OPTIMIZE YOUR TECH SUPPORT TEAM'S PERFORMANCE.

With HDI. Training

Training Catalog and Schedule
October 2016 - December 2016

The **TOP 5** Skills in Tech Support — **p. 13**

p. 22 — FREE* Online Access to **KCS Foundation Course**

ABOUT HDI

HDI is the professional association and certification body for the technical service and support industry. Facilitating collaboration and networking, HDI hosts acclaimed conferences and events, produces renowned publications and research, and certifies and trains thousands of professionals each year. HDI also connects solution providers with practitioners through industry partnerships and marketing services.

Guided by an international panel of industry experts and practitioners, HDI serves a community of more than 150,000 technical service and support professionals and is the premier resource for best practices and emerging trends.

WHY HDI CERTIFICATION?

HDI certification is important not only to your professional development but also to the quality of your support center.

- Validates knowledge, quality, and dedication to customer service and support
- Provides professional credentials that promote individual skills
- Demonstrates a commitment to excellence
- Promotes recognition from the service and support industry
- Is utilized by hiring managers when screening potential employees

POST★9/11
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IT CERTIFICATION COUNCIL
www.itcertcouncil.org

PROFESSIONAL DEVELOPMENT

All technical support professionals who want to improve their current positions and advance their career through industry-leading certification and training should consider HDI courses. HDI has certified more than 70,000 service and support professionals since 1999. Companies that have trained with or been certified by HDI include:

- ADP
- Aerospace Corporation
- Baylor Healthcare
- Canon Solutions America
- Charles Schwab

- Department of Defense
- Education Networks of America
- Fidelity Investments
- General Motors
- Ikea

- Kodak
- Lockheed Martin
- Nationwide
- Staples
- United Airlines

PDU
6

PROFESSIONAL DEVELOPMENT UNITS

Hours of learning valid towards continuing certification requirements.

PUBLIC CLASSROOM TRAINING

Attend HDI's most popular courses in cities across North America.

VIRTUAL CLASSROOM TRAINING

Use web conferencing software and an audio conference bridge to interact with the instructor and other students.

ONLINE TRAINING

Access self-paced web-based courses at any time over twelve weeks.

ONSITE TRAINING

Train your team at your facility.

MEMBER PRICING

Throughout this catalog, you will see the pricing broken down into Price and Member Price. As a professional association, HDI gives prospective members the opportunity to join and receive discounts on HDI products and services. These discounts are reflected in the Member Price.

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Schedule-at-a-Glance

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Register Today! www.ThinkHDI.com/Training6J | 800.248.5667

- **FUSION 16 Conference & Expo - November 1-4, Las Vegas:** Jointly hosted by itSMF USA and HDI, FUSION 16 will take you into the next generation of service management! Join 1,600 ITSM experts and practitioners November 1-4, 2016, at the MGM Grand in Las Vegas. Register now at SMFUSION.com.

- **HDI 2017 Conference & Expo:** May 9-12, 2017, in Washington, D.C., HDI 2017 will connect the world of technical support when 2,500 attendees turn out to learn, network, and get the resources to improve their careers and support centers. Register early for the best savings! HDIConference.com.

- **HDI Awards Nomination Deadline:** Submit your nomination for an HDI Award before the deadline on October 31st! Several awards honoring the industry's top individuals, teams, and organizations can cement your status among the tech support elite. Learn more at ThinkHDI.com/Awards.

- **Join the Elite at HDI Forums:** Upcoming HDI Forum meetings, October 17-20 in Charlotte, NC, and November 14-18 in Tempe, AZ, will unite technical support leaders to collaborate, network, and collectively improve their leadership skills. Learn more at ThinkHDI.com/Forums.

- **The #1 Association in Tech Support:** No professional membership association provides more value and benefits to the tech support pro than HDI. Join today for only $295. If you're already a member and you renew at least ninety days before your expiration date, you'll save $50!

- **Content, Conversation, and Community:** HDIConnect is our members-only website where hundreds of your peers are sharing resources, tips, tools, templates, and bouncing ideas around to improve their support centers. Join the discussion at Connect.ThinkHDI.com.

HAVE A QUESTION about HDI's Products and Services?

Contact your regional account manager for assistance.

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You can also reach the HDI Customer Care Center at **800.248.5667** or **Support@ThinkHDI.com**

Monday - Friday
7:00 am - 5:00 pm MT

As a recognized certification body for the technical support industry, HDI certifications demonstrate that individuals understand the customer service skills and service management processes required to provide quality technical support. Each HDI certification is designed to focus on the competencies required for a specific role. So while each course may cover similar topics, the content within those topics will vary from role to role. This ensures consistency throughout the entire support organization.

Training Content	HDI Customer Service Representative	HDI Support Center Analyst	HDI Desktop Support Technician	HDI Technical Support Professional	HDI Support Center Team Lead	HDI Support Center Manager	HDI Desktop Support Manager	HDI Support Center Director
Customer Service Skills	√	√	√	√				
Call Handling Procedures	√	√	√	√				
Problem Solving and Troubleshooting	√	√	√	√	√			
Communication Skills	√	√	√	√	√	√	√	
Conflict Resolution and Stress Management	√	√	√	√	√	√	√	√
Global Awareness	√	√	√	√	√	√	√	
Time Management Skills		√	√	√	√	√	√	
Support Center Overview		√	√	√	√	√	√	
Framework for the Support Center		√	√	√	√	√	√	
Service Level Agreements		√	√	√	√	√	√	√
Service Delivery Methods and Technology		√	√	√	√	√	√	√
Support Center Processes and Operations		√	√	√	√	√	√	√
Team Building and Motivational Techniques					√	√	√	
Training and Professional Development					√	√	√	
Coaching Team Members					√	√	√	
Quality Assurance					√	√	√	√
Management Functions					√	√	√	√
Support Center Leadership					√	√	√	√
Marketing the Support Center					√	√	√	√
Recruitment and Retention						√	√	√
Workforce Management						√	√	√
Business Planning and Strategy						√	√	√
Understanding Metrics and KPIs						√	√	√
Support Center Maturity Model						√	√	√
Cost, Value, and ROI						√	√	√
Assessment and Reporting						√	√	√
Support Industry Trends						√	√	√
Succession Planning								√
Technology Selection Process								√
Creating a Business Case								√

5 Ways IT CERTIFICATIONS BOOST YOUR CAREER

PRODUCTIVITY

70% of those who took certification training reported seeing gains in on-the-job effectiveness.
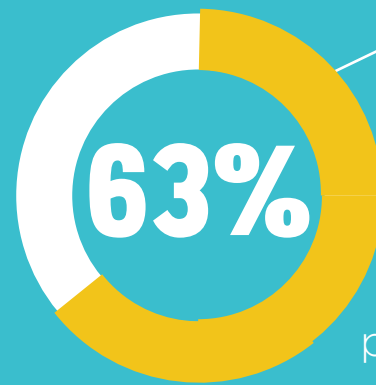
63% of managers felt certified professionals were more productive than their non-certified peers.

TEAM PERFORMANCE

84% IT professionals think IT certifications improve reliability and efficiency of the IT environment.

80% of IT professionals say that IT certifications help IT staff do their jobs better.

INDUSTRY CREDIBILITY

80% of IT professionals believe that IT certifications demonstrate competency to clients.

SOURCES: 2013 Global Knowledge Report, 2013 Prometric IT Certification Study, 2013 Prometric Survey, 2011 Global Knowledge Report.

HDI Customer Service Representative (HDI-CSR)

DISCOVER HOW TO MAKE EVERY CUSTOMER INTERACTION A GREAT ONE.

Front line customer service representatives interact with your customers every day. Do they have the skills to create first-rate customer experiences? This skills-building and certification course introduces the skills and techniques required to provide outstanding customer service and support.

HDI Customer Service Representative training focuses on call handling best practices, communication and listening techniques, documentation, problem-solving, and troubleshooting skills, conflict negotiation, and responses to difficult customer behaviors.

WHAT YOU WILL LEARN
- How to assess the customer's business needs and exceed customer expectations
- Critical thinking skills to resolve incidents quickly and consistently
- Active listening skills and effective communication strategies
- How to identify and defuse challenging customer behavior
- An awareness of the core processes and best practices used in the service and support industry

WHO SHOULD ATTEND?
- Support professionals from customer service centers, call centers, and support centers who want to refine their communication skills and learn best practices that can help improve customer experiences
- Individuals who are preparing for the HDI Customer Service Representative certification exam

PRICES
(includes certification exam)

Member Price: $795
Price: $895
One day

Member Price: $345
Price: $395
5-6 hours

Call 800.248.5667 for pricing.
One day

LOCATIONS AND DATES

Virtual Classroom
December 22

Public Classroom
Ottawa, ON October 6
Toronto, ON November 23
Washington, D.C. November 9

HDI CERTIFIED | Customer Service Representative

COURSE HIGHLIGHTS

PDU 6.5

- Your Role in the Support Center
- Communication Skills
- Problem-Solving and Troubleshooting Skills
- Maximizing Effectiveness

>>For more dates and locations, please visit www.ThinkHDI.com/CSR6J

ONSITE TRAINING

DEVELOP THE SKILLS TO CREATE EXCEPTIONAL CUSTOMER EXPERIENCES.

Help desk professionals and support center analysts provide frontline support and act as the primary contact for customers. It is important that these service desk professionals provide the highest quality customer care with every interaction.

HDI Support Center Analyst training focuses on help desk strategies for effective customer service, emphasizing problem-solving and troubleshooting skills, call handling procedures, incident management, communication skills, and an introduction to ITIL processes.

WHAT YOU WILL LEARN

- The process of incident management
- Critical thinking skills to resolve incidents quickly and consistently
- Active listening skills and effective communication strategies
- Proven techniques for improving customer interactions
- Effective strategies for managing difficult customers

WHO SHOULD ATTEND?

- Frontline technical support staff who need to learn the critical steps for effectively managing and prioritizing incidents, reducing escalations, and mastering the essential customer service skills required to manage difficult customers and improve overall customer satisfaction.
- Individuals who are preparing for the HDI Support Center Analyst certification exam

PRICES
(includes certification exam)

Member Price: $1,395
Price: $1,495
Two days

Member Price: $645
Price: $695
10-12 hours

Call **800.248.5667**
for pricing.
Two days

HDI CERTIFIED | Support Center Analyst

COURSE HIGHLIGHTS	PDU 13

- Evolution of the Support Center
- Strategic Framework
- Service Delivery Methods and Technology
- Support Center Processes and Operations
- Call Handling Procedures
- Communication Skills
- Problem-Solving and Troubleshooting Skills
- Maximizing Effectiveness

>>For more dates and locations, please visit www.ThinkHDI.com/SCA6J

LOCATIONS AND DATES

Virtual Classroom

October 12-13
December 6-7

Public Classroom

Atlanta, GA	Ottawa, ON
November 28-29	October 20-21
Chicago, IL	San Diego, CA
October 3-4	October 27-28
Dallas, TX	Toronto, ON
November 28-29	November 17-18
Denver, CO	Washington, D.C.
December 1-2	October 3-4
New York, NY	December 5-6
October 24-25	

"Wonderful class. One of the best I have ever been in! Thank you for your efforts and investment."

~ Travis Zetterower, University of Georgia

Did you know HDI can train your team at your facility with our onsite training option?

- Eliminate travel costs
- Manage class size
- Pick your own training dates
- Save with class sizes of ten or more!

CALL 800.248.5667 FOR MORE INFORMATION.

Structured Problem Solving for the Support Professional

DEVELOP SKILLS TO HARNESS YOUR NATURAL PROBLEM-SOLVING ABILITIES.

Structured problem solving provides a systematic approach to advance from the identification of a problem to the solution. It includes defining, describing, establishing possible causes, testing the most probable causes, and verifying the true cause. When integrated into the incident management process, analysts and technicians can leverage proper questioning skills, critical and creative thinking skills, knowledge capturing skills, and diagnostic skills to solve incidents and problems efficiently and accurately.

Learn a structured process for problem solving that will allow you to work more independently and troubleshoot more effectively. Using interactive exercises and real-life scenarios, this engaging course will teach you to harness and successfully apply your natural problem-solving skills.

WHAT YOU WILL LEARN

- Resolve more incidents independently
- Implement a proven, structured troubleshooting process
- Identify root causes
- Use tools that can lead to greater service excellence
- Leverage open- and closed-ended questions properly
- Capture information quickly in a journalistic style
- Document specific types of details throughout the problem-solving process
- Generate knowledge documents with greater ease

WHO SHOULD ATTEND?

- Technical support staff who need to learn how to resolve incidents and/or problems following a structured problem solving methodology
- Team leads and managers that want to support their team's ability to follow the structured problem solving process

PRICES

Member Price: $1,395
Price: $1,495
Two days

*Call **800.248.5667** for pricing.*
Two days

LOCATION AND DATES

Virtual Classroom
December 12-13

PROFESSIONAL DEVELOPMENT COURSE

COURSE HIGHLIGHTS	PDU 13

- Defining Structured Problem Solving
- Laying the Foundation
- Understanding and Enhancing Your Creativity
- Understanding the Structured Problem Solving Process
- Understanding Structured Analysis
- Enhancing the Customer Experience with SPS

>>For more dates and locations, please visit
www.ThinkHDI.com/SPS6J

HDI 2017 CONFERENCE & EXPO

MAY 9-12, 2017
Gaylord National Harbor
Washington, D.C.

THE CONFERENCE THAT CONNECTS THE WORLD OF TECHNICAL SUPPORT

The HDI 2017 Conference & Expo is the technical support industry's most influential event.

This year, eight brand-new, totally redesigned learning tracks will take your learning experience to unprecedented levels.

JOIN TECH SUPPORT'S BEST AND BRIGHTEST FOR THE MOST ENERGIZING FOUR DAYS OF THE YEAR, FEATURING...

- 2,500 Tech Support Pros
- 100+ Learning Sessions
- 4 Inspiring Keynotes
- 50+ Solution Providers

SAVE $200 and get a **FREE ONE-DAY PRE-CON WORKSHOP** with the **SUPER SAVER DISCOUNT—**
Ends January 20, 2017

HDI Support Center Team Lead (HDI-SCTL)

HONE THE ESSENTIAL LEADERSHIP SKILLS REQUIRED TO ENHANCE TEAM PERFORMANCE.

The support center team lead serves as the communication link between the team and the manager as well as the first point of internal escalation for the customer.

HDI Support Center Team Lead training ensures that participants learn how to deliver exceptional customer support, promote process improvement, coach for success, and take charge of the day-to-day operational activities of a team. This course is designed for support professionals who need to develop fundamental management and leadership skills.

WHAT YOU WILL LEARN

• Essential team lead management and leadership skills
• The importance of service level agreements and operating level agreements

• The ITIL processes of incident, problem, change, release, asset and configuration management
• Strategies for managing conflict
• The essentials of people management: hiring, scheduling, evaluating, and retaining employees

WHO SHOULD ATTEND?

• Technical support professionals who must understand support center processes and best practices and master important daily functions such as scheduling, coaching, and workforce management
• Individuals who are preparing for the HDI Support Center Team Lead certification exam

PRICES
(includes certification exam)

Member Price: $1,595
Price: $1,695
Two days

Member Price: $745
Price: $795
10-12 hours

Call 800.248.5667 for pricing.
Two days

LOCATIONS AND DATES

Virtual Classroom

November 15-16

Public Classroom

Chicago, IL
November 14-15

Ottawa, ON
October 24-25

Toronto, ON
November 21-22

HDI CERTIFIED | Support Center Team Lead

COURSE HIGHLIGHTS — PDU 13

• *Support Center Overview*
• *Role of the Support Center Team Lead*
• *Business Planning and Strategy*
• *Support Center Processes*
• *Technologies and Service Delivery Methods*
• *Workforce Management and Training*
• *Communication and Coaching*
• *Teamwork, Motivation, Retention Metrics and Quality Assurance*

>>For more dates and locations, please visit
www.ThinkHDI.com/SCTL6J

Coaching Skills for Quality Support

DEVELOP PROACTIVE STRATEGIES FOR COACHING SERVICE AND SUPPORT STAFF.

Coaching is a critical success factor in improving motivation and engagement. This workshop is designed to build the coaching skills that will improve a coach's ability to influence others to change their actions, behaviors, and beliefs.

WHAT YOU WILL LEARN

• The role of a coach
• How to translate strategy into coaching objectives and discussions
• The increased self-awareness that facilitates effective coaching

WHO SHOULD ATTEND?

• Support professionals at all levels, but especially those who are involved in or responsible for quality monitoring
• Individuals who are preparing to take the KCS Academy Support Coach certification exam

PRICES
(includes certification exam)

Member Price: $1,595
Price: $1,695
Two days

Call 800.248.5667 for pricing.
Two days

LOCATION AND DATES

Public Classroom

Dallas, TX
November 8-9

COURSE HIGHLIGHTS — PDU 13

• *What Is a Coach?*
• *Why Coaching?*
• *The Value of Feedback*
• *Handling Objections*
• *Working as a Team*
• *The Challenge of Change*
• *Remote Coaching*

Developed in partnership with *Extraordinary Matters* / SUPPORT COACH

BY THE NUMBERS:

62%

of organizations consider certification an important criteria for hiring, promotion, and/or salary.

Top five sought-after skills for hiring and promoting staff.

1 Customer Service
2 Ability to learn quickly
3 Troubleshooting/problem solving
4 Communication skills
5 Ability to work under pressure

Learn more about the latest reports and find out how to get a copy of the *2015 HDI Support Center Practices & Salary Report* at **www.ThinkHDI.com/Research**.

HDI Support Center Manager (HDI-SCM)

LEVERAGE PEOPLE, PROCESSES, AND TECHNOLOGY TO MEET SERVICE DEMANDS.

The support center manager is responsible for executing the support center's operational and tactical plans while satisfying customer and business needs.

HDI Support Center Manager 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, operational level agreements, and standard operating procedures in support of a service catalog
- Steps to cost-benefit analysis, total cost of ownership, and calculating return on investment
- The difference between and the importance of strategic, tactical, and operational planning
- Tactics for screening, hiring, training, and managing high performance teams

WHO SHOULD ATTEND?
- Experienced technical service and support leaders 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

PRICES
(includes certification exam)

Member Price: $1,895
Price: $1,995
Three days

Call **800.248.5667** for pricing.
Three days

LOCATIONS AND DATES

Virtual Classroom
October 26-28
November 28-30

Public Classroom	
Atlanta, GA November 30-December 2	**Ottawa, ON** October 17-19
Chicago, IL October 5-7	**San Diego, CA** October 24-26
Dallas, TX November 30-December 2	**Toronto, ON** November 14-16
Las Vegas, NV October 30-November 1	**Washington, D.C.** October 5-7 December 7-9
Lexington, KY November 16-18	

HDI CERTIFIED | Support Center Manager

COURSE HIGHLIGHTS	PDU 19.5

- *The Support Center*
- *Effectively Managing Your Support Center*
- *Support Center Strategic Management*
- *Support Center Operations Management*
- *Developing Support Center Processes*
- *Service Support Processes Metrics and Quality Assurance*
- *Managing the Support Center Team*
- *Marketing the Support Center*

>>For more dates and locations, please visit www.ThinkHDI.com/SCM6J

The HDI Team Certified Award!

The HDI Team Certified Award recognizes your team for the accomplishments of having a high percentage of HDI-certified employees.

Recent HDI Team Certified Award Recipients

Menninger Clinic | Information Technology

The Asbury Group Integrated Technologies

City of Tampa Technology and Innovation | Service Support

TORO National Support Network

Yale New Haven Health (YNHH) | ITS Service Desk

TEAM CERTIFIED
Pinnacle of Excellence

IS YOUR TEAM 80% HDI CERTIFIED? WHY NOT MAKE IT A FULL 100%?

HDI TEAM CERTIFIED PINNACLE OF EXCELLENCE AWARD
- For support centers with four or more employees.
- Every member has earned HDI certification.
- Leads to an elevated customer experience!

>>Find out how your team can earn the HDI Team Certified Award or the HDI Team Certified Pinnacle of Excellence Award at www.ThinkHDI.com/HDITC

HDI Support Center Director (HDI-SCD)

STRATEGICALLY LEAD THE SERVICE AND SUPPORT ORGANIZATION AND INCREASE BUSINESS VALUE.

Gaining senior 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 director must serve as a support leader and strategically align the support center with the organization.

HDI Support Center Director 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
- How to align support strategies with business goals and objectives
- Strategies for workforce management, coaching, team building, and succession planning
- How to justify a service improvement project with a business case

WHO SHOULD ATTEND?
- Seasoned technical service and support leaders who are responsible for an organization's overall service delivery and provide strategic direction, financial accountability, and performance reporting
- Individuals who are preparing for the HDI Support Center Director certification exam

PRICES
(includes certification exam)

Member Price: $2,795
Price: $2,895
Three days

Call **800.248.5667**
for pricing.
Three days

LOCATIONS AND DATES

Public Classroom

Atlanta, GA
December 7-9

Las Vegas, NV
October 30-November 1

Los Angeles
November 30-December 2

HDI CERTIFIED | Support Center Director

COURSE HIGHLIGHTS — PDU 19.5

- *Executive Leadership*
- *Business Planning and Strategy*
- *Support Center Processes*
- *Tools and Technology*
- *Metrics and Quality Assurance*
- *People Management*
- *Organizational Development*
- *Marketing the Support Center*
- *Creating a Business Case*

> *"I really didn't know what this would be like. I loved every minute of it, learned a lot and would highly recommend."*
>
> *— Joan O'Hare, Sr Mgr Service Operations, Time Warner Cable*

HDI Corporate Training

BRING TRAINING IN-HOUSE BY BECOMING AN HDI CORPORATE TRAINING PARTNER!

Do you have more than fifty internal staff that you want to get HDI-certified? Do you have internal trainers? If so, then you should become an HDI Corporate Training Partner. For an initial startup fee, you can purchase courseware and certification exams for delivering classes within your organization.

PROGRAM BENEFITS
- **Flexibility**. Train your employees according to your schedule.
- **Consistency**. Your instructor will present the same premium HDI training content.
- **Economy**. Bring your training in-house to reap significant savings.
- **Quality**. Certify your staff, embrace industry standards and best practices, and demonstrate a commitment to service excellence.

If you want to be an **HDI Corporate Training Partner**, you'll need to have at least one **HDI Certified Instructor** on staff.

HDI Certified Instructor (HDI-CI)

THERE ARE FIVE STEPS TO BECOMING AN HDI CERTIFIED INSTRUCTOR:

1. Attend and complete the instructor-led course to be taught in-house.
2. Satisfy the course-specific prerequisites.
3. Pass the certification exam at the mastery level.
4. Demonstrate instructional presentation skills by taking the HDI Certified Instructor course.
5. Submit the application to be an HDI Certified Instructor.

PRICE

$5,995
Three days

LOCATIONS AND DATES

Virtual Classroom

October 4-6

Public Classroom

Colorado Springs
December 6-8

HDI CERTIFIED | Instructor

PDU 19.5

EXCEED CUSTOMER EXPECTATIONS THROUGH ENHANCED BUSINESS PROCESSES.

This certification verifies that technical support professionals who serve as an escalation point by providing level 2 or level 3 support possess the latest skills and knowledge based on customer service and service management best practices. For all members of the support chain, this certification ensures professionals are equipped to provide superior technical support.

The HDI Technical Support Professional training focuses on customer service and service management best practices, emphasizing responsive incident escalation, the importance of metrics measurement, knowledge management, problem management, improving teamwork, and stress management.

HDI TECHNICAL SUPPORT PROFESSIONAL

WHAT YOU WILL LEARN
• Customer service best practices
• Communications skills
• Service management best practices and terms
• Importance of being responsive to incident escalation and the need to log information properly
• Purpose and value of quality assurance monitoring
• Metrics used to monitor performance of the team, the individual, and how success is determined
• Knowledge management best practices
• How to improve problem solving and problem management
• How to improve teamwork and relationships

WHO SHOULD ATTEND?
• Technical support professionals who serve as the escalation point for one or more support centers and desktop support teams
• Individuals who are preparing for the HDI Technical Support Professional certification exam

PRICES
(includes certification exam)

Member Price: $1,395
Price: $1,495
Two days

Member Price: $645
Price: $695
10-12 hours

Call **800.248.5667**
for pricing.
Two days

HDI CERTIFIED | Technical Support Professional

COURSE HIGHLIGHTS   PDU 13

• Support Center Overview
• Strategic Framework
• Service Delivery Methods and Technology
• Processes and Operations
• Relationship Management
• Communication Skills
• Problem Solving and Troubleshooting
• Training and Professional Development

LOCATIONS AND DATES

Virtual Classroom

October 19-20

Public Classroom

Ottawa, ON
October 11-12

>>For more dates and locations, please visit
www.ThinkHDI.com/TSP6J

UNIFY YOUR EXTENDED SUPPORT ORGANIZATION

The end goal is always customer satisfaction, but sometimes getting there requires a total team effort. Ensure that all members of your support chain are prepared to elevate the customer experience.

Visit **ThinkHDI.com/TSP6J** or call **800.248.5667** for more information.

Now available in self-paced, online format!

HDI Desktop Support Technician (HDI-DST)

MASTER THE SKILLS AND PROCESSES FOR EXTRAORDINARY DESKTOP SUPPORT.

Desktop support technicians spend much of their day visiting customers at their workstations, providing technical support for many devices and systems.

HDI Desktop Support Technician training focuses on key support center processes and concepts to improve overall support operations, as well as customer service and interpersonal skills that improve the customer's experience.

WHAT YOU WILL LEARN
- Proven techniques for improving on-site customer interaction
- How service level agreements impact workflow and prioritization of requests
- Seven key steps for effective root cause analysis
- The ITIL processes of incident, problem, change, release, asset, and configuration management
- An overview of security management and knowledge management
- Essential time management and problem-solving skills
- Effective strategies for managing difficult customers

WHO SHOULD ATTEND?
- Technical support professionals who provide in-person support to internal employees, remote workers, or external customers and therefore must develop best practice skills specific to this unique form of customer contact
- Individuals who are preparing for the HDI Desktop Support Technician certification exam

PRICES
(includes certification exam)

Member Price: $1,395
Price: $1,495
Two days

Member Price: $645
Price: $695
10-12 hours

Call **800.248.5667**
for pricing.
Two days

LOCATIONS AND DATES

Virtual Classroom
November 7-8

Public Classroom
Dallas, TX November 14-15
Washington, D.C. October 24-25

HDI CERTIFIED | Desktop Support Technician

COURSE HIGHLIGHTS	PDU 13

- *Support Center Overview*
- *Strategic Framework*
- *Service Delivery Methods and Technology*
- *Support Center Processes and Operations*
- *Customer Management Skills*
- *Communication Skills*
- *Problem-Solving and Troubleshooting Skills*
- *Maximizing Effectiveness*

>>For more dates and locations, please visit www.ThinkHDI.com/DST6J

"The instructor seemed very enthusiastic about the course content and was very effective in passing that enthusiasm to the class. It was very enjoyable!"

– David Hogan, Winston & Strawn

HDI Desktop Support Manager (HDI-DSM)

MASTER THE SKILLS AND PROCESSES FOR EXTRAORDINARY DESKTOP SUPPORT.

The desktop support manager is responsible for executing the operational and tactical plans of desktop support, while satisfying customer and business needs. The scope of the desktop support manager is more than supporting desktops. Whether you call it desktop services, desk side support, or something else, it includes support for laptops, notebooks, printers, and just about anything that requires face-to-face support.

Designed for both new and experienced desktop support managers, this course helps desktop support 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 desktop support manager
- How to create service level agreements, operating level agreements, and standard operating procedures in support of a service catalog
- Steps to cost-benefit analysis, total cost of ownership, and calculating return on investment
- The relationships between IT service management processes
- Desktop support technologies
- Processes for desktop support

WHO SHOULD ATTEND?
- Experienced technical support professionals who must manage day-to-day functions of desktop support as well as master critical performance, and customer service strategies
- Individuals who are preparing for the HDI Desktop Support Manager certification exam

PRICES
(includes certification exam)

Member Price: $1,895
Price: $1,995
Three days

Call **800.248.5667**
for pricing.
Three days

LOCATIONS AND DATES

Virtual Classroom
November 9-11

Public Classroom	
Dallas, TX November 16-18	Minneapolis, MN November 9-11
Las Vegas, NV October 30-November 1	Washington, D.C. October 26-28

HDI CERTIFIED | Desktop Support Manager

COURSE HIGHLIGHTS	PDU 19.5

- *Desktop Support Strategy*
- *IT Financial Management*
- *Technology and Service Support*
- *Service Level Management*
- *Metrics and Quality Assurance*
- *Desktop Support Processes*
- *Leadership*
- *Workforce Management*
- *Training and Retention*
- *Promoting Desktop Support*

>>For more dates and locations, please visit www.ThinkHDI.com/DSM6J

"Course is great for new and experienced desktop support managers. Course is relevant and provides real world examples."

— Robert Nostrame, Realogy Corporation

KCS℠ Principles

DISCOVER HOW OTHERS HAVE SUCCESSFULLY IMPLEMENTED KNOWLEDGE MANAGEMENT BEST PRACTICES.

Knowledge-Centered Support (KCS), developed by the Consortium for Service Innovation, is a methodology and a set of processes and practices that leverage knowledge as a key asset of the support organization. This knowledge management best practices course will provide support center supervisors, managers, and directors with a set of practical steps for capturing, storing, and successfully reusing knowledge.

WHAT YOU WILL LEARN
- How to efficiently create and maintain quality, easy-to-find content in the knowledge base
- A process for monitoring the quality of knowledge
- Ways to motivate staff and to effectively assess individual and team contributions

WHO SHOULD ATTEND?
- Support professionals and project managers who want actionable steps to improve time-to-resolve and reduce expense by utilizing a knowledge management program.
- Individuals who are preparing for the KCS Principles certification exam

PRICES
(includes certification exam)

Member Price: $1,595
Price: $1,695
Three days

Call **800.248.5667** for pricing.
Three days

Receive online access to KCS Foundation* with this course!

LOCATIONS AND DATES

Virtual Classroom

December 19-21

Public Classroom

Charlotte, NC October 12-14	**New York, NY** October 19-21
Chicago, IL November 16-18	**Ottawa, ON** October 26-28
Las Vegas, NV October 30-November 1	**Toronto, ON** November 28-30

HDI CERTIFIED | KCS Principles

COURSE HIGHLIGHTS	PDU 19.5

- What Is KCS?
- The Knowledge-Centered Support Model
- Aligning KCS with the Business
- KCS Roles and Responsibilities
- KCS Workflow
- Leadership and Motivation
- The KCS Adoption Roadmap

>>For more dates and locations, please visit
www.ThinkHDI.com/KCS6J

Download the free whitepaper on the Synergies between KCS and ITIL at
www.ThinkHDI.com/KM

KCS℠ ALIGNED KCS is a service mark of the Consortium for Service Innovation

* For registered course participants only. Cannot be transferred or sold.

KCS℠ Foundation

EXPLORE KNOWLEDGE MANAGEMENT BEST PRACTICES WITHIN SERVICE MANAGEMENT.

Organizations that leverage knowledge and manage it effectively can reduce costly mistakes, accelerate the implementation of new ideas, and eliminate redundant work. In this course, you will gain an awareness of knowledge management best practices and be introduced to the fundamental concepts of the KCS methodology.

WHAT YOU WILL LEARN
- Knowledge management best practices
- KCS concepts and methodology
- The value and benefits of adopting KCS
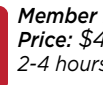
WHO SHOULD ATTEND?
- Technical support or business professionals who want a fundamental understanding of the benefits and processes associated with a knowledge management initiative
- Individuals who are preparing for the KCS Foundation certification exam

PRICES
(includes certification exam)

Member Price: $695
Price: $795
One day

Member Price: $395
Price: $445
2-4 hours

Call **800.248.5667** for pricing.
One day

LOCATION AND DATES

Virtual Classroom

October 18
December 9

Public Classroom

Denver, CO
November 6

Toronto, ON
December 1

HDI CERTIFIED | KCS Foundation

COURSE HIGHLIGHTS	PDU 6

- What Is KCS and Why Do We Need It?
- The Knowledge-Centered Support Model
- Wrapping Up the KCS Methodology

>>For more dates and locations, please visit
www.ThinkHDI.com/KCSF6J

HDI DISTANCE LEARNING

VIRTUAL CLASSROOM
Get the training to advance your career without ever leaving your home or office.
- Instructor-led
- Live and interactive
- Scheduled classes

Learn more at:
ThinkHDI.com/Virtual

ONLINE CLASSES
Choose the time, place, and pace you're comfortable with, we'll provide the rest
- Self-paced
- Budget-friendly
- 24/7 accessibility

Learn more at:
ThinkHDI.com/Online

HDI

Customer Satisfaction Index Service

A web-based customer satisfaction surveying service created specifically for the technical service and support industry.

Developed by a team of customer service and technical service and support professionals, the HDI CSI Service provides an **efficient** and **affordable** way for you to survey your customers and get the information you need to make your support center successful!

Key Benefits

- **Measure.**
  Find out if your customers are satisfied—easily, quickly, accurately!

- **Trend.**
  Determine whether your efforts to improve service are increasing customer satisfaction.

- **Benchmark.**
  Compare your support center's performance against industry benchmarks.

Key Features

- **Convenient, web-based survey.**
  Enables customers to respond quickly, promoting higher response rates and increased validity of results.

- **Simple configuration.**
  Can be configured in about thirty minutes with most incident management systems.

- **Industry validated survey questions.**
  Five industry-validated questions enable benchmarking. Two custom questions allow you to gather information specific to your organization or industry.

- **Robust reporting.**
  Dashboard and turnkey reports make it easy to monitor team and analyst performance. Reports can be run on demand or scheduled for automatic delivery. Raw data can be exported to create custom reports or upload to your business intelligence system.

- **Benchmark data.**
  Benchmark statistics facilitate comparison against other subscribers in your vertical and all subscribers in the industry.

- **Powerful alerts.**
  Alert your team to results that meet defined parameters so you can take quick action to make things right for a dissatisfied customer, or provide timely recognition to staff for a job well done!

- **Secure.**
  Data presented in reports is encrypted and stored on a secure server. HDI never stores email addresses!

HDI CSAT ELITE 50

The HDI CSAT Elite 50 recognizes outstanding technical service and support centers around the world.

Learn More: Visit www.ThinkHDI.com/CSI or Call 800.248.5667.

Pricing: Begins at $3,495 annually. HDI Memebers might be eligible for discouts.

HDI Problem Management Professional (HDI-PM)

REFINE YOUR PROBLEM MANAGEMENT SKILLS TO HANDLE INCIDENTS BEFORE THEY BEGIN.

Problem management focuses on determining root causes, identifying temporary workarounds, and applying permanent fixes so that incidents don't happen again.

The HDI Problem Management Professional may be a role and not a position in some organizations, or a full-time position in others. These professionals perform both reactive and proactive problem management and may assist with high-priority incidents in order to minimize business impact.

WHAT YOU WILL LEARN

- Best practice and standards for IT Service Management
- Understand the problem management activity flow
- The importance of detection, prioritization, and categorization
- Methods for investigation and diagnosis
- The roles and responsibilities of a problem management professional
- The interdependency of problem management and incident management
- Relationships between knowledge management, known errors, and workarounds
- Proven methodologies for conducting root cause analysis
- The differences between reactive and proactive problem management
- Understand what a problem management roadmap is and how to use it in your organization

WHO SHOULD ATTEND?

- This course is intended for support professionals at all levels who are involved in or responsible for problem management
- Individuals who are preparing to take the HDI Problem Management Professional certification exam

PRICES
(Includes certification exam)

Member Price: $1,595
Price: $1,695
Two days

Call 800.248.5667 for pricing.
Two days

LOCATIONS AND DATES

Virtual Classroom
October 24-25
December 14-15

Public Classroom	
Atlanta, GA November 10-11	**Las Vegas, NV** October 31-November 1
Dallas, TX October 12-13	**Ottawa, ON** October 13-14

HDI CERTIFIED — Problem Management Professional

COURSE HIGHLIGHTS | PDU 13

- *IT Service Management*
- *Service Restoration Overview*
- *Problem Management*
- *Roles and Responsibilities*
- *Relationships*
- *Root Cause Analysis Techniques*
- *Measuring Problem Management*
- *Problem Management Road Map*

>>For more dates and locations, please visit www.ThinkHDI.com/PM6J

This course was developed in partnership with Propoint Solutions.

HDI Support Center Certification

GAIN THE ULTIMATE RECOGNITION FOR YOUR SUPPORT CENTER'S COMMITMENT TO EXCELLENCE, EFFICIENCY, AND SERVICE QUALITY.

Based on the HDI Support Center Standard, HDI Support Center Certification is a milestone that acknowledges the contributions of your team and can be used to promote the value of your services to stakeholders.

BENEFITS OF CERTIFICATION

- **Service Improvement** – Support organizations that have gone through the preparation and audit process report that the unexpected values relate the improvements made as the team fine tunes their processes as they prepare for the audit and how this common goal unties the team.

- **Recognition** – Show your customers, your management, and your peers in the industry that providing the highest quality service is a crucial component of your business model.

- **Employee Morale and Retention** – Earning the certification attests to your support center's positive and rewarding working environment, one that is dedicated to employee training, career development, employee satisfaction, and recognition programs.

- **Competitive Advantage** – Whether your organization provides support to internal or external customers, achieving certification recognizes your successful pursuit of optimal service quality. This can help you attract and retain customers and recruit the best and brightest talent.

WHO SHOULD BE AUDITED?
Any support center that has adopted best practices and achieved a level of maturity that warrants recognition.

PRICE
Pricing starts at $30,000 and varies based on size, number of locations, and/or number of support teams.

PROCESS OUTLINE
- Preparation of evidence by your team
- Various stakeholders will be interviewed
- On-site audit will be conducted
- Formal report and scoring delivered
- Recognition for a passing score

>>To learn more, visit **www.ThinkHDI.com/Services**

HDI Support Center Best Practices Assessment

DISCOVER YOUR SUPPORT CENTER'S TRUE STRENGTHS AND IMPROVEMENT OPPORTUNITIES.

The HDI Support Center Best Practices Assessment service is an independent, third-party review of your support center. Gain a comprehensive understanding of your support center's maturity level based on the HDI Support Center Standard and get expert insights and recommendations for improving operational efficiency, service quality, and overall value.

BENEFITS

- Establish a current-state maturity baseline to measure the impact of future changes
- Gain proof of maturity to use in marketing your support center
- Receive guidance to help you prioritize improvement initiatives

WHO SHOULD BE ASSESSED?

Any support center that wants to improve the quality of its services and/or wants a third-party evaluation.

PRICE
Pricing starts at $18,000 and varies based on size, number of locations, and/or number of support teams.

>>To learn more, visit **www.ThinkHDI.com/Services.**

PROCESS OUTLINE

- Various stakeholders will be interviewed
- On-site audit will be conducted
- Formal report and scoring delivered

Call 800.248.5667 to schedule your annual check-up.

HDI Support Center Assisted Assessment

An HDI Support Center Assisted Assessment enables you to accurately assess the maturity level of your support center under the professional guidance of an HDI expert. By leveraging the HDI Support Center Standard, you will gain an understanding of your support center's maturity based on established criteria, and which will enable you to develop a gap analysis to guide improvement measures. This service can be performed either remotely or on site.

BENEFITS
- Establish a current-state baseline to measure the impact of future changes.
- Identify critical shortcomings in resources and processes.
- Obtain a third-party opinion to help overcome internal biases.

PROCESS OUTLINE
- On-site or remote assistance is provided to your team in interpreting the HDI Support Center Standard.

WHO SHOULD BE ASSESSED?
Any support center that wants to evaluate their maturity based on the HDI Support Center Standard.

PRICE
$7,500 for three days of guidance from an HDI Certified Auditor.

>>To learn more, visit **www.ThinkHDI.com/Services.**

NOVEMBER 1-4, 2016 | MGM GRAND | LAS VEGAS   PRODUCED BY: *itSMF USA* **HDI**

FUSION 16

THE NEXT GENERATION OF SERVICE MANAGEMENT

At FUSION 16, itSMF USA and HDI, two leaders in the world of service management, are joining forces to elevate the standards in service management education. FUSION 16 brings together the best of the best—the best speakers, the best vendors, the best networking and social activities— all in a beautiful venue. Our goal? To provide you with an educational experience facilitated by only the most respected minds in service management so you can return to office with a solid action plan and valuable business contacts.

THIS FOUR-DAY CONFERENCE INCLUDES:

- More than eighty informative presentations
- Five engaging keynote presentations
- Powerful networking opportunities
- Roundtable discussions
- Breakfast meetings

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