



Support Center Manager

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.

KCS® is a service mark of the Consortium for Service Innovation.

"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

"This course gave me new ideas to bring back to my help desk.

The instructor was very knowledgeable and presented

the course well."

— Rachel Bolin,

United States Marine Corps

Course Overview

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

HDI Support Center Manager (HDI-SCM) 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, operating level agreements, and standard operating procedures in support of a service catalog
- ▶ The steps involved in performing a cost-benefit analysis and calculating total cost of ownership and return on investment
- ▶ The relationships between IT service management processes
- ▶ The difference between and the importance of strategic, tactical, and operational planning
- ▶ Benefits and challenges of leading technologies
- ▶ Processes for building and managing effective security policies
- ▶ Staffing models
- ▶ Tactics for screening, hiring, training, and managing high-performance teams
- ▶ The metrics and key performance indicators essential to performance reporting

Who Should Attend

- Experienced technical support professionals who 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 (HDI-SCM) certification exam

Course Prices



Public Classroom Training: Interactive three-day course among peers.
Member Price: \$1,895 / Price: \$1,995



Virtual Classroom Training: days of live, instructor-led training delivered over the Internet.
Member Price: \$1,895 / Price: \$1,995.



Onsite Training: 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.



Support Center
Manager

Register

Call: 800.248.5667 Visit: www.ThinkHDI.com/SCM

Unit 1: *The Support Center*

Section 1: The Evolution of Support
Section 2: Support Center Maturity
Section 3: Successful Support Centers

Unit 2: *Strategy*

Section 1: Strategic Perspective
Section 2: Business Alignment
Section 3: SWOT

Unit 3: *IT Financial Management*

Section 1: IT Financial Management
Section 2: Cost, Value, and ROI

Unit 4: *Technology and Service Support*

Section 1: Service Center Infrastructure
Section 2: Telephony Infrastructure
Section 3: Support Delivery Methods
Section 4: Service Management Systems
Section 5: Selecting Service Desk Technology

Unit 5: *Service Level Management*

Section 1: Service Level Management

Unit 6: *Metrics and Quality Assurance*

Section 1: Support Metrics
Section 2: Data Sources
Section 3: Baselining and Benchmarking
Section 4: Performance Reporting
Section 5: Quality Assurance Programs
Section 6: Measuring Customer Satisfaction
Section 7: Measuring Employee Satisfaction

Unit 7: *Support Center Processes*

Section 1: Best Practices for Support
Section 2: IT Service Management
Section 3: The Service Desk
Section 4: Service Operations
Section 5: Service Design
Section 6: Service Transition
Section 7: Knowledge Management

Unit 8: *Leadership*

Section 1: SCM Responsibilities
Section 2: Your Role as Leader
Section 3: Manage Operations Effectively
Section 4: Emotional Intelligence
Section 5: Communication
Section 6: Influence & Motivate
Section 7: Integrity & Service Ethics
Section 8: Growth

Unit 9: *Workforce Management*

Section 1: Workforce Management
Section 2: Staffing Models
Section 3: Scheduling
Section 4: Sourcing
Section 5: Recruitment

Unit 10: *Training and Retention*

Section 1: Fostering Relationships
Section 2: Teamwork
Section 3: Coaching
Section 3: Peer Mentoring
Section 3: Training
Section 3: Rewards, Motivation, Retention
Section 3: Performance Management
Section 3: Career Development Planning

Unit 11: *Promoting the Support Center*

Section 1: What is Marketing?
Section 2: Creating Internal Marketing Culture
Section 3: Marketing Opportunities