

Support Center Manager

HDAA



Support Center Manager

Course Overview

Leverage people, processes, and technology to meet service demands.

The Support Centre Manager is responsible for executing the operational and tactical plans of the support organisation while satisfying customer and business needs. HDI Support Centre Manager training explores how the support centre's strategy drives everything the support centre does: service delivery, infrastructure implementation, operational processes, workforce management and support centre marketing.

Designed for both new and experienced support centre managers, this course helps support centre managers satisfy operational demands and build a support centre that aligns with the organisation, adds value to the business and delivers on its commitments.

This Course Focuses On

- Characteristics of an effective Support Centre Manager;
- How to create Service Level Agreements (SLAs), Operating Level Agreements (OLAs) & Standard Operating Procedures (SOPs) in support of a service catalogue;
- Steps to cost-benefit analysis, total cost of ownership & calculating Return on Investment (ROI);
- The relationships between IT service management processes;
- The difference between & the importance of strategic, tactical & operational planning;
- Benefits & challenges of self-service technologies;
- Processes for building & managing effective security policies;
- Staffing models;
- The value of outsourcing;
- Tactics for screening, hiring, training & managing high performance teams; &
- The metrics, key performance indicators (KPIs) & KPIs essential to your performance reporting.

Certification

This is an internationally recognised certification that verifies that the support centre manager possesses the knowledge of best and common practices necessary to successfully manage the operational and tactical components of a support organisation while strategically aligning with the needs of the business.

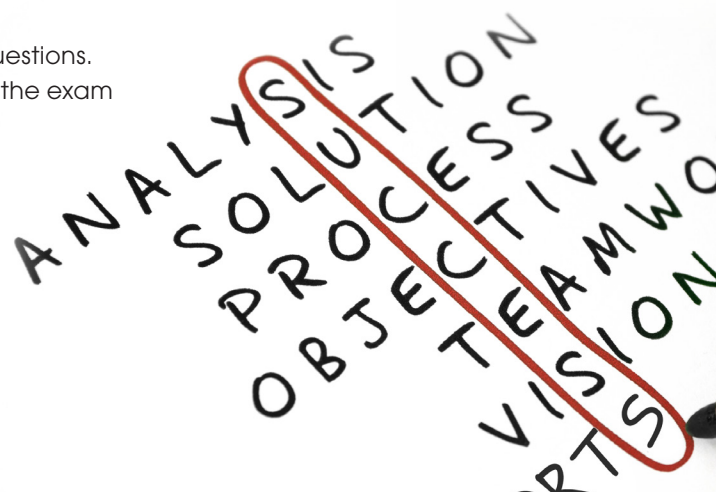
The certification exam is included in the price of public courses.

The exam takes 75 minutes, and comprises 65 multiple choice questions.

A minimum of 80% is required to pass. Instructions for scheduling the exam are provided upon course completion.

Further Details

For all other information, such as course price, dates, times, certification, learning methods & how to register contact HDAA on **T:** 1300 130 447 or **W:** www.hdaa.com.au



Course Outline

Unit 1: The Support Center

The Evolution of Support
Support Center Maturity
Successful Support Centers

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 & Technology

Support Center Infrastructure
Support Tools and Comm. Channels
Support Delivery Methods
Cloud Services
Service Management Systems (SMS)
Remote Management

Unit 5: Service Level Management

Service Level Management

Unit 6: Metrics and Quality Assurance (QA)

Support Metrics
Baselining and Benchmarking
Performance Reporting
Quality Assurance Programs
Measuring Customer Satisfaction
Measuring Employee Satisfaction

Unit 7: Support Center Processes

Best Practices for Support
IT Service Management (ITSM)
Service Operations
Service Design
Service Transition
Knowledge Management

Who Should Attend

Experienced technical support professionals who must manage all day-to-day functions as well as master critical performance and customer service strategies. Individuals who are preparing for the HDI Support Centre Manager certification.

Course Price & Dates

Pricing and full course schedules are available at www.hdaa.com.au or call HDAA on **1300 130 447**

Unit 8: Leadership

SCM Responsibilities
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 the Support Center

What is Marketing?
Creating Internal Marketing Culture
Marketing Opportunities

Learning Methods

This is a 3 day instructor led course with limited class sizes. Course presenters are Certified Trainers chosen for their industry experience, outstanding knowledge and ability to educate effectively.

This course is held as real-time Instructor-Led Virtual training

On-Site Training

HDAA can train your team at your premises, putting more control in your hands. Contact **HDAA** for pricing information on **1300 130 447**

Other Details

Public and On-site courses are held from 9:00am to 5:00pm, fees include course materials and exam.