



BTS Service Desk SDI Certification

Collaborative

Innovative

Responsible



**Cambridge
Assessment**

Helping learners demonstrate and fulfil their potential



**Cambridge Assessment
English**

For all learners and teachers
of English language

OCR
Oxford Cambridge and RSA

For UK learners in schools,
colleges and training



**Cambridge Assessment
International Education**

For all learners and
teachers of international
education programmes



**Cambridge Assessment
Admissions Testing**

For learners entering
into higher education

Research, consultancy & professional development

End User Services (EUS)

Service Desk

Desktop Services

Infrastructure Applications

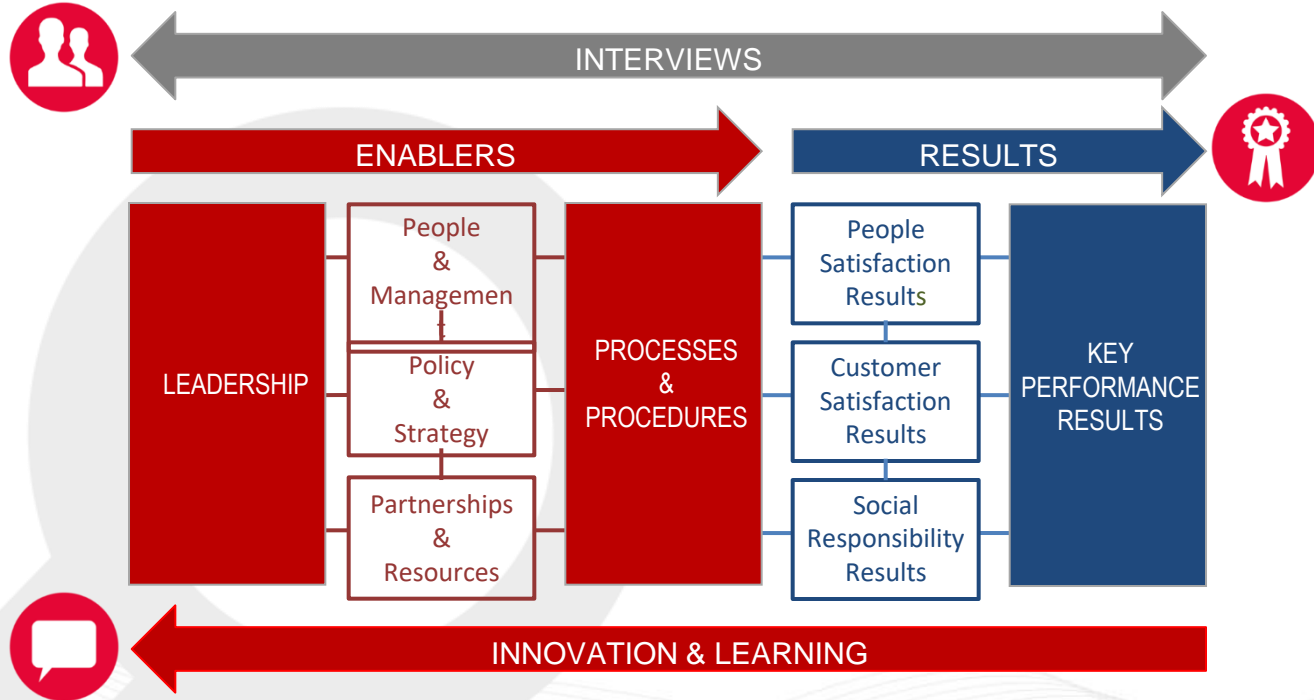
Application Engineers



Our SDI Certification Journey

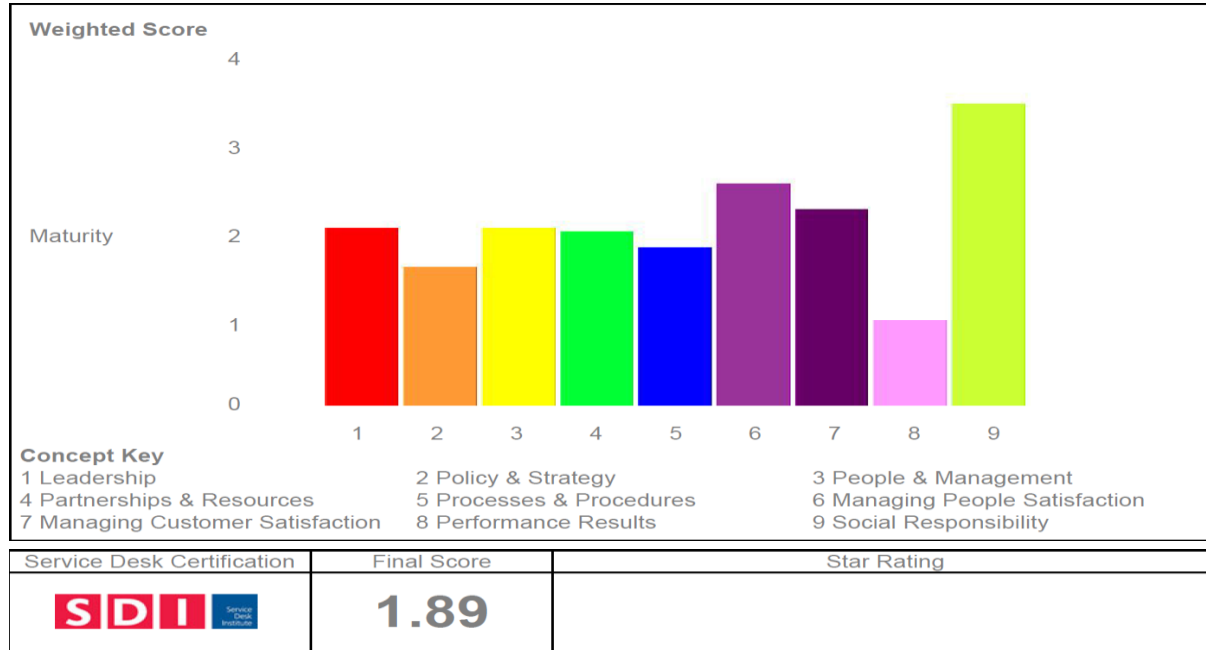


The model



SDI Certification

Initial assessment score



SDI Certification

7 concepts failed to meet the minimum score

Leadership

Policy & Strategy

People & Management

Partnership & Resources

Processes & Procedures

Managing Customer Satisfaction

Performance Results



March 2017 SDI Audit – Our Score

The Maturity Model

Must achieve a minimum score of 2.3 for each concept



2.7



And Finally...

Any Questions...?