

## Course Overview

Although desktop support professionals work closely with the support center and are a critical part of delivering support, desktop support managers face different challenges in managing the day-to-day activities of the desktop support team. Participants in this course will learn how to best execute the operational and tactical plans of the desktop support organization while satisfying customer and business needs and meeting operational level agreements.

The HDI Desktop Support Manager Bridge course is available to those who have completed the HDI Support Center Manager course and wish to earn the HDI Desktop Support Manager certification as well. The course covers the differences between the HDI Desktop Support Manager (HDI-DSM) and HDI Support Center Manager courses and provides tips for preparing for the certification exam.

## What You Will Learn

- ▶ The role of the desktop support manager in strategic planning, processes, measures and quality monitoring
- ▶ The importance of operational level agreements to the desktop support team and service level management
- ▶ The role the desktop team plays in various IT service management processes
- ▶ Metrics and measures for process improvement and quality assurance for desktop support
- ▶ The differences between the HDI Support Center Manager and HDI Desktop Support Manager courses

## Who Should Attend

— Anyone who holds the HDI Support Center Manager certification, or has completed the HDI Support Center Manager course, and who desires to earn the HDI Desktop Support Manager certification

## Course Prices



**Public Classroom Training:** Interactive one-day course among peers.  
**Member Price: \$795 / Price: \$895**



**Virtual Classroom Training:** Three two-hour sessions of live, instructor-led training delivered over the Internet.  
**Member Price: \$795 / Price: \$895**



**Onsite Training:** A one-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.



Desktop Support  
Manager

## Register

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

## Course Outline

### HDI Desktop Support Manager Bridge

- ▶ Common Challenges for Desktop Support
- ▶ The Evolution of Desktop Support
- ▶ Building Strong Relationships
- ▶ Successful Desktop Support
- ▶ Operations Management
- ▶ Desktop Support Manager Responsibilities
- ▶ Financial Management
- ▶ Desktop Support Technologies
- ▶ Onsite Support
- ▶ Service Level Management
- ▶ Metrics and Quality Assurance
- ▶ Measuring Customer Satisfaction
- ▶ The Role of the Desktop Support Team and Desktop Support Manager in ITIL® Processes
- ▶ Leadership
- ▶ Promoting Desktop Support

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.

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