WYWM
Service Delivery
Pathway

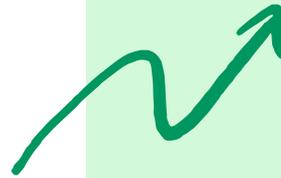# WYWM
Service Delivery
Pathway

SERVICE DESK

What is it about?

Starting out your career in IT can be daunting but the Service Delivery Pathway is a great place to start.

Perfect for anyone new to tech, the pathway introduces the fundamentals of IT and networking before homing in on specific knowledge around service desk analysis.

WYWM Service Delivery courses

- **IT Fundamentals**
- **Networking Fundamentals**
- **Networking Practical**
- **Service Desk Analyst**

IT Fundamentals

Learning objectives
This is a great course to complete if you are considering a career in technology.

IT Fundamentals offers an overview of:

- Hardware
- Software
- Operating Systems
- IT Horizon Topics

Prerequisites:	Nil
Course Hours:	3.5 hrs
Assessments:	Formative Quizzes
Difficulty:	Beginner

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Networking Fundamentals

Learning objectives

This course provides an overview of the introductory topics for basic networking and is designed to teach you how computer networks work, from a small local area network through to the wider internet.

Delve into the purpose of networks and how we benefit from these technologies, understand network address structures of IPv4 and IPv6 and common hardware like switches, routers and cabling. Plus, learn other essential parts that make networks work including the OSI model, common network services, wireless networks and more.

Prerequisites:	Nil
Course Hours:	8-12 hrs
Assessments:	Formative Quizzes & Final Summative Assessment
Difficulty:	Beginner

Networking Practical

Learning objectives
In this practical course you will learn how to configure a router and switch.

Prerequisites:	Networking Fundamentals
Course Hours:	4 hrs
Assessments:	Formative Quizzes
Difficulty:	Beginner

Service Desk Analyst

Learning objectives
This course has been designed to equip anyone who is looking to transition into an IT service desk role.

Topics include:

- IT service desk introduction
- Service Desk Analyst (SDA) role expectations
- ITSM & ITIL
- IT service desk learning check
- WYWM IT support practitioner portal
- Service level agreements
- Analyst dashboard
- Tickets
- Solutions (knowledge base)
- Analyst automation
- ITSM tools learning check
- Cloud introduction and overview
- Microsoft 365
- Cyber security for Service Desk Analysts
- Cloud platforms learning check
- Troubleshooting techniques
- Microsoft Office troubleshooting
- Troubleshooting connectivity

Prerequisites:	Networking Fundamentals IT Fundamentals
Course Hours:	20 hrs
Assessments:	Formative Quizzes & Practical Assessments
Difficulty:	Beginner

Ready to learn?

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