



HDI Support Center Director

Acronym/Nickname	Certification Body HDI	
Description <p>The HDI Support Center Director course is designed for experienced directors and managers who provide strategic leadership for the IT support organization. Participants will learn how to use their knowledge and communication skills to align their department with organizational goals as well as discover techniques to help them market the support center to upper management.</p>	Certification Level Covered competencies The candidates will learn: <ul style="list-style-type: none"> • How to support strategies with business goals and objectives • Leadership skills • How to develop policies and goals that advance your business • Support center maturity assessment • Strategies for continuous improvement • IT financial principles • Strategies for professional development and succession planning • Methods for selecting technologies and managing vendors • The ITIL processes • How to justify a service improvement project with a business case • Tools such as: Balanced Scorecard, Morning Report, Executive Brief, Business Case, Report Distribution Matrix, Succession Plan, Return on Investment Calculator (ROI), and Decision Matrix. Requirements Must attend the online training and pass the certification exam	
Target <ul style="list-style-type: none"> • Experienced IT support organization leaders. • Those seeking HDI Support Center Director Certification. 	Career Path	
Authorized Testing Center: HDI	Indicative Fee* HDI Members 2,795 USD Non-Members 2,895 USD	Certification Schedule**
<small>* Fees are exclusive of VAT and wire transfer fee ** Fees and schedules are subject to change without prior notice, please get in touch with Authorized Testing Centers through contact details below</small>		
Recommended/Preparatory Training		
Where to get more information: http://www.thinkhdi.com/certification http://www.pearsonvue.com/hdi/		