Garnet
Garnet Global Training Center

GGT-IT-122

Information Technology & Software

IT Help Desk & Service Desk Skills

مهارات مكتب الدعم الفني

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

IT Help Desk & Service Desk Skills turns established good practice into step-by-step methods that participants rehearse in exercises and then apply at work. Infrastructure, service management and software delivery skills for IT teams. You can join a public session in one of 20 cities or live online, in English or Arabic, or bring the course in-house with examples from your own operations.

What you will be able to do

- Apply the methods and standards of IT Help Desk & Service Desk Skills to real tasks.
- Avoid the mistakes that most often cause rework or failure.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.
- Diagnose common problems and identify root causes.

Who should attend

IT managers, system administrators, developers and service desk leads. Practitioners with one to five years of experience benefit most.

Key topics

- Architecture and infrastructure
- Service management processes
- Security by design
- Cloud and DevOps practices
- IT governance and budgeting
- Hands-on labs

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 IT Help Desk & Service Desk Skills: principles and standards

- Architecture and infrastructure
- Measurement and reporting

Day 2 Methods and tools in practice

- Service management processes
- Security by design

Day 3 Diagnosis and problem solving

- Cloud and DevOps practices
- Hands-on workshop on a workplace challenge

Day 4 Quality, safety and documentation

- IT governance and budgeting
- Common mistakes and how to avoid them

Day 5 Workshop, assessment and action plan

- Hands-on labs
- Regional and international case studies

10-day outline

Day 1 IT Help Desk & Service Desk Skills: principles and standards

- Architecture and infrastructure
- Measurement and reporting

Day 2 Methods and tools in practice

- Service management processes
- Security by design

Day 3 Diagnosis and problem solving

- Cloud and DevOps practices
- Hands-on workshop on a workplace challenge

Day 4 Quality, safety and documentation

- IT governance and budgeting
- Common mistakes and how to avoid them

Day 5 Workshop, assessment and action plan

- Hands-on labs
- Regional and international case studies

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Checklists and templates to take away

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Group discussion and peer review

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
1–5 Mar 2027	5-day classroom	Abu Dhabi	Arabic	4,750
11–22 Oct 2027	10-day classroom	Istanbul	English	8,950
15–19 Nov 2027	5-day online	Live online	Arabic	2,950
19–23 Dec 2027	5-day classroom	Doha	English	4,750
21–25 Feb 2028	5-day classroom	Dubai	English	4,750
10–21 Apr 2028	10-day online	Live online	Arabic	5,450
15–19 May 2028	5-day classroom	Barcelona	English	4,750
6–17 Aug 2028	10-day classroom	Riyadh	English	8,950
21–25 Jan 2029	5-day classroom	Amman	English	4,750

Dates	Format	City	Language	Fee (USD)
4–8 Mar 2029	5-day classroom	Cairo	Arabic	4,750
8–19 Apr 2029	10-day classroom	Riyadh	Arabic	8,950
18–22 Jun 2029	5-day online	Live online	Arabic	2,950
14–25 Jan 2030	10-day online	Live online	Arabic	5,450
14–25 Apr 2030	10-day classroom	Riyadh	English	8,950
13–17 Oct 2030	5-day classroom	Kuwait City	English	4,750
16–20 Dec 2030	5-day classroom	Kuala Lumpur	English	4,750

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/