



HDI Training and Consulting Services
MIDYEAR MAGALOG

Optimizing
Performance

Developing
Skills

Acquiring
Knowledge

HIT THE GROUND **RUNNING**

HDI EDUCATION &
SERVICES SET
THE INDUSTRY
STANDARD FOR
BEST PRACTICE
SERVICE AND
SUPPORT





Welcome to the HDI Training and Consulting Services Midyear Magalog

What do I need to optimize today? As a service and support leader, this question is one of the most important to ask and answer. So, what exactly is optimization? Optimization is defined as the “act or process of making something as effective as possible.” But is optimization a fad or buzzword, or is it rooted in the very fiber of successful service and support organizations? At HDI, we believe it’s the latter, and our goal—daily, globally—is to help our customers focus on optimization by providing an unparalleled portfolio of training and consulting solutions.

So, what exactly can we help our customers optimize?

- Their service and support centers’ performance
- Their processes and procedures
- Their own knowledge, skills, and abilities
- Their teams’ knowledge, skill, and abilities

At HDI, more than 70,000 customers have invested in our events, membership, consulting, assessments, benchmarking, tools, webinars, workshops, and certification training over the past 30 years to help them improve and optimize their performance. We invite you dig into the following pages for a

comprehensive overview of the many ways that HDI can assist you in answering the question, “What do I need to optimize today?”

We look forward to seeing you at one of our industry-leading training courses and/or events. Please contact us if you have any questions or want even more information on how to optimize!

All the best,

Fancy P. Mills

Fancy Mills
Group Director, Certification and Content
fancy.mills@ubm.com

Our Customer Manifesto...



We believe in empowering our customers to optimize their performance.

We believe in inspiring our customers to embrace transformational change

We believe in delighting our customers with comprehensive services and exceptional professional experiences.

We believe in connecting our customers to knowledge, resources, and community.

We believe in recognizing and honoring excellence.

We believe in the value of service management and of technical support.

We believe in the power of



What's Inside

FOR SERVICE AND SUPPORT PROFESSIONALS

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KCSSM is a service mark of the Consortium for Service Innovation.

ITIL® is a registered trademark of AXELOS Limited.

HDI CONSULTING SERVICES



ALIGN YOUR SUPPORT CENTER WITH THE ORGANIZATION.

Your service and support center plays a significant role in your organization—with the potential to improve business and impact the bottom line. The successful ones are always adapting and evolving, discovering ways to enhance their strengths and minimize their weaknesses.

There is one foolproof way to find out where you stand: HDI Consulting Services:

- **Targeted Solutions Assessment:** Customized on focus on specific needs and challenges, example assessment topics include: Knowledge Management, Process, Gap Analysis, Quality Assurance, Customer Satisfaction Index
- **Best Practice Assessments:** An expert auditor assesses maturity and performance levels: deliverables includes current state baseline, gap analysis, and recommendations for improvement.
- **Benchmarking Solutions:** Track and Trend performance in 3 key areas: Cost, Productivity, Quality
- **HDI Support Center Certification:** The ultimate in certification, get site certified in 8 Standard categories: Leadership, Strategy, People Management, Technology, Processes and Procedures, Staff Management, Customer Satisfaction, Performance Metrics

Find the right consulting service for your support center at

ThinkHDI.com/Services

HDI SUPPORT CENTER CERTIFICATION

CEMENT YOUR STATUS AMONG THE SUPPORT CENTER ELITE.

HDI Support Center Certification is the ultimate recognition for your team's commitment to excellence, efficiency, and service quality. The process is simple: We do an on-site audit of your support center and if you meet the requirements, the certification is yours. If not, we'll identify potential weak spots and help you get better.

- **Improve service** by aligning with corporate business objectives to increase operational efficiencies, boost employee productivity, and foster customer satisfaction.
- **Get the recognition you deserve** by promoting your support center's achievement to your executive management team, your customers, and your industry peers.
- **Increase employee morale and retention** with a positive and rewarding working environment dedicated to professional development, recognition, and productivity.
- **Gain a competitive advantage** with tangible proof that you've joined an elite community of world-class support centers.

Learn more at **ThinkHDI.com/SCC**

HDI Certified Support Centers



BC/BS South Carolina
Canada Revenue Agency
Canon Solutions America Inc
Capgemini
CDI IT Solutions
CTC First Contact Corporation
CTIS
e-staffing
Fuji Xerox Service Creative Co., Ltd.
FUJITSU COMMUNICATION SERVICES LIMITED
Glory Techno 24
Greenberg Traurig LLP
Indra
NAVY 311
NTT Communications
Rede Nacional de Ensino e Pesquisa - RNP
Saudi Aramco - Expec Network
Saudi Basic Industries Corporation (SABIC)
Saudi Food & Drug Authority
Solutis
SPAWAR
Stefanini
Tivit
VTI Centro de Atendimento e Servicos - CAS



HDI Support Center Director (HDI-SCD)

Lead your service and support organization to excellence.

HDI Support Center Director (SCD) 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.



VIRTUAL CLASSROOM

Providing students with live, instructor-led training delivered by HDI faculty. Using web conferencing software and an audio bridge, students interact without ever leaving their desk.



PUBLIC CLASSROOM

Facilitated by a faculty member, this three-day, course allows students to actively participate in exercises and discussions as well as network with peers from other companies.



ONSITE TRAINING

HDI can train your team at your facility, eliminating individual travel costs and putting more control in your hands.

JUNE

5-7

SEPTEMBER

19-21
25-27

OCTOBER

13-15
30 - Nov.

DECEMBER

5-7
11-13

JULY

10-12
25-27

AUGUST

7-9
8-10



I now understand how to help my team create a strong mission, vision, and strategy to succeed.

I see immediate benefits from this course and I am excited to share these with my group.

— TERESA POWELL, TREND MICRO



Learn more at ThinkHDI.com/SCD

Succeeding with Metrics

An interactive, consultative workshop facilitated by industry expert Jeff Rumburg.

Many of us have heard the sage advice “You can’t manage what you don’t measure.” This is particularly true in IT service and support, where effective performance measurement is not just a necessity, but a prerequisite for a successful center. Succeeding with Metrics provides a comprehensive overview of best practices in performance measurement and management for IT service and support.



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JULY

23-25

SEPTEMBER

17-19

OCTOBER

14-15



I highly recommend this course for any IT support manager. The course topics were relevant to my job, and the instructor related real-life examples clearly

— ANTONIO BRADLEY, ECS FEDERAL



Learn more at ThinkHDI.com/SM

“There are dramatic changes happening in the industry right now, and there has **NEVER BEEN A BETTER TIME** to be a service and support professional.”



An Inside Look with Jeff Rumburg

Game-changing KPIs and metrics for results-driven businesses



What motivates you to be active in the service and support industry?

My overarching goal is to contribute to the industry in ways that educate and expand the horizons of those working in it, by making metrics and benchmarks easily accessible to anyone who has an interest in the industry.

I want to make metrics and benchmarks part of the DNA of every service and support organization, so that they can be leveraged and exploited to improve and optimize business results. By leveraging benchmarking and metrics, service and support organizations can demonstrate improved business results in a matter of days or weeks, not months or years. This metrics-based, proactive approach to managing service and support is a game-changer for most. It demonstrates a level of proactivity and business acumen not typically seen in information services. So, in addition to improving and optimizing their own departmental performance, leveraging metrics almost always yields an enhanced level of credibility and career success for managers who are savvy enough to recognize the power of metrics.

What trends do you anticipate for IT benchmarking and service management metrics over the next few years?

Firstly, I don't expect the KPIs themselves to evolve much in the coming years. The metrics that are important now—chief among them being customer satisfaction and cost per ticket—will continue to be important in the future. What will change is the way metrics are deployed and used. Specifically, the metrics that have historically been used in the voice channel will be deployed for newer channels, such as chat, email, web, and walk-up.

Secondly, metrics only have value if they're used diagnostically and prescriptively. Most have heard the sage advice “You can't manage what you don't measure.” This is particularly true in service and support, where effective performance measurement isn't just a necessity—it's a prerequisite for effective decision-making. Despite the widespread belief in this statement, few support organizations leverage KPIs to their full potential. In fact, MetricNet's research, gathered from thousands of service and support benchmarks, suggests that the vast majority of support organizations use metrics to

track and trend their performance, but nothing more! Unfortunately, this misses the real value of performance measurement by failing to exploit the diagnostic capabilities of KPIs.

The true potential of KPIs can only be unlocked when they are used holistically, not just to measure performance, but also to:

- Benchmark performance vs. industry peers
- Identify performance gaps vs. best practices
- Diagnose the underlying drivers of performance gaps
- Prescribe actions to improve performance
- Take steps to optimize performance and achieve world-class results

Finally, I expect benchmarking to become much more widespread in the industry. As MetricNet has demonstrated empirically, service and support organizations that benchmark their performance once a year perform far better than those that don't. In fact, there's an approximate 1:1 correspondence between service and support organizations that benchmark their performance annually and those who achieve world-class performance.

HDI Desktop Support Manager (HDI-DSM)

Satisfy operational demands and build a support center that aligns with the organization.

The desktop support manager is responsible for executing the operational and tactical plans of desktop 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.



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PUBLIC CLASSROOM

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ONSITE TRAINING

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Learn more at ThinkHDI.com/DSM

AUGUST

- 1-2
- 12-13
- 6-7
- 15-17

SEPTEMBER

- 12-14

OCTOBER

- 31- Nov. 2

NOVEMBER

- 5-7



Course is great for new and experienced desktop support managers. It's relevant and provides real world experiences.

— ROBERT NOSTRAME, REALOGY CORPORATION



HDI Support Center Manager (HDI-SCM)

Leverage people, processes, and technology to meet service demands.

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

Explore how the support center's strategy drives everything the support center does: service delivery, infrastructure implementation, operational processes, workforce management, and support center marketing.



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Learn more at ThinkHDI.com/SCM

JUNE

- 4-6
- 6-8
- 13-15
- 20-22

JULY

- 9-11
- 16-18
- 23-25
- 25-27

SEPTEMBER

- 10-12
- 11-13
- 12-14

NOVEMBER

- 5-7
- 12-14
- 26-28
- 28-30

AUGUST

- 6-8
- 8-10
- 15-17
- 27-29

OCTOBER

- 3-5
- 22-24
- 24-26

DECEMBER

- 5-7
- 17-19



I highly recommend this course for any IT support manager. The course topics were relevant to my job, and the instructor related real-life examples clearly

— ANTONIO BRADLEY, ECS FEDERAL



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. It focuses on using coaching skills to improve quality processes and practices in technical service and support organizations. Improve your relationship-building skills and learn the techniques that will make you an effective coach.



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JULY

23-24

AUGUST

27-28

NOVEMBER

12-13



*Course material helped me **learn new leadership and communication skills** that will help me have a greater impact.*

— DAN STONE, LEVEL 2 SUPPORT AGENT, CHICK-FIL-A



Learn more at ThinkHDI.com/CSQS

HDI Certified Instructor (HDI-CI)

During this intensive course, you will learn how to effectively deliver HDI certification and training courses. The Certified Instructor program reinforces concepts and best practices of the service and support industry, while also teaches successful facilitation techniques. Upon completing the Certified Instructor course, you will be able to facilitate the course(s) in which you are certified.



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JUNE

12-14

AUGUST

21-23

SEPTEMBER

18-20

DECEMBER

4-6



I love HDI because it expresses the sentiment of our members and insists on knowledge sharing while the education of our members is the key to the evolution of our IT contribution within our industries.

— MICHAEL WILSON, EXECUTIVE DIRECTOR
INFORMATION TECHNOLOGY, MSCI



Learn more at ThinkHDI.com/CI

HDI Support Center Team Lead (HDI-SCTL)

Sharpen your leadership skills and jump-start team performance.

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.



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ONLINE COURSE

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JUNE

18-19

AUGUST

6-7
27-28

SEPTEMBER

13-14

NOVEMBER

12-13
15-16

JULY

26-27



This is an excellent course. It helped me gain perspective and understand the new role I am filling.

— NICK COHS, GLOBAL HELP DESK SERVICES



Learn more at ThinkHDI.com/SCTL



The Evolution of Desktop Support: Next-Generation Support at Optum, Inc.

By Michael Hanson

If you've been in the technology support industry for a while, you've seen a lot of change. Technologies come and go, new ideas spark trends in how we do things and some work, and others fade away. I've always had a love for technology; even when I was young, I knew that my dream job was in computers long before computers became commonplace.

I had an opportunity come along about 25 years ago to work for a regional healthcare benefits and services company that was trying to expand into new markets. At the time, I was working for a small healthcare company that

was acquired. I was the third person hired in the local market, so I really was on the launchpad of an amazing journey. That growing company was UnitedHealthcare, which today is one of the largest healthcare benefits and services providers in the United States and around the globe.

During that journey, I was able to watch how our support model evolved, and I noted how it was a fascinating microcosm of what was happening in the industry everywhere—sometimes we were ahead of the curve, sometimes we were behind it—but I learned that there are some things we all have

in common, regardless of what our companies do.

I truly believe what we have at Optum is the next generation of support, that we're truly on the leading edge. We're not just a service desk or a desktop support team. We've moved well beyond that and are now a complex, comprehensive team of dedicated professionals that have specifically targeted customer support from within many, many different disciplines.

To read the full article and see a snapshot of our journey, visit: ubm.io/DSEvolves



HDI Technical Support Professional (HDI-TSP)

Ensure every member of your support chain is ready to take the call.

This certification verifies that a person in this role understands the skills to serve as an escalation point for providing level 2 or level 3 support. They may work directly with customers or with other departments to resolve issues related to the organizations products and/or the IT infrastructure that enables the business.



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JULY

19-20

SEPTEMBER

17-18
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OCTOBER

25-26

NOVEMBER

29-30



The course was very helpful when it came to understanding the processes we do at my company on a daily basis and how we can improve upon them.

— RACHEL, TSP, EDUCATION NETWORKS OF AMERICA



Learn more at ThinkHDI.com/TSP

Structured Problem Solving (HDI-SPS)

A systematic approach to advance from the identification of a problem to the solution. Improve troubleshooting and problem-solving skills!

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 cause 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



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JUNE

11-12

SEPTEMBER

17-18
24-25

DECEMBER

10-11



This class was very helpful. It provided very helpful tools that can be used at my company.

— TIA PARKS, OPTIMUS CORPORATION



Learn more at ThinkHDI.com/SPS

**#1 Selling
Course
Worldwide!**

HDI Support Center Analyst (HDI-SCA)

Develop the skills to create exceptional customer experiences.

HDI Support Center Analyst training focuses on strategies for effective customer service, emphasizing troubleshooting skills, contact handling procedures across multiple delivery channels, communication and customer service skills, incident management, and an introduction to ITIL® processes.



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AUGUST

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SEPTEMBER

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NOVEMBER

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JULY

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23-24
30-31

OCTOBER

1-2
11-12
22-23
25-26

DECEMBER

3-4



Learn more at ThinkHDI.com/SCA

HDI Customer Service Representative (HDI-CSR)

Better connect with customers and make every interaction a great one.

HDI Customer Service Representative (HDI-CSR) 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.



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JUNE

7

SEPTEMBER

14

DECEMBER

12

JULY

19

OCTOBER

17



*The HDI instructor was very knowledgeable.
I left the course feeling prepared to deal with all types of people.*

— KAPREENA OWENS, JOHN HOPKINS UNIVERSITY



Learn more at ThinkHDI.com/CSR

The Road to Award-Winning KCS:

A Case Study from Ellie Mae, Winner of the 2017 HDI Knowledge-Centered Support Award



Ellie Mae is a FinTech company that innovates technology to power the American dream of home ownership. Ellie Mae is headquartered in Pleasanton, CA, and employs more than 1,200 people with offices across the United States.

What was the situation before the launch of the knowledge management initiative?

The Technical Support team had been inconsistent with knowledge management practices for years, without leveraging best practices or even guidance beyond the system to log knowledge. The lack of methodology and supporting best practice technology led to hundreds of outdated articles and thousands more that never got created. Before the launch of KCS, the norm was to rely on tribal knowledge stored in OneNote or handwritten in notebooks or on sticky notes and more tenured analysts and engineers for assistance. With inconsistent and lack of knowledge, our handle times were significantly increased as was our waiting backlog. Oftentimes misinformation was given resulting in repeat customer calls and rework of cases. There was no defined process or owner for knowledge management nor was the practice aligned with ITSM guidance, let alone KCS.

This created an environment where knowledge was treated like gold and hoarded among analysts and engineers with the unspoken goal of having more knowledge than the next person.

What was the knowledge management strategy?

Our strategy included our desire to scale the KCS methodology beyond Technical Support, as needed. As advocates of KCS, we started our journey knowing we would eventually scale beyond the Technical Support department into knowledge collaboration partnerships with other teams. Once executive sponsorship was obtained and the KCS launch team identified, we began with Phase I Planning and Design efforts, including creation of the program plan to develop the following key materials and needs:

- Deployment plan
- Communication plan
- Training development and delivery
- Role definition and coach plan
- Content planning
- Article content standard
- Rewards and recognition plan
- Metrics and reporting
- Process documentation review
- Tool integration with case management system

How did the success of this project or initiative affect business objectives?

If we look at our company goals, the KCS initiative aligns to most of them and helps us realize numerous benefits:

- **Profitability.** The KCS initiative has reduced our resolution times and driven a significant amount of self-service, which ultimately drives down employee costs and helps us achieve our profitability goal.
- **Sales and Retention.** The adoption of KCS has created a situation where we are far more effective and efficient in supporting our customers. By nature of this, we aren't losing customers to our competitors and are helping to drive retention.
- **Overall Customer Satisfaction.** Every aspect of this journey has contributed to customer satisfaction, but the area that has produced the most value for our customers is the self-service aspect. The adoption of KCS has generated a far greater level of accuracy and timeliness with articles, which has resulted in a very significant increase in self-service searching and has contributed to a decline in contact volume.

KCS Foundation

Learn knowledge management best practices and concepts of the KCS methodology.

Organizations that leverage knowledge and manage it effectively can reduce costly mistakes, accelerate the implementation of new ideas, and eliminate redundant work. A thriving knowledge management program, one that successfully captures, structures, and reuses information, is a vital component of top-performing companies and often provides them with a competitive advantage.



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JUNE

22

OCTOBER

1

NOVEMBER

28



A very complete and concise training about foundation principles; easy to understand.

— ASHLEY FRANCK, COMPUTER TECHNICIAN, THE KEMTAH GROUP



CERTIFIED

Learn more at ThinkHDI.com/KCSF

KCS Principles

Learn the practical steps for capturing, storing, and successfully reusing knowledge.

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. Participants will learn how to implement a strategy for adopting Knowledge-Centered Services that creates and maintains knowledge as a by-product of the incident management process.



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MAY

30- June 1

JULY

18-20
25-27
31- Aug. 2

SEPTEMBER

5-7
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NOVEMBER

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28-30

JUNE

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19-21
20-22

AUGUST

8-10
28-30

OCTOBER

9-11
13-15
29-31
31- Nov. 2

DECEMBER

5-7



HDI's KCS certification course is a blueprint to justify, implement, measure, and correct KCS effectively. Activities were among the best I've done in almost 15 years.

— MICAH COOPER, DIRECTOR OF END USER SERVICES, MIAMI UNIVERSITY



CERTIFIED

Learn more at ThinkHDI.com/KCS

HDI Desktop Support Technician (HDI-DST)

Master the skills and processes for extraordinary deskside support.

This certification verifies that professionals in the desktop support technician role possess the knowledge of customer service and service management processes, as well as the necessary best practices, to provide high-quality service and support at the desk-side.

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JUNE

27-28

AUGUST

13-14

OCTOBER

2-3
25-26
29-30

NOVEMBER

8-9

JULY

23-24

SEPTEMBER

10-11
17-18



*I've been to many trainings but this is one
I have enjoyed and benefitted from.*

— REBEKAH MARTINEZ, HOUSING AUTHORITY OF THE COUNTY OF SANTA CLARA



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ITIL® Foundation

Learn the language of IT service management and the processes that support it.

This course provides an understanding of the service lifecycle and processes as well as the best and common practices for IT service management. Whether adopting ITIL or embarking on continuous service improvement, participants will gain a fundamental understanding of how IT service, support, and delivery can be best organized to align IT with business needs, improve service quality, and reduce long-term costs.

WHAT YOU WILL LEARN

- **Service Strategy** — Clarification and prioritization of service provider investments
- **Service Design** — Transform business requirements into strategic solutions
- **Service Transition** — Manage change, risk, and quality assurance
- **Service Operation** — Establish day-to-day business operations and manage customer expectations
- **Continual Service Improvement** — Align quality IT services with changing business needs

WHO SHOULD ATTEND

- IT professionals who want an understanding of the service lifecycle and processes and are interested in IT service management
- IT staff who are actively involved in providing and supporting IT services or who have an interest in IT service management best practices
- Individuals preparing for the ITIL Foundation certification exam



ITIL was an excellent class that provided a great foundation for our team to move forward with our formal Service Management process/program. Thank You!

— JIM B., SERVICE LEVEL MANAGER



Contact Us: Support@ThinkHDI.com or call **800.248.5667** to learn more.

HDI Problem Management Professional (HDI-PM)

Refine your problem management skills to handle incidents before they begin.

The responsibilities of problem management professionals vary from organization to organization, but they often include: assisting with the planning and implementation of the problem management process; performing both reactive and proactive problem management; prioritizing and categorizing problems; investigating and diagnosing the problems; coordinating and/or executing root cause analysis; developing workarounds; and proposing changes to resolve issues. HDI Problem Management Professional is an introductory- to intermediate-level course.



VIRTUAL CLASSROOM

Providing students with live, instructor-led training delivered by HDI faculty. Using web conferencing software and an audio bridge, students interact without ever leaving their desk.



PUBLIC CLASSROOM

Facilitated by a faculty member, this three-day, course allows students to actively participate in exercises and discussions as well as network with peers from other companies.



ONSITE TRAINING

HDI can train your team at your facility, eliminating individual travel costs and putting more control in your hands.

JUNE

13-14

OCTOBER

10-11
14-15

DECEMBER

10-11
20-21

AUGUST

20-21



Problem management is not optional for an IT organization. It's fundamental in demonstrating business value, and to addressing tightening budgets and resource constraints.

— BUFF SCOTT III, PRESIDENT AND OWNER, BS3 & ASSOCIATES



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HDI[®]

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A training event unlike any other, the unique **HDI Training Experience** is created for service and support professionals looking for a *career boost*.



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July 23 – 27, 2018

July 23–24 **Coaching Skills for Quality Support**
July 23–24 **Succeeding with Metrics**
July 23–24 **HDI Support Center Analyst**

July 25–27 **HDI Support Center Director**
July 25–27 **KCS Principles**
July 25–27 **HDI Support Center Manager**



Kansas City, MO

September 17 – 21, 2018

Sept. 17–18 **Succeeding with Metrics**
Sept. 17–18 **HDI Desktop Support Technician**
Sept. 17–18 **Structured Problem Solving for the Support Professional**

Sept. 19–21 **KCS Principles**
Sept. 19–21 **HDI Support Center Director**

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630.283.5638
tbuchberger@ThinkHDI.com



NORTHEAST ACCOUNT MANAGER

Jennifer Quigley
719.955.8155
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For more information, contact your **regional account manager** for assistance.

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2. Follow the roadmap in your section to chart your career development path.
3. Get the career training you need to succeed.

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- 1 DEFINE YOUR NEEDS:
- 2 CHOOSE YOUR SOLUTION
- 3 IMPLEMENT FOR SUCCESS

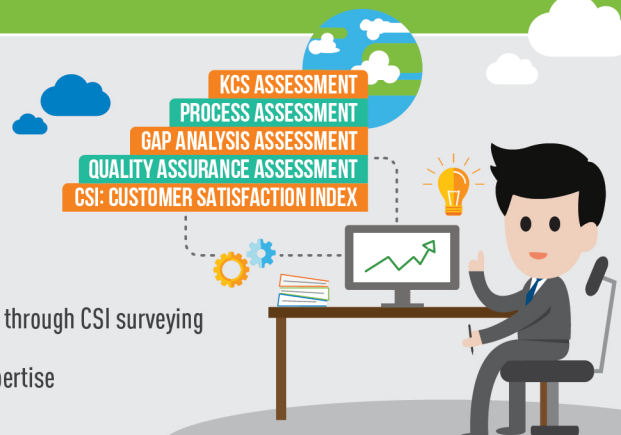
- Analyze and baseline your current performance state
- Increase customer engagement and satisfaction
- Optimize process performance via a process assessment
- Implement standard operating procedures
- Benchmark your performance versus others in your industry
- Seek advice and guidance from industry experts
- Build action plans to improve organizational performance
- Certify your service and support center to market your performance

TARGETED SOLUTION ASSESSMENTS:

- Customized on focused on specific needs and challenges
- Can be performed virtually or onsite
- Offer real-time expert guidance utilizing HDI Best Practices
- Action plans, reports, analysis customized to your needs and budget

CSI: CUSTOMER SATISFACTION INDEX

- Validate your customer satisfaction levels with third party validation through CSI surveying
- Benchmark your scores against others in the industry
- Save time, money, and resources by using HDIs customer service expertise



BENCHMARKING: REVIEW THE CENTER IN 3 KEY AREAS: Cost, Productivity, Quality

- 1 Track & Trend performance
- 2 Improve performance
- 3 Benchmark your performance vs. others in your industry



BEST PRACTICE ASSESSMENTS

- Assesses maturity and performance levels
- Conducted by an expert auditor provides:
 - Current state baseline
 - Gap Analysis
 - Recommendations for improvement



HDI SUPPORT CENTER CERTIFICATION

- Gain the ultimate recognition in certification
- Our auditors use a best practice methodology to certify your centers procedure and processes in our 8 standard categories: Leadership, Strategy, People Management, Technology, Process & Procedure, Staff Management, Customer Satisfaction. Performance/Metrics



Why I HDI®

Why do You HDI?

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We believe partnering with HDI will not only be an inspiration for our employees but will allow us to pursue and win bigger, better business opportunities. Involvement with HDI is going to afford us great opportunities for personal and professional growth and change.



—Keith Gabel, General Dynamics IT

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MANAGEMENT
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OCTOBER 15-17 | ORLANDO

HDI 2019

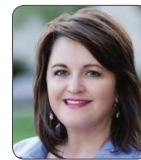
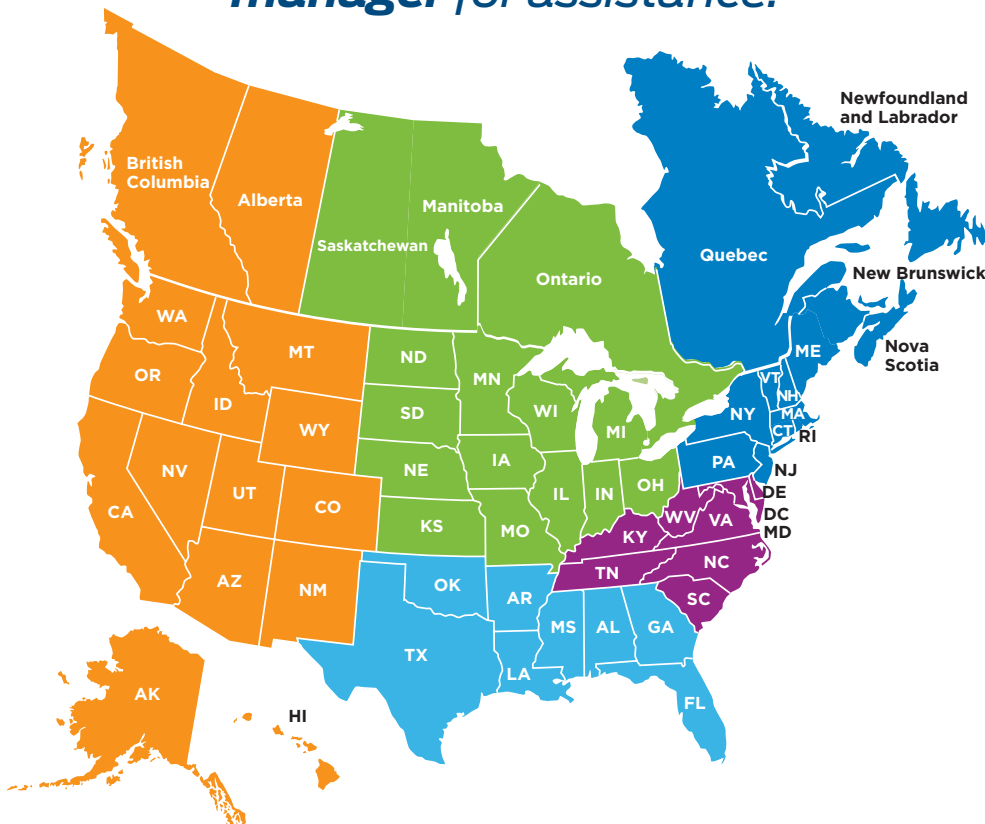
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HAVE A QUESTION ABOUT HDI'S PRODUCTS AND SERVICES?

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