Desktop support involves more than just supporting desktops. It includes support for laptops, notebooks, PDAs, printers, and just about anything for which the company plans to provide face-to-face or deskside support. The desktop support manager is responsible for executing the operational and tactical plans of deskside support, while satisfying customer and business needs.

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 and deliver on service level agreements and operating level agreements
- How to align desktop support services with business strategy, objectives, and processes
- The importance of the relationships among IT service management processes
- Tactics for screening, hiring, training, and leading high-performance teams
- How to create an internal marketing culture to promote your desktop support services
- The metrics and key performance indicators essential to desktop support performance reporting

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.

Course Prices

Classroom: *Interactive three-day course among peers.*
HDI Member Price: $1,795 per person / Price: $1,895 per person

On-Site: *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 | Desktop Support Manager

Register

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

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

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 Desk Infrastructure
▶ Telephony Infrastructure
▶ Desktop Support Delivery Methods
▶ Service Management Systems
▶ Selecting Service Desk Technology

Unit 5: Service Level Management

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

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

Unit 8: Leadership
▶ DSM Responsibilities
▶ Your Role as a Leader
▶ Manage Operations Effectively
▶ Emotional Intelligence
▶ Communication
▶ Influence and Motivate
▶ Integrity and 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

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.

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