



winc
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**Certificate Supplement
Syllabus Completion Record**

IT Servicedesk Employee



Program: IT Servicedesk Employee	Study Load: Avg. 200 hours	Issuer: Winc Academy
Level indication: NLQF-3	Language: English or Dutch	Status ✓ Completed

Overview

This supplement provides additional context for the IT Service Desk Employee certificate issued by Winc Academy. It summarizes the syllabus, the completed modules, the practical assignments and the capabilities demonstrated by the certificate holder.

Completion statement

The certificate holder successfully completed the practice-based IT Service Desk Employee program. Through hands-on assignments and projects, the certificate holder demonstrated the ability to provide professional first-line IT support, troubleshoot common technical issues, work with ITSM and ticketing tools, apply ITIL® 4 concepts, manage incidents and service requests, track SLAs and communicate clearly with end users.

Completed capabilities

Understand the role of an IT Service Desk employee	✓ Completed
Apply the fundamentals of IT Service Management	✓ Completed
Support internal and external users with technical questions and incidents	✓ Completed
Understand hardware, software, operating systems and user accounts	✓ Completed
Apply basic networking concepts, including TCP/IP and network security	✓ Completed
Troubleshoot Windows 10 and 11 environments	✓ Completed
Work with Microsoft Office, Active Directory, Teams, Azure, OneDrive and SharePoint	✓ Completed

Use troubleshooting and network tools such as ping and Wireshark	✓ Completed
Work with ITSM and ticketing tools such as ServiceNow, JIRA and Zendesk	✓ Completed
Manage incidents, problems, service requests and SLA tracking	✓ Completed
Apply ITIL® 4 Foundation concepts in IT support scenarios	✓ Completed
Apply cybersecurity and compliance basics, including GDPR awareness	✓ Completed
Communicate clearly and professionally with end users	✓ Completed
Apply responsible AI tools and practises	✓ Completed

Completed syllabus

Module	Study load	Topics completed	Practical assignment completed	Status
Introduction to IT Service Desk Employee	3 hrs	Role and responsibilities of an IT Service Desk employee; fundamentals of IT Service Management; IT support and service desk functions; internal versus external users; requirements for the role.	Explored the service desk role and mapped key responsibilities in IT support scenarios.	✓ Completed
AI Basics	5 hrs	Introduction to AI; using AI for work productivity; responsible use of AI tools.	Applied AI tools to improve productivity and support work-related tasks.	✓ Completed
Introduction to IT Support	15 hrs	Computer and network fundamentals; hardware components such as CPU, RAM and peripherals; software basics including operating systems and user accounts; networking concepts including routers, switches, TCP/IP and network security.	Analyzed common IT support scenarios involving hardware, software, users and networks.	✓ Completed

Module	Study load	Topics completed	Practical assignment completed	Status
Basic Skills & Tools	15 hrs	Windows 10 and 11 navigation and troubleshooting; Microsoft Office, Active Directory and Teams; network tools such as Wireshark and ping; virtualization and cloud computing with Microsoft Azure, OneDrive and SharePoint.	Practiced troubleshooting and support tasks in Microsoft-based IT environments.	✓ Completed
IT Service Management	6 hrs	ITSM principles; managing incidents and issues; ServiceNow fundamentals; using tools such as ServiceNow, JIRA and Zendesk for IT service delivery.	Worked with ITSM and ticketing workflows for incident and problem management.	✓ Completed
ITIL® 4 Foundation with examination voucher	30 hrs	ITIL® 4 framework; guiding principles and core concepts; applying ITIL® practices in real-world scenarios; preparation for the official ITIL® 4 Foundation exam.	Prepared for the ITIL® 4 Foundation certification and applied ITIL® concepts to support scenarios.	✓ Completed
Security & Compliance	8 hrs	Cybersecurity basics; securing systems and networks; compliance requirements and best practices; GDPR awareness.	Applied basic security and compliance principles to IT support situations.	✓ Completed
Soft Skills Customer Service	5 hrs	Customer communication; quality support and user satisfaction; problem-solving techniques for real-world support scenarios.	Practiced professional communication and problem-solving in IT support conversations.	✓ Completed
ServiceNow Project	5 hrs	Practical use of ServiceNow; incident management; problem	Completed a practical ServiceNow project focused on improving IT	✓ Completed