

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 is ideal for developing leadership skills. Many managers and directors are put into positions of leadership but are not given the tools to succeed. This course cuts through the fluff to help support center senior management.

I would recommend it for both new and seasoned directors.

Mark Fitzgerald, Boise State University

Visit our website:
www.radarsolutionsgroup.com

Course Overview

Gaining the support of senior management and effectively communicating the pivotal role of the support center is crucial to any support operation’s success. For these reasons, support center directors must serve as support leaders and strategically align the support center with the organization.

Participants discover how to realize greater return on investment, develop and maintain formal procedures for increased productivity and consistency, and manage customer perceptions.

What You Will Learn

- Assessment strategies for support center maturity
- How to quantify your support center’s value and maximize return on investment
- Twelve-step process and decision matrix for selecting technologies and vendors
- The requirements of an effective service catalog
- How to align support strategies with business goals and objectives
- Knowledge management processes that can save you time and money
- Strategies for workforce management, coaching, team building, and succession planning
- How to justify a service improvement project with a business case
- Valuable reporting tools: balanced scorecard, morning report, and executive brief
- Selecting the right leading and lagging indicators

Who Should Attend

- Seasoned technical service and support leaders who are responsible for their organizations’ overall service delivery and provide strategic direction, financial accountability, and performance reporting
- Individuals who are preparing for the HDI Support Center Director (HDI-SCD) 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: Executive Leadership Essentials

- Service and Support Today
- Self-Assessment
- Executive Leadership
- The EI Leader
- Best Practices and Frameworks
- SWOT Analysis & Action Plan

Unit 2: Business Planning and Strategy

- Service and Support as a Business
- Building Strategy
- Services and SLM
- Business Alignment
- Financial Management

Unit 3: Service and Support Processes

- Best Practices
- Service Management
- Service Operation
- Service Design
- Service Transition
- Total Quality Management
- Knowledge Management

Unit 4: Service and Support Tools

- Systems Thinking Approach
- Support Tools / Tech
- Support Delivery Methods
- Social Media
- Vendor Relationships

Unit 5: Performance Management

- Measuring Success
- Baselines & Benchmarks
- Performance Reporting
- Continuous Improvement

Unit 6: People development

- Sourcing Strategies
- Workforce Management
- Training and Development
- Fostering Teamwork

Unit 7: Organization Change Management

- Managing Organization Change
- Global Awareness and Diversity
- Service Ethics

Unit 8: Marketing Strategy

- Promoting Value
- Successful Marketing

Unit 9: Business Case Development

- The Purpose of a Business Case
- The Anatomy of a Business Case
- Presenting the Business Case