsFuture Funding	<b>S\$69.85</b> (after SSG 90% Funding)

A SkillsFuture Statement of Attainment (SOA) and Certification of Completion by @ASK Training will be awarded to candidates who have demonstrated competency in the IT Service Management and Help Desk Operations Assessment and achieved at least 75% attendance.

**IT Service Management and Help Desk Operations Course**  
**Course Code: TGS-2023038592**

Visit our website: <https://asktraining.com.sg/it-courses/it-service-management-and-help-desk-operations-it-course/>

 **Call**  
**6484 6723**

 **Whatsapp**  
**9430 3852**

 **Email**  
**information@asktraining.com.sg**

**Location:**  
10 Anson Road  
#06-11 International Plaza  
Singapore 079903