



**Leading IT Service & Support**

**Support Center Certifications  
Individual and Site-wide**

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HDI Faculty Member & Certified Instructor

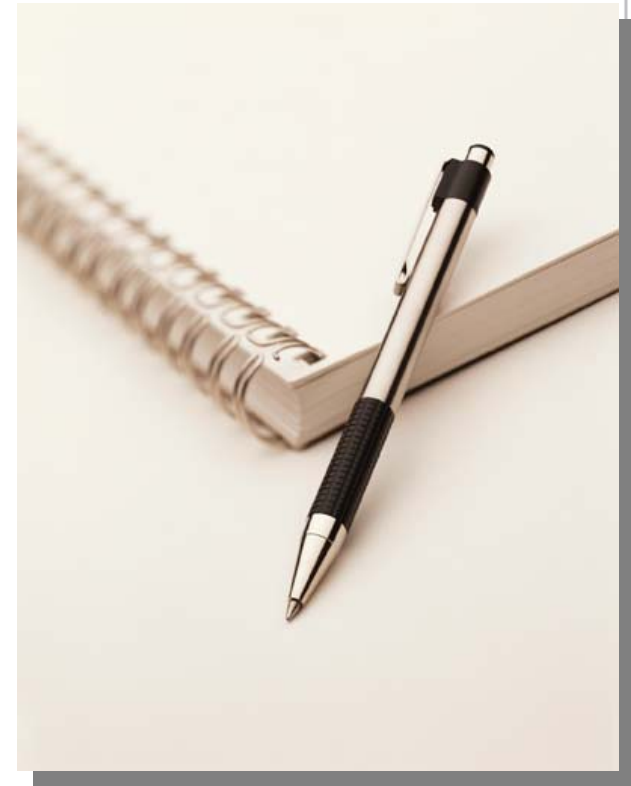
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# About HDI

- Founded in 1989 by Ron Muns
- 5,500 members worldwide
- Setting help desk industry best practices
- Combined the best of STI Knowledge and HDI
- Established industry certification and training programs
- Access to industry resources
- Targeted information about technologies, tools and trends of the IT/service support industry
- Annual conference
- For more information, visit <http://www.thinkhdi.com>

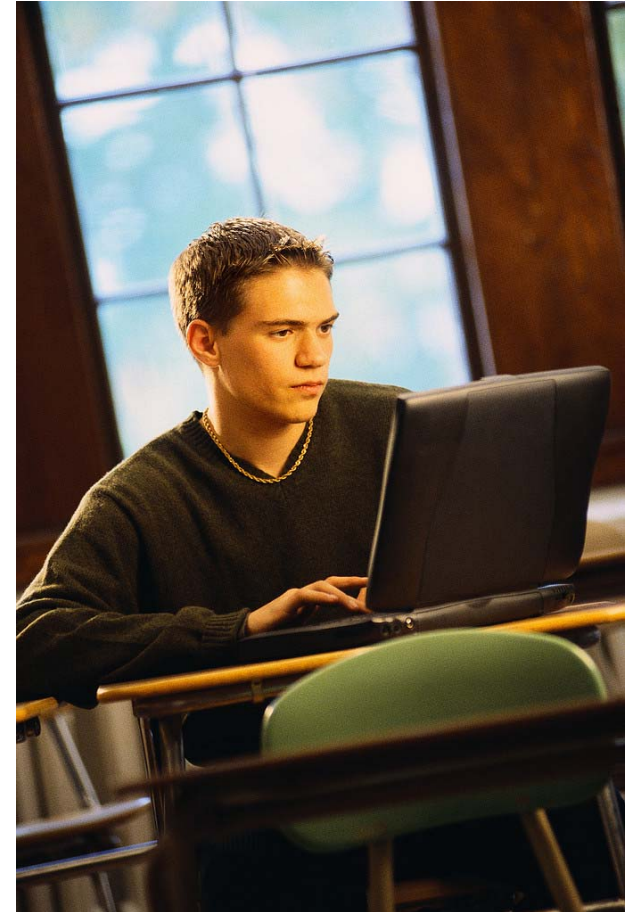
# Session Objectives

- **Why** get certified
- **What** -HDI Certifications
  - HDI's Education Portfolio
    - Individual
    - Site-wide
- A day in the classroom
- How to get started
- The business case
- The future?
- Support Center Certification



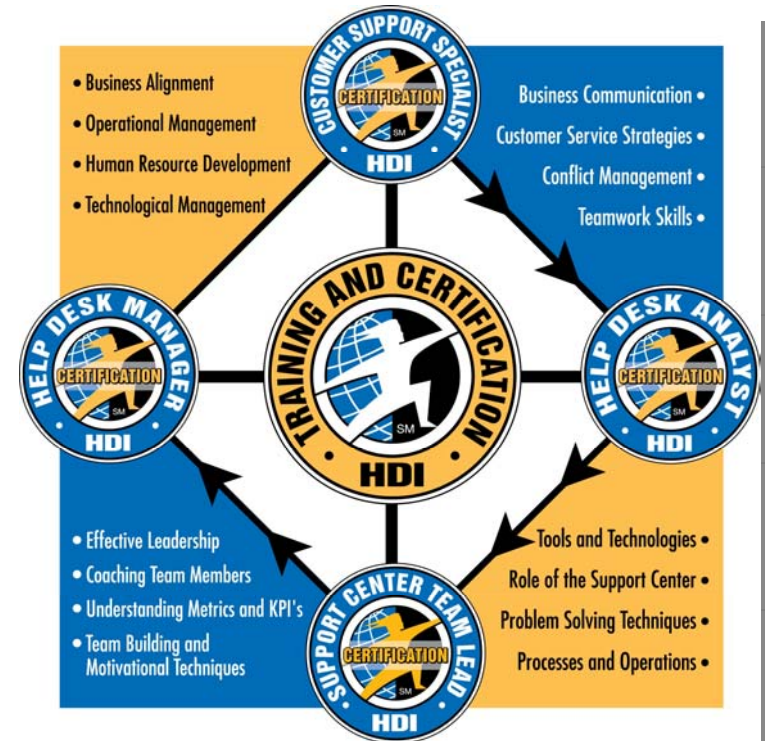
# Why Get Certified?

1. Validation of current practices and skill sets
2. A demonstration of ambition and motivation for learning and growing
3. Evidence of excellence achieved in your field
4. Enhanced job opportunities
5. Professional development
6. Personal pride
7. Peer recognition
8. Credentials that travel



# What...HDI's Portfolio

- Individual Certification
  - Customer Service Specialist
  - Support Center Analyst
  - Field Support Technician
  - Support Center Team Lead
  - Support Center Manager
  - Support Center Director
- ITIL Foundations
- Support Center site Certification
- Custom on-sites



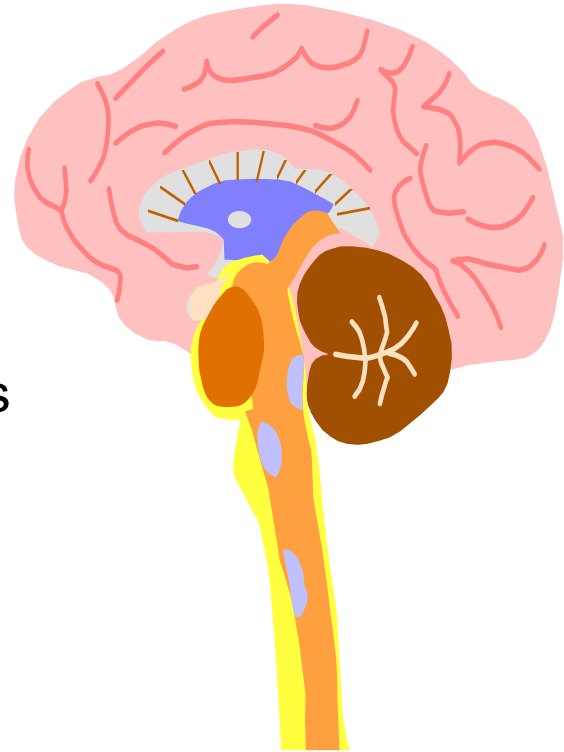
# Customer Service Specialist

- Customer Service Skills
- Call Handling procedures
- Problem Solving
- Communication
- Conflict resolution
- Stress Management



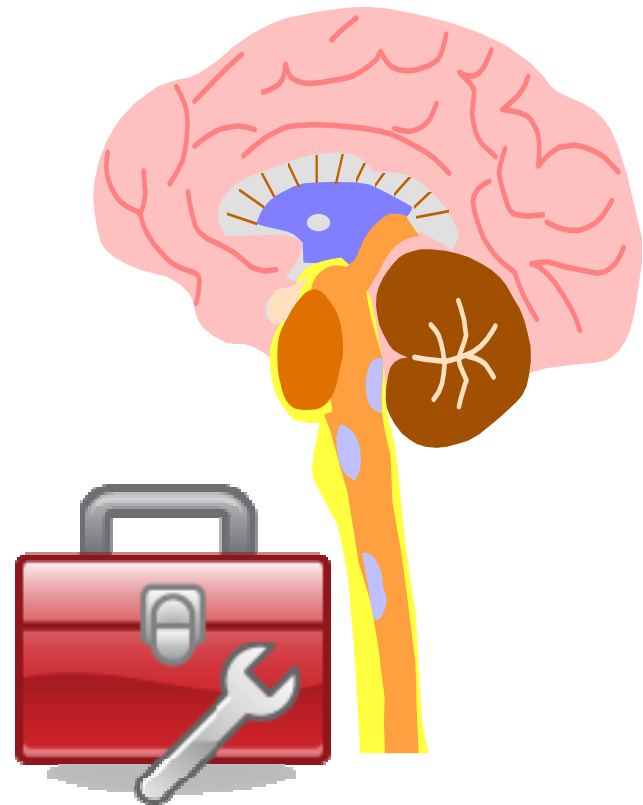
# Support Center Analyst

- Customer Service Specialist PLUS:
- Time Management
- Support Center Overview
- Framework of the Support Center
- Service Level Agreements
- Service Delivery methods and tools
- Support Center process and operations



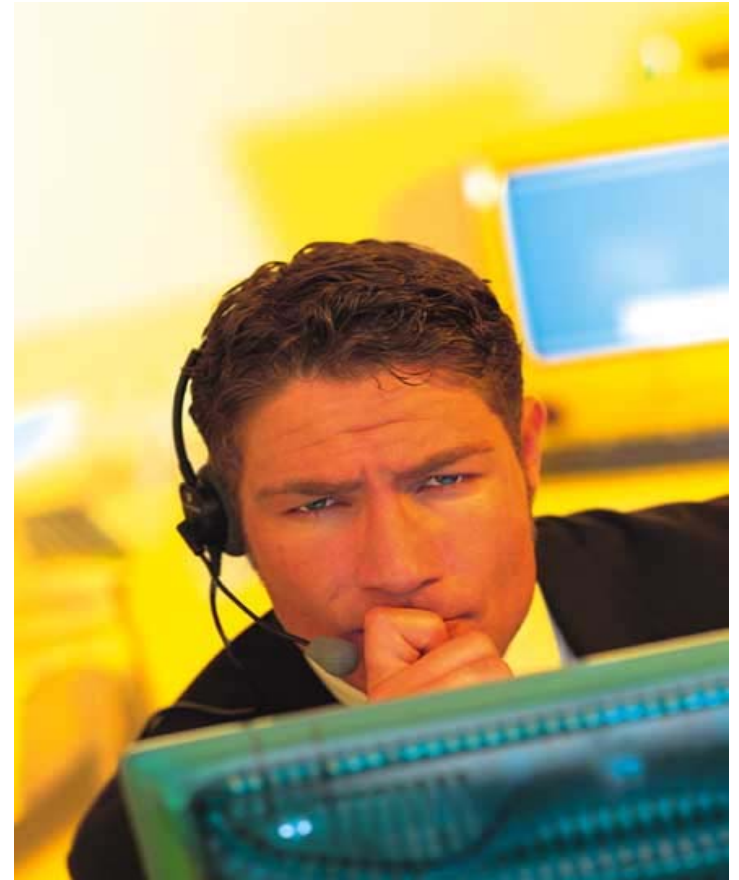
# Field Support Technician

- Same core content as Support Center Analyst
- Scenarios and activities geared towards field support



# Support Center Team Lead

- Support Center Analyst PLUS
- Team building and motivation
- Training
- Professional Development
- Coaching
- Quality Assurance
- Management functions
- Support Center Leadership
- Marketing the Support Center



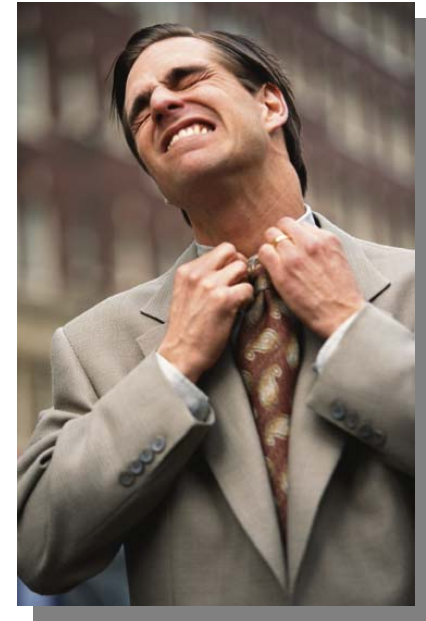
# Support Center Manager

- Core Elements of Team Lead PLUS
- Recruiting and Retention
- Workforce Management
- Business Planning & Strategy
- Metrics and KPI's
- Support Center maturity model
- Cost, Value, and ROI
- Assessment and reporting
- Support Industry trends
- Marketing the Support Center



# Support Center Director

- Global Awareness
- Service Level Agreements
- Service Delivery Methods
- Technology
- Support Center Process and ops
- Quality Assurance
- Management Functions
- Support Center Leadership
- Marketing the Support center



# ITIL Foundations

- EXIN Accredited courseware
- 3 day sessions with proctored examination
- On-sites available



# A Day in the Classroom

- Faculty of practitioners with depth in the industry, ITSM and adult education
- Blended approach to learning
  - Teach, Demonstrate, observe and correct/coach
- Blend of activities, group work and theory
- Very interactive – encourage networking and sharing of ideas and best practices
- FUN, dynamic and progressive
- Exam separate – written on line within 6 weeks of classroom experience



# How to get Started

- Public Schedules on [www.thinkhdi.com](http://www.thinkhdi.com)
- Canadian Vendors offer classes on a regular basis.



# The Business Case

A few of the key variables that can illustrate the ROI....

- Improved Customer satisfaction and productivity through efficient and effective process oriented service
- Employee retention, reduced turnover associated costs
- Reduced costs through efficient processes and procedures
- Competitive advantage



# The Future of Support certifications

- Creative learning solutions
- Varied delivery mechanisms and modalities
  - E-learning
  - Webinars
- Certifications becoming the norm
- Certifications becoming a requirement
- Certifications integrated with college programs



# Site wide Certification

## Support Center Certification (SCC)

# Support Center Certification – What is it?



- Open, standards based globally recognized certification for support centers
- SCC standards provide a robust framework for operational excellence
- Conforms to international quality standards
- Organizations complete an on-site SCC audit by an authorized auditor and are assessed for certain criteria such as:
  - EFQM (European Foundation for Quality Management)
  - ISO9000

## Benefits of SCC

- Demonstrated Service Excellence
- Improved Structured Processes
- Continuous Quality Improvement
- Dedication to Industry best practices
- Increased Customer satisfaction
- Increased employee morale and retention
- Increased competitive advantage
- HDI marketing and promotion of certified support centers
- Global recognition and reward

**For More Information....**

<http://www.thinkhdi.com>

# Questions?

[www.ThinkHDI.com](http://www.ThinkHDI.com) | 800.248.5667

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