ITIL 4 Practitioner Service Desk eLearning

1-year access |exam voucher, official manual and training materials included

Obtain your ITIL 4 Practitioner: Service Desk certification at your own pace!

Fully accredited training by PeopleCert

Immerse yourself in our exciting interactive course and learn through quizzes and tests. Learn at your own pace, track your progress, stay engaged and ensure that every step of your learning journey is both enjoyable and effective.



• Interactive, self-paced & device-friendly course

• Our price includes the eLearning course and the official book and training materials in digital format

• The approximate study duration is 3 to 5 hours

• 24/7 helpdesk

COURSE & LEARNING OBJECTIVES

Self-paced learning accredited by PeopleCert

Learn how to improve user and customer experience, as well as the overall success of your service relationships.

- **Service Operation -** Develop operational support and analysis skills for ITSM activities, including monitoring and maintaining IT systems and infrastructure.
- **Customer Service -** Expand your understanding of customer service portals and other software. Acquire skills to identify customer expectations and deliver desired value.
- **Continual Improvement -** Learn to align organisational practices and services with evolving business needs by continuously improving products, services, and management practices.

WHO SHOULD ATTEND?

The **ITIL 4 Practitioner: Service Desk eLearning course** is ideal for:

- **Service Desk Agents & Managers** improving support efficiency.
- **IT Support & Helpdesk Teams** enhancing customer experience.
- **ITSM Professionals** streamlining incident resolution.
- **IT Leaders & Executives** optimizing service operations.

Perfect for those advancing in ITIL 4 or managing IT support.

The eLearning will be the ideal solution for those who do not have the time or budget to attend a classroom-based training.

PREREQUISITES

To be eligible for the ITIL® 4 Practitioner: Service Desk exam, you must have successfully completed the ITIL® 4 Foundation certification.

ABOUT THE ITIL 4 PRACTITIONER: SERVICE DESK EXAM

Participants will receive a voucher to take their exam from home or from the office. The exam voucher is valid during one year. However, we advice not to wait too long between the end of your course and exam.

- Exam duration: 30 minutes
- Multiple choice, closed book format
- Number of questions: 20 questions
- Pass mark: 65% or higher

ELEARNING & EXAM DELIVERY

 eLearning Course Access – Upon registration, participants receive **access** to the official PeopleCert eLearning platform **within 24 hours (on working days mon-fri)**, allowing them to study at their own pace. The course includes interactive content, case studies, and practical insights.

 Official Exam Voucher – Your purchase includes a **PeopleCert exam voucher**, which allows you to schedule your online exam at your convenience. Exams are proctored remotely, giving you flexibility to choose a date and time that suits you.

 Official Training Materials - The materials are easily accessible through PeopleCert's online learning platform. Designed for self-directed independent study, the Learning Resource Kit supports a range of learning preferences, including workbooks for in-depth study and Quick Reference Guide.

Do you need e-learning for multiple users? Please contact us on +32 2 3351236 or send us a request for a quotation.