HDI Certified — Desktop Support Manager

About HDI®

As the world's largest membership association for IT service and support professionals, HDI focuses on industry best practices, develops certification and training programs based on internationally-recognized standards, and provides members with valuable industry resources and events.

About RADAR Solutions Group (RADAR)

RADAR specializes in Customer Service Delivery Consulting and Training within the IT industry. Since 2001 RADAR has been an HDI Authorized Training Partner delivering certification training in Canada.

As of March 2013, RADAR became an HDI Gold Partner offering all HDI products and services in Canada

"This course gave me new ideas to bring back to my help desk. The instructor was very knowledgeable and presented the course well."
— Rachel Bolin,
United States Marine Corps

Visit our website:
www.radarsolutionsgroup.com

Course Overview

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 function that aligns with the organization, adds value to the business, and delivers on its commitments.

What You Will Learn

- 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

Who Should Attend

— Experienced technical support professionals who 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

Available as:

Public Classroom: Interactive three-day course among peers.
Virtual Training: Three days of live, instructor-led training delivered over the Internet.
Onsite Training: A three-day course conducted at your company's site

To Register or for Pricing Details:

Visit our website www.radarsolutionsgroup.com for pricing, scheduled dates and locations, and to register, or call us at **613-271-8075** or email: info@radarsolutionsgroup.com

Curriculum

Unit 1: Desktop Support
Section 1: The evolution of support
Section 2: Support center maturity
Section 3: Successful desktop support

Unit 2: Strategy
Section 1: Strategic perspective
Section 2: Business alignment
Section 3: Strengths, Weaknesses, Opportunities, and Threats

Unit 3: IT Financial Management
Section 1: IT financial management
Section 2: Cost, value, and ROI

Unit 4: Technology and Service Support
Section 1: Service desk infrastructure
Section 2: Telephony infrastructure
Section 3: Desktop support delivery methods
Section 4: Service management systems
Section 5: Selecting service desk technology

Unit 5: Service Level Management
Section 1: Service level management

Unit 6: Metrics and Quality Assurance
Section 1: Desktop Support metrics
Section 2: Data sources
Section 3: Baselining and benchmarking
Section 4: Performance reporting
Section 5: Quality assurance programs
Section 6: Measuring customer satisfaction
Section 7: Measuring employee satisfaction

Unit 7: Desktop Support Processes
Section 1: Best practices for support
Section 2: IT service management
Section 3: The service desk
Section 4: Service operations
Section 5: Service design
Section 6: Service transition
Section 7: Knowledge management

Unit 8: Leadership
Section 1: Your responsibilities as a desktop
          support manager
Section 2: Your role as leader
Section 3: Manage operations effectively
Section 4: Emotional intelligence
Section 5: Communication
Section 6: Influence & motivate
Section 7: Integrity & service ethics
Section 8: Growth

Unit 9: Workforce Management
Section 1: Workforce management
Section 2: Staffing models
Section 3: Scheduling
Section 4: Sourcing
Section 5: Recruitment

Unit 10: Training and Retention
Section 1: Fostering relationships
Section 2: Teamwork
Section 3: Coaching
Section 4: Peer mentoring
Section 5: Training
Section 6: Rewards, motivation, retention
Section 7: Performance management
Section 8: Career development planning

Unit 11: Promoting Desktop Support
Section 1: What is marketing?
Section 2: Creating internal marketing culture
Section 3: Marketing opportunities