

HDI Support Center Manager (HDI-SCM)

Unit 1: The Support Center

- The Evolution of Support
- Support Center Maturity
- Successful Support Centers

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 Center Infrastructure
- Telephony Infrastructure
- Support Delivery Methods
- Service Management Systems
- Selecting Service Desk Technology

Unit 5: Service Level Management

- Service Level Management

Unit 6: Metrics and Quality Assurance

- Support Metrics
- Data Sources
- Baselining and Benchmarking
- Performance Reporting
- Quality Assurance Programs
- Measuring Customer Satisfaction
- Measuring Employee Satisfaction

Unit 7: Support Center Processes

- Best Practices for Support
- IT Service Management
- The Service Desk
- Service Operations
- Service Design
- Service Transition
- Knowledge Management

Unit 8: Leadership

- SCM Responsibilities
- Your Role as Leader
- Manage Operations Effectively
- Emotional Intelligence
- Communication
- Influence & Motivate
- Integrity & 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
- Performance Management
- Career Development Planning

Unit 11:

- What is Marketing?
- Creating Internal Marketing Culture
- Marketing Opportunities