HDI® Support Center Manager

Course Overview

Support center managers are responsible for executing the operational and tactical plans of the support organization while satisfying customer and business needs.

HDI Support Center Manager (HDI-SCM) training explores how the support center's strategy drives everything the support center does: service delivery, infrastructure implementation, operational processes, workforce management, and support center marketing. Designed for both new and experienced support center managers, this course helps support center managers satisfy operational demands and build a support center that aligns with the organization, adds value to the business, and delivers on its commitments.

What You Will Learn

- Characteristics of an effective support center manager
- How to create service level agreements, operating level agreements, and standard operating procedures in support of a service catalog
- The steps involved in performing a cost-benefit analysis and calculating total cost of ownership and return on investment
- The relationships between IT service management processes
- The difference between and the importance of strategic, tactical, and operational planning
- Benefits and challenges of self-service technologies
- Processes for building and managing effective security policies
- Staffing models
- The value of outsourcing
- Tactics for screening, hiring, training, and managing high-performance teams
- The metrics and key performance indicators essential to performance reporting

Who Should Attend

— Experienced technical support professionals who must manage all day-to-day functions as well as master critical performance and customer service strategies
— Individuals who are preparing for the HDI Support Center Manager certification exam

Course Prices PDU 19.5

Public Classroom Training: *Interactive three-day course among peers.*
Member Price: $1,895 / Price: $1,995

Virtual Classroom Training: *Three days of live, instructor-led training delivered over the Internet.*
Member Price: $1,895 / Price: $1,995

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 Manager

Register

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

Course Outline

HDI Support Center Manager

Unit 1: The Support Center
▶ The Evolution of Support
▶ Support Center Maturity
▶ Successful Support Centers

Unit 2: Strategy
▶ Strategic Perspective
▶ Business Alignment
▶ SWOT

Unit 3: IT Financial Management
▶ IT Financial Management
▶ Cost, Value, and ROI

Unit 4: Technology and Service Support
▶ Service Center Infrastructure
▶ Telephony Infrastructure
▶ Support Delivery Methods
▶ Service Management Systems
▶ Selecting Service Desk Technology

Unit 5: Service Level Management
▶ Service Level Management

Unit 6: Metrics and Quality Assurance
▶ Support Metrics
▶ Data Sources
▶ Baselining and Benchmarking
▶ Performance Reporting
▶ Quality Assurance Programs
▶ Measuring Customer Satisfaction
▶ Measuring Employee Satisfaction

Unit 7: Support Center Processes
▶ Best Practices for Support
▶ IT Service Management
▶ The Service Desk
▶ Service Operations
▶ Service Design
▶ Service Transition
▶ Knowledge Management

Unit 8: Leadership
▶ SCM Responsibilities
▶ Your Role as Leader
▶ Manage Operations Effectively
▶ Emotional Intelligence
▶ Communication
▶ Influence & Motivate
▶ Integrity & Service Ethics
▶ Growth

Unit 9: Workforce Management
▶ Workforce Management
▶ Staffing Models
▶ Scheduling
▶ Sourcing
▶ Recruitment

Unit 10: Training and Retention
▶ Fostering Relationships
▶ Teamwork
▶ Coaching
▶ Peer Mentoring
▶ Training
▶ Rewards, Motivation, Retention
▶ Performance Management
▶ Career Development Planning

Unit 11: Promoting the Support Center
▶ What is Marketing?
▶ Creating Internal Marketing Culture
▶ Marketing Opportunities

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.

UBM