

Categorizing the Core Duties of Level 1 Service Desk

1. Incident management workflow and ITIL basics.

- Understand ITIL service lifecycle
- Understand incident management workflow

2. Service management/ticketing tools (ServiceNow).

- ServiceNow basics
- Priority, category, configuration item (CI), SLA timers.

3. Customer service skills.

- Active listening, empathy, clear communication, ticket notes.

5. Writing support documentation.

- Steps, screenshots, expected outcomes, troubleshooting tips.
- Standard format, including problem -> cause -> solution -> notes.

6. Troubleshooting Windows 10, Microsoft applications, and hardware.

- Troubleshooting Windows, Microsoft applications (Microsoft 365 apps), and hardware
- Common issues, and common fixes.
- Troubleshooting workflows.

7. Using administrative tools like Active Directory, SCCM, and Exchange.

7.5 Active Directory

- Active directory basics: users, groups, OUs, password reset, account unlock.

- Authentication and group policies.

7.6 System Centre Configuration Manager

- Software deployment, patching, inventory.
- Key use cases, pushing apps, updating remotely.

7.7 Exchange

- Mailbox management, shared mailboxes, distribution lists.
- Email flow, size limits, mailbox permissions.