



The IT Service & Technical  
Support Community

# Mapping Support Processes

A Blueprint for Success

HDI 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.

*“Very valuable information presented in a way that can be easily used.”*

*“Very productive. Nice, helpful pace. I can’t wait to get started.”*

**Unit 1: Process Approach**

**Unit 2: Are You Ready?**

**Unit 3: Plan of Action**

**Unit 4: Choose Your Process**

**Unit 5: Choose Your Method**

**Unit 6: The Basics**

**Unit 7: Mapping the Functional Flow**

**Unit 8: Mapping the As-Is Process**

**Unit 9: Process Enhancements**

**Unit 10: Mapping the Enhanced Process**

**Unit 11: Process Improvement Plan**

This workshop evaluates a case study implementation of the ITIL incident management process. Starting with a functional flow, attendees will learn basic process mapping techniques. Then using incident management case study, attendees will learn how to map processes using swim-lane or cross-functional diagrams in detail with exercises to identify weaknesses and inefficiencies and how to avoid them.

## What You Will Learn

- ▶ Basics of flow diagrams
- ▶ Mapping techniques
- ▶ Levels of support and the functional flow of support
- ▶ How to map out incident management using cross-functional flow diagrams
- ▶ Enhancing diagrams

## Who Should Attend

— Team leads, supervisors, managers, directors, and process owners who are responsible for incident management.

## Course Prices

**Virtual Classroom:** Live, instructor-led training delivered over the Internet.

**HDI Member Price: \$545 per person / Price: \$595 per person**

## Register

**Call: 800.248.5667 Visit: [www.ThinkHDI.com/map](http://www.ThinkHDI.com/map)**



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