



# HDI support center manager

Skills Building & Certification Training

## Course Overview

Gaining C-level management support and effectively communicating the pivotal role of the support center is crucial to any support operation's success. For this reason, the support center manager must act as a support leader and strategically align the support center to the organization.

The HDI **Support Center Manager** course focuses on best practice standards and the skills necessary to successfully manage the strategic and tactical components of a support organization. Additionally, this course provides participants with a raised awareness and understanding of the ITIL® best practice framework and its application.

## What You Will Learn

- How to build a support center strategy that aligns with organizational needs
- Formal procedures for increasing productivity, driving consistent service delivery, and increasing customer satisfaction
- How to calculate costs, reiterate value, and demonstrate a greater return on investment (ROI)
- ITIL best practices to meet ongoing business challenges
- Tools and technology that maximize service delivery
- Training and retention programs
- Mentoring for high performance teams
- Key performance indicators (KPIs) to measure support performance
- Ways to manage customer perceptions and build strong internal relationships
- How to promote and market the value of the support center across the organization

## Who Should Attend

Support center managers and supervisors who manage both the strategic and tactical aspects of their organizations, and those seeking HDI Support Center Manager certification.

## Course Prices

Includes on-line exam prep and certification exam.

**Classroom:** Interactive three-day course among peers.

**HDI members:** \$1,795 per person

**Non-members:** \$1,895 per person

**On-site:** A three-day course conducted at your company's site. Call **800-248-5667** for pricing.

## How to Register

Call: **800-248-5667**

Visit: [www.ThinkHDI.com/certification](http://www.ThinkHDI.com/certification)

## Certification

The certification exam is included with the purchase of this course. Instructions on scheduling the exam are provided upon course completion.

## About HDI®

HDI, a Think Service company, has trained IT service and support professionals from 90% of the Fortune 500 companies, giving them the skills needed to provide excellent service, increase productivity and profitability, and decrease call times.

As the world's largest membership association for IT service and support professionals, HDI focuses on industry best practices, develops certification and training programs based on internationally-recognized standards, and provides members with valuable industry resources and events.

*"I highly recommend this course for any IT support manager. The course topics were relevant to my job, and the instructor related real-life examples clearly."*

*Antonio Bradley, ECS Federal*



## HDI Support Center Manager

### **Unit 1: Support Center Overview**

- The Evolution of the Support Center
- The HDI Support Center Maturity Model
- Best Practices

### **Unit 2: Business Planning & Strategy**

- Cost, Value, and Return on Investment (ROI)
- Managing Support as a Business
- Quantifying Total Value
- Strategic Perspective
- Managing Stakeholder Expectations
- Operations Management

### **Unit 3: Technologies and Service Delivery Methods**

- Support Center Infrastructure
- Service Delivery Methods
- Telephony Systems
- Service Management Systems

### **Unit 4: ITIL and IT Service Management**

- IT Service Management
- Service Desk
- Incident Management
- Problem Management
- IT Configuration & Asset Management
- Change Management
- Release Management

### **Unit 5: Support Center Processes**

- Service Level Management
- IT Service Continuity Management
- Security Management
- Knowledge Management

### **Unit 6: Staffing and Recruitment**

- Workforce Management
- Sourcing
- Recruitment

### **Unit 7: Training and Retention**

- Retention
- Teamwork
- Performance Management
- Training
- Professional Development

### **Unit 8: Support Center Leadership**

- Effective Leadership
- Management Functions
- Global Awareness
- Organizational Change Management

### **Unit 9: Maximizing Effectiveness**

- Communication Skills
- Conflict Management
- Time Management
- Stress Management

### **Unit 10: Quality Assurance**

- Quality Assurance
- Metrics
- Benchmarking
- Measuring Customer Satisfaction

### **Unit 11: Marketing the Support Center**

- Promoting the Support Center
- Managing Expectations

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*"This course gave me new ideas to bring back to my help desk. The instructor was very knowledgeable and presented the course well."*

**Rachel Bolin**, United States Marine Corps