

HDI Support Center Analyst (HDI-SCA)

Unit 1: Role of the Support Center Analyst

- Support Industry Evolution
- The Role of the Analyst
- The Value of the Analyst
- The Future of Service and Support

Unit 2: Structural Framework of Service and Support

- Understanding the Business
- Structural Components Overview
- Strategy
- Services
- Service Level Management
- Standard Operating Procedures
- Business Alignment

Unit 3: Service Management Processes

- Best Practices for Service and Support
- Incident Management
- Request Fulfillment
- Access Management
- Security Management
- Knowledge Management

Unit 4: Tools, Technology, and Service Delivery

- Systems Thinking Approach
- ITIL Support Tools and Technology
- Support Delivery Methods
- Social Media

Unit 5: Understanding Metrics

- Systems Thinking - Applied to Metrics
- Metrics
- Dashboards
- Quality Assurance

Unit 6: Communication Essentials

- Communication Essentials
- Active Listening
- Voice Components
- Effective Word Choices
- Written Communication
- Effective Cross-Cultural Communication

Unit 7: Troubleshooting & Incident Management

- Troubleshooting and Problem-Solving
- The Incident Management Process

Unit 8: Customer Management Skills

- Challenging Customer Behaviors
- Emotional Intelligence
- Expressing Empathy
- Managing Customer Behaviors

Unit 9: Personal & Professional Development

- SWOT Assessment
- Personal Development Skills Overview
- Time Management
- Stress Management

Managing Your Career