HDI Desktop Support Technician (HDI-DST)

Course Summary

Description

This certification verifies that professionals in the desktop support technician role possess the knowledge of customer service and service management processes, as well as the necessary best practices, to provide high quality service and support at the desk-side.

Objectives
At the end of this course, students will be able to:

- Use proven techniques for improving on-site customer interaction
- Understand how service level agreements impact workflow and prioritization of requests
- Learn seven key steps for effective root cause analysis
- Understand the ITIL$^{®}$ processes of incident, problem, change, release, asset, and configuration management
- Understand an overview of security management and knowledge management
- Use essential time management and problem-solving skills
- Use effective strategies for managing difficult customers

Topics

- Support Center Overview
- Strategic Framework
- Service Delivery Methods and Technology
- Support Center Processes and Operations
- Customer Management Skills
- Communication Skills
- Problem-solving and Troubleshooting Skills
- Maximizing Effectiveness

Audience

This course is designed for:
- Technical support professionals who provide in-person support to internal employees, remote workers, or external customers and require skills specific to this unique form of customer contact
- Individuals who are preparing for the HDI Desktop Support Technician certification exam

Duration

Two days

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Course Outline

I. Support Center Overview
- A. The Evolution of the Support Center
- B. Role of Desktop Support Technician
- C. Support Center's Role in the Business

II. Strategic Framework
- A. Strategic Perspective
- B. Service Level Agreements
- C. Standard Operating Procedures
- D. Business Alignment

III. Service Delivery Methods and Technology
- A. Service Delivery Methods
- B. Telephony Systems
- C. Service Management Systems

IV. Support Center Processes and Operations
- A. IT Service Management
- B. ITIL Service Support
- C. Security Management
- D. Knowledge Management
- E. Quality Assurance

V. Customer Management Skills
- A. Total Contact Ownership
- B. Procedures for Call Handling
- C. Procedures for On-Site Visits

VI. Communication Skills
- A. The Communication Process
- B. Cultural Sensitivity
- C. Vocal Elements
- D. Active Listening
- E. Body Language
- F. Incident Documentation
- G. Writing Skills

VII. Problem-solving and Troubleshooting Skills
- A. Problem-solving and Types of Thinking
- B. Questioning Skills
- C. Solve Incidents with IMPACT
- D. Additional Customer Service Skills
- E. Root Cause Analysis

VIII. Maximizing Effectiveness
- A. Your Customer's Psychological Needs
- B. Handling Conflict
- C. Difficult Customer Behaviors
- D. Stress Management
- E. The Power of a Service Attitude
- F. Managing Your Use of Time