

# HDI® Desktop Support Manager

## Course Description:

Desktop support involves more than just supporting desktops. It includes support for laptops, notebooks, printers, and just about anything for which the company plans to provide face-to-face desktop support. The desktop support manager is responsible for executing the operational and tactical plans of desktop support, while satisfying customer and business needs. Designed for both new and experienced desktop support managers, this course helps desktop support managers satisfy operational demands and build a support center that aligns with the organization, adds value to the business, and delivers on its commitments.

## Audience:

- Experienced technical support professionals who must manage day-to-day functions of desktop support, as well as master critical performance and customer service strategies.
- Individuals who are preparing for the HDI Desktop Support Manager (HDI-DSM) certification exam.

## Learning Objectives:

- Characteristics of an effective desktop support manager
- How to create and deliver on service level agreements and operating level agreements
- How to align desktop support services with business strategy, objectives, and processes
- The importance of the relationships among IT service management processes
- Tactics for screening, hiring, training, and leading high-performance teams
- How to create an internal marketing culture to promote your desktop support services
- The metrics and key performance indicators essential to desktop support performance reporting

## Prerequisites:

There are no formal prerequisites.

## Certification:

- This certification verifies that the desktop support manager possesses the knowledge of best and common practices necessary to successfully manage the operational and tactical components of a support organization while strategically aligning with the needs of the business.

## About the Examination:

- Each exam consists of 65 multiple choice questions and must be completed in 75 minutes. A minimum score of 80 percent is required to pass a certification exam, unless otherwise published. Individuals who achieve the passing score will receive a certificate from HDI acknowledging their accomplishment and a credentialing logo that may be added to signature blocks and business cards.

## Agenda:

Day 1	Day 2	Day 3
Desktop Support	Service level Management	Workforce Management
Strategy	Metrics and Quality Assurance	Training and Retention
IT Financial Management	Desktop Support Processes	Promoting Desktop Support
Support Delivery Methods and Technology	Leadership	

## Course Outline

### Unit 1: Desktop Support

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

### Unit 2: Strategy

- Strategic Perspective
- Business Alignment
- SWOT

### Unit 3: IT Financial Management

- IT Financial Management
- Cost, Value, and ROI

### Unit 4: Support Delivery Methods and Technology

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

### Unit 5: Service Level Management

- Service Level Management

### Unit 6: Metrics and Quality Assurance

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

### **Unit 7: Desktop Support Processes**

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

### **Unit 8: Leadership**

- Your Responsibilities as a Desktop Support Manager
- 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: Promoting Desktop Support**

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

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