HDI Desktop Advanced Support Technician (HDI-DAST)

Unit 1: Role of Desktop Advanced Support Technician

Section 1: Desktop Support Industry Evolution

Section 2: The Role of the D/AST

Section 3: The Value of the D/AST

Section 4: The Future of Desktop Support

Unit 2: Framework for Effective Service and Support

Section 1: Being a Business Liaison

Section 2: Understanding the Business

Section 3: Structural Components of the Business

Section 4: Strategy

Section 5: Services

Section 6: Service Level Management

Section 7: Standard Operating Procedures

Section 8: Business Alignment

Unit 3: Business Relationship Management

Section 1: Being an Effective Liaison to the Business

Section 2: Continual Service Improvement

Unit 4: Advisory Skills

Section 1: Advisory Skills

Section 2: Being a Technology & Process Advisor

Unit 5: Troubleshooting/ Problem Solving Skills

Section 1: Troubleshooting & Problem Solving

Section 2: Incident Management

Section 3: Incident Swarming

Section 4: Problem Management

Section 5: Root Cause Analysis

Unit 6: Essential Communication Skills

Section 1: Being a Customer Advocate

Section 2: Active Listening

Section 3: Voice Components

Section 4: Body Language

Section 5: Effective Word Choices

Section 6: Written Communication

Unit 7: Stakeholder Management Skills

Section 1: Stakeholder Management Skills

Section 2: Diplomacy

Section 3: Emotional Intelligence

Section 4: Empathy

Section 5: Negotiation and Conflict Resolution

Conclusion:

Time Management

Project Management

Managing Your Career