



SUPPORT CENTER

# MANAGER

SKILLS BUILDING & CERTIFICATION TRAINING

## About HDI®

HDI, the world's largest membership association for IT service and support professionals, focuses on establishing best industry practices, developing certification and training programs based on internationally-recognized standards\*, and providing members with timely access to valuable industry resources and events.

## Course Overview

Gaining C-level management support and effectively communicating the pivotal role of the support center is crucial to any support operation's success. For this reason, the support center manager must act as a support leader, and strategically align the support center to the organization.

HDI's **Support Center Manager (SCM)** course focuses on the best practice standards and skills necessary to successfully manage the strategic and tactical components of a support organization. Additionally, this course provides participants with a raised awareness and understanding of the Information Technology Infrastructure Library® (ITIL) best practice framework and its application. In this three-day course, support center managers will be presented with a renewed vision for leading their support organization by learning to:

- Build a support center strategy aligned with organizational needs
- Create and maintain formal procedures for increasing productivity, driving consistent service delivery, and increasing customer satisfaction
- Calculate costs, reiterate value, and demonstrate a greater return on investment (ROI)
- Use ITIL best practices to meet ongoing business challenges
- Select the appropriate tools and technology to maximize service delivery
- Implement training and retention programs and maintain high performance teams through mentoring
- Use key performance indicators (KPI's) and measure support performance
- Manage customer perceptions and build strong internal relationships
- Promote and market the value of the support center across the organization

## Who Should Attend

Support center managers and supervisors who manage both the strategic and tactical aspects of their organizations, and those seeking HDI Support Center Manager certification.

## Pre-requisites

Students should be familiar with the basic concepts of a support center. No previous HDI or STI Knowledge courses are required.

## Training Methods and Pricing

Includes instruction, on-line exam prep, and certification exam.

**On-site:** A three-day course conducted at your company's site. Call **1-800-248-5667** for pricing.

**Classroom:** Interactive three-day course among peers.  
**HDI member price:** \$1,795 per person  
**Non-member price:** \$1,895 per person

## Certification

Students will be eligible to schedule their certification exam after completion of this course.

## How to Register

Call: **1-800-248-5667**

Visit: [www.ThinkHDI.com/training](http://www.ThinkHDI.com/training)

*\*This course combines HDI's internationally-recognized standards with STI Knowledge® best practices to create the industry's foremost training and certification curriculum.*



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