## SDI Service Desk Institute

## Individual Concepts - Weighted Results

Concept	Weighting	Weighted Score
Leadership	10%	4
Policy & Strategy	10%	3.24
People Management	10%	3.29
Resources	12%	3.12
Processes & Procedures	11%	3.24
Managing Employee Satisfaction	10%	3.4
Managing the Customer Experience	18%	3.53
Management Information & Performance Results	15%	2.99
Corporate Social Responsibility	4%	3.87

Weighted Score	
Leadership	
Policy & Strategy	
People Management	
Resources	
Processes & Procedures	
Employee Satisfaction	
Customer Experience	
Management Info & Results	
Corporate Responsibility	

All scores shown are scored out of 4. Base certification requires an overall score of 2.5 or above and individual concepts must each score a minimum of 2.3.



service desk  $\star\star\star$ 

Service Desk Certification: Surveillance Audit 3

Score: 3.36

**Maturity Rating:** Customer-led

University of Huddersfield **Business Confidential** Surveillance Audit 3 Report