



PEOPLECERT TRAINING

Service Desk Manager v9 (SDM)

Master official Service Desk Manager v9 (SDM) curriculum with authorized PeopleCert instructors.

DURATION

4 Days (32 Hours)

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

Computer Pride | 1st Floor, ICEA Building, Kenyatta Avenue, Nairobi | www.computer-pride.co.ke

COURSE OVERVIEW

Official PeopleCert / SDI Service Desk Manager v9 qualification for managing high-performing IT service desk operations.

Duration	4 Days (32 Hours)
Level	Intermediate
Vendor	PeopleCert
Exam Code	PEOPLECERT-SDI-SERVICE-DESK-MANAGER-V9

WHO IS THIS FOR?

- IT Managers
- Project Managers
- Service Desk Professionals
- Process Engineers
- IT Consultants

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

Professionals Trained

50+

Vendor Certifications

READY TO ENROL?

Take the next step in your technology career.

Location

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