



Support Center Director

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.

KCS® is a service mark of the Consortium for Service Innovation.

"I've been in IT for twenty-one years, two of those spent leading the support organization. The peer inter-action in this course was fantastic. The tools and templates were great takeaways, and the strategic frame work was very helpful."

— *Caroline Hanrahan, Healthways*

"This course is ideal for developing leadership skills. Many managers and directors are put into positions of leadership but are not given the tools to succeed. This course cuts through the fluff to help support center senior management. I would recommend it for both new and seasoned directors."

— *Mark Fitzgerald, Boise State University*

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.

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 (HDI-SCD) certification exam

Course Prices



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.



Register

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

Unit 1: Executive Leadership

Section 1: The Role of the Support Center Director
Section 2: Support Center Maturity
Section 3: Managing as a Business
Section 4: Best Practices and Frameworks

Unit 2: Business Planning and Strategy

Section 1: Building the Strategy
Section 2: Strengths, Weaknesses, Opportunities, and Threats
Section 3: IT Financial Management
Section 4: Cost, Value, and Return on Investment
Section 5: Managing Expectations

Unit 3: Support Center Processes

Section 1: IT Service Management
Section 2: ITIL[®] Service Support
Section 3: ITIL Service Delivery
Section 4: Knowledge Management

Unit 4: Tools and Technology

Section 1: Technology Strategies
Section 2: Determining Technology Needs
Section 3: Managing Vendor Relationships

Unit 5: Metrics and Quality Assurance

Section 1: Operational Metrics
Section 2: Performance Reporting
Section 3: Continuous Improvement

Unit 6: People Management

Section 1: Sourcing Strategies
Section 2: Workforce Management
Section 3: Team Building

Unit 7: Organizational Development

Section 1: Managing Organizational Change
Section 2: Global Awareness and Diversity
Section 3: Service Ethics

Unit 8: Marketing the Support Center

Section 1: Promoting Value
Section 2: Successful Marketing

Unit 9: Creating a Business Case

Section 1: The Purpose of a Business Case
Section 2: The Anatomy of a Business Case
Section 3: Presenting the Business Case