

## **Support Operations Manager Course Summary**

### **Description**

Customer Support and Technical Support departments are often the sole connection between the organization and the customer. Managers in these departments are often under the gun to maintain both customer loyalty and good working relations with departments that support their effort. Amid all this they must balance the needs, efficiencies, competencies, and productivity of their own people. In today's increasingly complex IT environment, it is crucial for support managers to provide unsurpassed technical and customer service. Support Operations Manager training will prepare you to meet this challenge. The training is designed for entry-level support operations managers, but will benefit even the most experienced manager or supervisor. You will learn how to build a business infrastructure, an unsurpassed support team, and a technology infrastructure. You will also learn how to determine staffing levels how to coach, motivate, retain and schedule employees; how to monitor performance and measure customer satisfaction; how to develop your team's proficiencies, manage workgroups, manage customers through service level agreements, and engage in successful change management and problem management.

### **Topics**

- Laying Business Foundations
- Monitoring and Enhancing Team Performance
- Managing Processes

### **Audience**

The Support Operations Manager class is for help desk, contact center, support center, and call center supervisors and managers. It is designed specifically for managers and supervisors who are responsible for day-to-day support operations. This class is also a prerequisite for SPC Support Operations Manager Certification.

### **Prerequisites**

There are no prerequisites required for this course, but it is highly recommended that the attendee also attend the Support Operations Team Lead (SOTL) class to build the necessary foundation of leadership.

### **Duration**

Two days

## Support Operations Manager

### Course Outline

#### I. Laying Business Foundations

- A. Creating a Business Infrastructure from the Top Down
  - 1. Avoiding the Mistakes of the Past
  - 2. The Old Model: Support as a Reaction
  - 3. The New Model: Support as a Business
  - 4. Developing a Business Strategy
  - 5. The Mission Statement
  - 6. Developing a Service Level Agreement
  - 7. Developing Standard Operating Procedures
- B. Building Your Support Team from the Ground Up
  - 1. Determining Appropriate Staffing Levels
  - 2. Finding and Securing the Right People
  - 3. Alternative Sourcing Methods
  - 4. Scheduling the Support Desk

#### II. Monitoring and Enhancing Team Performance

- A. Measuring Your Team's Performance
  - 1. Evaluating Performance
  - 2. Using Metrics to Benchmark Performance
  - 3. Best Practices for Effective Performance Reviews
  - 4. Quality Monitoring Methods
- B. Retaining, Motivating and Disciplining Your Team
  - 1. Understanding What Makes Your Team Tick
  - 2. Insight into the Four Personality Types
  - 3. Understanding Retention, Motivation and Incentives

- 4. Implementing Effective Incentives
- 5. Dealing with Performance Problems

#### C. Leading Your Team

- 1. What is a Team Anyway?
- 2. Success Factors for Teams
- 3. Defining Leadership
- 4. Your Responsibility as a Leader
- 5. Reducing the Stress of Your Team

#### D. Developing Your Team's Proficiencies

- 1. Continuing Professional Development
- 2. Starting them off on the Right Foot
- 3. Maintaining Employee Satisfaction
- 4. Cultivate Good Interdepartmental Relationships

#### III. Managing Processes

- A. Managing Workgroups
  - 1. Managing Phone Support
  - 2. Managing Desk-side Support
  - 3. Managing e-Support
  - 4. Managing Knowledge
- B. Building a Support Technology Infrastructure
  - 1. Common Support Technologies
  - 2. Computer Telephony Integration
  - 3. Selecting New Technology
  - 4. Maintaining Technology Uptime
- C. Ensuring Successful Support Processes
  - 1. Change Management
  - 2. Quality Assurance
  - 3. Problem Management