

## 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](http://www.radarsolutionsgroup.com)

## Course Overview

Support center managers are responsible for executing the operational and tactical plans of the support organization while satisfying customer and business needs.

HDI Support Center Manager (HDI-SCM) training explores how the support center’s strategy drives everything the support center does: service delivery, infrastructure implementation, operational processes, workforce management, and support center marketing. Designed for both new and experienced support center managers, this course helps support center managers satisfy operational demands and build a support center that aligns with the organization, adds value to the business, and delivers on its commitments.

## What You Will Learn

- Characteristics of an effective support center manager
- How to create service level agreements, operating level agreements, and standard operating procedures in support of a service catalog
- The steps involved in performing a cost-benefit analysis and calculating total cost of ownership and return on investment
- The relationships between IT service management processes
- The difference between and the importance of strategic, tactical, and operational planning
- Benefits and challenges of leading technologies
- Processes for building and managing effective security policies
- Staffing models
- Tactics for screening, hiring, training, and managing high-performance teams
- The metrics and key performance indicators essential to performance reporting

## Who Should Attend

- Experienced technical support professionals who manage all day-to-day functions as well as master critical performance and customer service strategies
- Individuals who are preparing for the HDI Support Center Manager (HDI-SCM) 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](http://www.radarsolutionsgroup.com) for pricing, scheduled dates and locations, and to register, or call us at **613-271-8075** or email: [info@radarsolutionsgroup.com](mailto:info@radarsolutionsgroup.com)

## Curriculum

### **Unit 1: The Support Center**

Section 1: The evolution of support  
Section 2: Support center maturity  
Section 3: Successful support centers

### **Unit 2: Strategy**

Section 1: Strategic perspective  
Section 2: Business alignment  
Section 3: SWOT

### **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 center infrastructure  
Section 2: Telephony infrastructure  
Section 3: 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: Support metrics  
Section 2: Data sources  
Section 3: Baseline and benchmarking  
Section 4: Performance reporting  
Section 5: Quality assurance programs  
Section 6: Measuring customer satisfaction  
Section 7: Measuring employee satisfaction

### **Unit 7: Support Center 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: SCM responsibilities  
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 & growth  
Section 8: Growth

### **Unit 9: Workforce Management**

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

### **Section 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 the Support Center**

Section 1: What is marketing?  
Section 2: Creating internal marketing culture  
Section 3: Marketing opportunities