

# HDI® SupportCenterManager

Skills Building and Certification Training

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

The support center manager is responsible for executing the operational and tactical plans of the support organization 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 (SLAs), operating level agreements (OLAs), and standard operating procedures (SOPs) in support of a service catalog
- Steps to cost-benefit analysis, total cost of ownership, and calculating return on investment (ROI)
- The relationships between IT service management processes
- The difference between and the importance of strategic, tactical, and operational planning
- Benefits and challenges of self-service technologies
- Processes for building and managing effective security policies
- Staffing models
- The value of outsourcing
- Tactics for screening, hiring, training, and managing high performance teams
- The metrics and key performance indicators essential to your performance reporting

## Who Should Attend?

Experienced technical support professionals who must manage all day-to-day functions as well as master critical performance and customer service strategies and individuals who are preparing for the HDI Support Center Manager certification

## Course outline

### *Unit 1: The Support Center*

Past, Present, and Future  
Successful Support Centers

### *Unit 2: Effectively Managing Your Support Center*

Support Center Manager Roles and Responsibilities

Your Role as a Manager

Your Role as a Support Center Leader

Code of Conduct and the Support Center

Effective Communication for a Manager

Communicating Across Cultures

Conflict Resolution and Negotiations

Managing Stress

Managing Time

Building Your Team

Managing Organizational Change

### *Unit 3: Support Center Strategic Management*

The Strategic Perspective

Building Your Support Center Strategy

Key Elements of Vision and Mission

Statements

The Support Center as a Business

IT Financial Management

Quantifying Costs

Metrics, Benchmarks, and KPIs—A Primer

### *Unit 4: Support Center Operations Management*

How is Support Center Infrastructure Determined?

Service Delivery Methods

Telephony Infrastructure

Service Management Systems

Self-Healing Technologies

Selecting Your Support Center's

Technology

### *Unit 5: Developing Support Center Processes*

Foundations of Support Center Processes

Service Level Management

SLAs, OLAs, SOPs, and UCs

### *Unit 6: Service Support Processes*

Support and Restore

Control and Release

Service Delivery

### *Unit 7: Metrics and Quality Assurance*

Evaluating Support Center Processes

Collecting, Analyzing, and Reviewing Data

Quality Assurance Programs

Measuring Customer Satisfaction

Continuous Improvement

Quality Assurance Tools and Methods

### *Unit 8: Managing the Support Center Team*

People Management, Workforce Management

Staffing, Sourcing, Recruitment

Retention

Performance Management

Professional Development

Coaching, Training

### *Unit 9: Marketing the Support Center*

Why Market the Support Center?

Benefits of Marketing the Support Center

Challenges of Marketing the Support Center

How to Market the Support Center

Marketing Opportunities