HDI®

Desktop Support Manager

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 centerthat 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 must 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

Course Prices

Public Classroom Training: *Interactive three-day course among peers.*
Member Price: $1,895 / Price: $1,995

Virtual Classroom Training: *Three days of live, instructor-led training delivered over the Internet.*
Member Price: $1,895 / Price: $1,995

Onsite Training: *A three-day course conducted at your company's site.*
Call 800.248.5667 for pricing.

Certification

The certification exam is included with the purchase of this course. Instructions for scheduling the exam are provided upon course completion.

HDI® CERTIFIED | Desktop Support Manager

Register

Call: 800.248.5667   Visit: www.ThinkHDI.com/DSM

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*

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 a Leader
Section 3: Manage Operations Effectively
Section 4: Emotional Intelligence
Section 5: Communication
Section 6: Influence and Motivate
Section 7: Integrity and 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, and 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

UBM