



## HDI Support Center Manager

<b>Acronym/Nickname</b>	<b>Certification Body</b> HDI	
<b>Description</b> <p>Gaining C-level management support and effectively communicating the pivotal role of the support center is crucial to any support operation's success. For this reason, the support center manager must act as a support leader and strategically align the support center to the organization.</p> <p>The HDI Support Center Manager course focuses on best practice standards and the skills necessary to successfully manage the strategic and tactical components of a support organization. Additionally, this course provides participants with a raised awareness and understanding of the ITIL® best practice framework and its application.</p>	<b>Certification Level</b>  <b>Covered competencies</b> The candidates will learn: <ul style="list-style-type: none"> <li>• How to build a support center strategy that aligns with organizational needs</li> <li>• Formal procedures for increasing productivity, driving consistent service delivery, and increasing customer satisfaction</li> <li>• How to calculate costs, reiterate value, and demonstrate a greater return on investment (ROI)</li> <li>• ITIL best practices to meet ongoing business challenges</li> <li>• Tools and technology that maximize service delivery</li> <li>• Training and retention programs</li> <li>• Mentoring for high performance teams</li> <li>• Key performance indicators (KPIs) to measure support performance</li> <li>• Ways to manage customer perceptions and build strong internal relationships</li> <li>• How to promote and market the value of the support center across the organization</li> </ul> <b>Requirements</b> Must attend the online training and pass the certification exam	
<b>Target</b> <ul style="list-style-type: none"> <li>• Support center managers and supervisors who manage both the strategic and tactical aspects of their organizations</li> <li>• Those seeking HDI Support Center Manager certification.</li> </ul>	<b>Career Path</b>	
<b>Authorized Testing Center:</b>  HDI	<b>Indicative Fee*</b>  HDI Members 1,795 USD Non-Members 1,895 USD	<b>Certification Schedule**</b>
<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>		
<b>Recommended/Preparatory Training</b>  <b>Where to get more information:</b> <a href="http://www.thinkhdi.com/certification">http://www.thinkhdi.com/certification</a>  <a href="http://www.pearsonvue.com/hdi/">http://www.pearsonvue.com/hdi/</a>		