HDI® Support Centre Manager (SCM)

INCLUSIONS	LENGTH	PRICE (Excl. GST)
Exam voucher	**3 days**	**NZD 2250**

HDI AT LUMIFY WORK

HDAA is the Australasian Gold Partner of HDI, the leading events and services organisation empowering the technical support and service management industry and its people.

Founded in 1999, Help Desk Association Australasia (HDAA) is an independent association specialising in the Service and Support Industry. HDAA utilises the collective knowledge, energy, experience and expertise of their team and their members to create a foundation on which to deliver products and services that develop and promote excellence in the Service and Support Profession. HDAA courses are internationally recognised qualifications.

WHY STUDY THIS COURSE

This certification 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 support centre manager is responsible for executing the operational and tactical plans of the support organisation while satisfying customer and business needs.

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.

The HDI Certification Exam is included in all HDI public training courses. The exam is undertaken separately by the student within six weeks of completing this course.
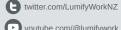
WHAT YOU'LL LEARN

> Characteristics of an effective support centre manager

> How to create service level agreements, operational level agreements and standard operating procedures in support of a service catalogue

> Steps to cost-benefit analysis, total cost of ownership and calculating return on investment

> The relationships between IT service management processes

https://www.lumifywork.com/en-nz/courses/hdi-support-centre-manager-scm/

Call 0800 835 835 and speak to a Lumify Work Consultant today!

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> The difference between and the importance of strategic, tactical and operational planning

> Benefits and challenges of self-service technologies

> Processes for building and managing effective security policies

> Staffing models

> The value of outsourcing

> Tactics for screening, hiring, training and managing high performance teams

> The metrics and key performance indicators essential to your performance reporting

"

My instructor was great being able to put scenarios into real world instances that related to my specific situation.

I was made to feel welcome from the moment I arrived and the ability to sit as a group outside the classroom to discuss our situations and our goals was extremely valuable.

I learnt a lot and felt it was important that my goals by attending this course were met.
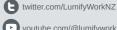
Great job Lumify Work team.

AMANDA NICOL
IT SUPPORT SERVICES MANAGER – HEALTH WORLD LIMITED

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Lumify Work Customised Training

We can also deliver and customise this training course for larger groups saving your organisation time, money and resources.

For more information, please contact us on 0800 835 835.

COURSE SUBJECTS

The Support Centre

- The Evolution of Support
- Support Centre Maturity
- Successful Support Centres

Strategy

- Strategic Perspective
- Business Alignment
- SWOT

IT Financial Management

- IT Financial Management
- Cost, Value, and ROI

Technology and Service Support

- Service Centre Infrastructure
- Telephony Infrastructure
- Support Delivery Methods
- Service Management Systems
- Selecting Service Desk Technology

Service Level Management

- Service Level Management

Metrics and Quality Assurance

- Support Metrics
- Data Sources

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- Baselining and Benchmarking

- Performance Reporting

- Quality Assurance Programs

- Measuring Customer Satisfaction

- Measuring Employee Satisfaction

Support Centre Processes

- Best Practices for Support

- IT Service Management

- The Service Desk

- Service Operations

- Service Design

- Service Transition

- Knowledge Management

Leadership

- SCM Responsibilities

- Your Role as Leader

- Manage Operations Effectively

- Emotional Intelligence

- Communication

- Influence and Motivate
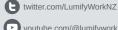
- Integrity and Service Ethics

- Growth

Workforce Management

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LUMIFY work

- Workforce Management

- Staffing Models

- Scheduling

- Sourcing

- Recruitment

Training and Retention

- Fostering Relationships

- Teamwork

- Coaching

- Peer Mentoring

- Training

- Rewards, Motivation, Retention

- Performance Management

- Career Development Planning

Promoting the Support Centre

- What is Marketing?

- Creating Internal Marketing

HDI® Support Centre Manager (SCM)

WHO IS THE COURSE FOR?

- 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

PREREQUISITES

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