## Course Overview

Gaining the support of senior management and effectively communicating the pivotal role of the support center are crucial to any support operation's success. For these reasons, support center directors must serve as support leaders and strategically align the support center with the organization.

HDI Support Center Director (HDI-SCD) training focuses on the development and execution of strategic plans that will take the organization to the next level. Participants discover how to realize greater return on investment, develop and maintain formal procedures for increased productivity and consistency, and manage customer perceptions.

## What You Will Learn

▶ Assessment strategies for support center maturity
▶ How to quantify your support center's value and maximize return on investment
▶ Twelve-step process and decision matrix for selecting technologies and vendors
▶ The requirements of an effective service catalog
▶ How to align support strategies with business goals and objectives
▶ Knowledge management processes that can save you time and money
▶ Strategies for workforce management, coaching, team building, and succession planning
▶ How to justify a service improvement project with a business case
▶ Valuable reporting tools: balanced scorecard, morning report, and executive brief
▶ Selecting the right leading and lagging indicators

## Who Should Attend

— Seasoned technical service and support leaders who are responsible for their organizations' overall service delivery and provide strategic direction, financial accountability, and performance reporting
— Individuals who are preparing for the HDI Support Center Director certification exam

## Course Prices  PDU 19.5

**Public Classroom Training:** *Interactive three-day course among peers.*
**Member Price: $2,795 / Price: $2,895**

**Onsite Training:** *A three-day course conducted at your company's site.*
**Call 800.248.5667 for pricing.**

## Certification

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

**HDI CERTIFIED | Support Center Director**

## Register

*Call:* 800.248.5667     *Visit:* www.ThinkHDI.com/SCD

# Course Outline

HDI Support Center Director

### Unit 1: Executive Leadership
- The Role of the Support Center Director
- Support Center Maturity
- Managing as a Business
- Best Practices and Frameworks

### Unit 2: Business Planning and Strategy
- Building the Strategy
- Strengths, Weaknesses, Opportunities, and Threats
- IT Financial Management
- Cost, Value, and Return on Investment
- Managing Expectations

### Unit 3: Support Center Processes
- IT Service Management
- ITIL® Service Support
- ITIL Service Delivery
- Knowledge Management

### Unit 4: Tools and Technology
- Technology Strategies
- Determining Technology Needs
- Managing Vendor Relationships

### Unit 5: Metrics and Quality Assurance
- Operational Metrics
- Performance Reporting
- Continuous Improvement

### Unit 6: People Management
- Sourcing Strategies
- Workforce Management
- Team Building

### Unit 7: Organizational Development
- Managing Organizational Change
- Global Awareness and Diversity
- Service Ethics

### Unit 8: Marketing the Support Center
- Promoting Value
- Successful Marketing

### Unit 9: Creating a Business Case
- The Purpose of a Business Case
- The Anatomy of a Business Case
- Presenting the Business Case

Official curriculum of HDI.

HDI's official curriculum addresses the needs of support professionals throughout their careers and the various maturity levels of their support operations. It presents the business processes and soft skills required to increase productivity, profitability, and improve customer satisfaction.