

HDI Certification Training Schedule At-A-Glance

If you don't see a course offering that meets your needs, let us know by visiting ThinkHDI.com/RequestTraining17, or calling me at (719) 955-8154 and we'll make it happen!

HDI Customer Support Representative

Instructor-Led Virtual Classroom

June 22
September 14
December 19

HDI Support Center Analyst

Atlanta, GA

June 5 - 6
September 11 - 12
November 27 - 28

Charlotte, NC

June 19 - 20

Chicago, IL

July 10 - 11
October 2 - 3

Dallas, TX

June 26 - 27
September 25 - 26
December 4 - 5

Denver, CO

November 30 - December 1

Los Angeles, CA

July 20 - 21

New Orleans, LA

August 7 - 8

New York, NY

November 13 - 14

Ottawa, ON

October 18 - 19

Phoenix, AZ

October 19 - 20

Toronto, ON

July 12 - 13
November 8 - 9

Washington, DC

June 19 - 20
July 31 - August 1

October 2 - 3
December 4 - 5

Instructor-Led Virtual Classroom

June 5 - 6
July 31 - August 1

October 11 - 12
December 4 - 5

HDI Desktop Support Technician

Atlanta, GA

August 14 - 15

New York, NY

June 12 - 13

Washington, D.C.

September 18 - 19

Instructor-Led Virtual Classroom

August 14 - 15
November 9 - 10

HDI Technical Support Professional

Dallas, TX

August 21 - 22

Phoenix, AZ

August 10 - 11

Instructor-Led Virtual Classroom

July 24 - 25
October 23 - 24

HDI Support Center Team Lead

Atlanta, GA

June 19 - 20

Chicago, IL

November 13 - 14

Ottawa, ON

October 16 - 17

San Antonio, TX

July 27 - 28

Toronto, ON

July 10 - 11
November 16 - 17

Washington, DC

August 28 - 29

Instructor-Led Virtual Classroom

August 7 - 8
November 14 - 15

HDI Support Center Manager

Atlanta, GA

June 7 - 9
September 13 - 15

November 29 - December 1

Charlotte, NC

June 21 - 23

Chicago, IL

July 12 - 14
October 4 - 6

Dallas, TX

June 28 - 30
September 27 - 29

December 6 - 8

Denver, CO

November 27 - 29

Los Angeles, CA

July 17 - 19

New Orleans, LA

August 9 - 11

New York, NY

September 20 - 22

Ottawa, ON

October 11 - 13

Phoenix, AZ

October 16 - 18

Toronto, ON

July 17 - 19
November 20 - 22

Washington, DC

June 21 - 23
August 2 - 4

October 4 - 6
December 6 - 8

Instructor-Led Virtual Classroom

June 7 - 9
July 19 - 21

September 6 - 8
October 18 - 20

November 29 - December 1

HDI Desktop Support Manager

Atlanta, GA

August 16 - 18

Dallas, TX

November 8 - 10

Washington, D.C.

September 20 - 22

Instructor-Led Virtual Classroom

August 2 - 4
November 6 - 8

HDI Support Center Director

Atlanta, GA

December 6 - 8

Chicago, IL

August 9 - 11

Los Angeles, CA

November 28 - 30

New York, NY

September 13 - 15

Phoenix, AZ

November 6 - 8

HDI Problem Management Professional

Atlanta, GA

November 6 - 7

Chicago, IL

July 24 - 25

Dallas, TX

October 11 - 12

Los Angeles, CA

August 17 - 18

New Orleans, LA

July 11 - 12

Washington, D.C.

September 25 - 26

Instructor-Led Virtual Classroom

June 27 - 28
August 23 - 24

October 16 - 17
December 13 - 14

KCSsm Foundation

Instructor-Led Virtual Classroom

June 14
August 9
October 5
November 28

KCSsm Principles

Atlanta, GA

June 21 - 23

Chicago, IL

November 15 - 17

Ottawa, ON

October 23 - 25

Toronto, ON

November 13 - 15

Washington, D.C.

October 18 - 20

Instructor-Led Virtual Classroom

June 19 - 21
September 20 - 22
December 6 - 8

Structured Problem Solving for the Support Professional

Instructor-Led Virtual Classroom

June 12 - 13
September 25 - 26
December 11 - 12

Support Center Metrics and Measurement

Instructor-Led Virtual Classroom

October 3



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HDI Certification Training: Align and Conquer

From top to bottom, every member of a support center has an impact on the entire organization. Every member also has a unique set of roadblocks and challenges. So what do you need to succeed as an analyst? A manager? A director?

The answer? HDI certification training!

We know your challenges. And we've tailored our courses to help you align your personal and team goals with the goals of your business by providing the skills and knowledge to:

- Implement new technologies
- Increase analyst/technician productivity and efficiency
- Manage an increased workload with existing staff
- Increase employee engagement and morale
- Align staffing models with business objectives and budgets
- Successfully implement knowledge management
- Continuously measure and improve customer satisfaction
- Integrate existing IT systems
- Align corporate and support organization goals
- Consistently meet KPIs/SLAs



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THAT'S JUST DUCKY:
5 Ways HDI Certification Training Will Transform Your Career and Support Center

Drive Revenue

Research shows that when you add certified individuals to your staff, ROI goes up.

Enhance Productivity

A trained and certified team makes your organization more agile and profitable.

Bolster Credibility

Savvy tech support professionals spark customer trust and satisfaction.

Earn Respect

Master your craft and show the world you're part of the tech support elite.

Grow Your Career

Keep yourself and your organization progressive, marketable, and relevant.



ARE YOUR DUCKS IN A ROW?

BE EFFICIENT.
BE ORGANIZED.



Be prepared for anything with **HDI's tech support certification training.**

For more course offerings, please visit: ThinkHDI.com/Calendar17

Here's how *Home Instead Senior Care* got their Ducks in a Row.



The world's largest provider of non-medical in-home care for seniors.



60 million+ hours of care each year.



1,100 franchises globally



Team of five technical support staff

How did a team of **only 5** stay optimized to provide top-notch support? They enlisted the help of HDI.



THE ACTION:

Through HDI's Best Practices Assessment service, *Home Instead Senior Care* received a current-state baseline, found out where they were set, and areas they needed to improve.



THE FINDINGS:

Need of a service catalog and defined metrics to actively measure performance. As part of HDI's assessment, *Home Instead Senior Care* was provided with a detailed roadmap that prioritized and guided improvement initiatives.



THE RESULTS:

STEP 1:

Developed a service catalog and their operational efficiency skyrocketed.

Ticket volume decreased by **10.8%**

STEP 2:

Put immediate attention on how and what they measured.

First call resolution increased by **6%**

STEP 3:

Got the entire team aligned around industry standards and best practices.

Customer satisfaction increased by **2%**

Ready to elevate the customer experience.

"After the assessment and trainings, we became more unified. We gained the skills and knowledge to not only provide unrivaled customer service, but also prove just how significant our modest support team is to the overall success of *Home Instead Senior Care's* success."

— Linda Faucher, IT Support Director



Got Issues? These Problem Management Trailblazers Have Answers.



We recently sat down with Jim Bolton and Buff Scott III, HDI course instructors, and authors of *Problem Management: A Practical Guide* for an enlightening interview.

Let's start with the basics. What is problem management and why is it so important in today's technical support? Problem management is one of two IT service management processes we refer to as "service resolution and restoration" processes. The other is incident management. While incident management is focused on restoring normal IT service operation as quickly as possible, problem management focuses on determining the root cause, identifying temporary workarounds, and applying permanent fixes so that incidents don't happen again.

What percentage of tech support organizations would you estimate have formal problem management processes? The short answer is not enough. Research shows that problem management is not performed at all, or is merely "under development" in just 51% of IT organizations surveyed. Through our interactions with tech support leaders, it always comes up as one of their top 5 challenges.

What do you think are the biggest benefits to support centers who've implemented a problem management process? The most resounding benefits always come back to higher availability and reliability of IT services, more production from users and staff, improved first call resolution, and most importantly, increased customer satisfaction. As a result, the business recognizes the support center as more than just a "cost center," and starts using words like trusted partner, business enabler, and strategic service provider.

What inspired you to write *Problem Management: A Practical Guide*? In 2013, HDI approached us to partner with them in developing problem management training—that resulted in the HDI Problem Management Professional certification course. The overwhelmingly positive response caught the eye of TSO, the publishers of the ITIL® books, and they asked us to write a book to be published in the International Best Practice Portfolio. Released in October 2016, it's now available in hard copy and digital formats.

What would you say to someone considering the HDI Problem Management Professional certification training? Problem management is not optional for an IT organization. It's fundamental in demonstrating business value, and to addressing tightening budgets and resource constraints. The HDI Problem Management Professional certification course is perfect for IT professionals who are working or are planning to work within problem management, whether in a technical, managerial, or operational role.

Why Pay Full Price? These Discounts Really Fit the Bill.

HDI Member Discount

HDI members automatically save up to \$100 on certification training courses.*

*\$100 discount on all live training courses (public and virtual). \$50 discount on all online courses.

Early Bird Discount

Register for any course eight weeks prior to its start date and save up to \$100.

HDI Certification Training—Your Way

In 2017, we're committed to providing you with the most convenient and cost-effective training options. We'll bring any certification course to a town near you, we'll even set up a special virtual course to accommodate your schedule. Just let me know and consider it done... your professional development is our priority.



Get trained.
Get certified.
Get your ducks in a row.

All certification courses include a certification exam.



There are so many benefits that we see from HDI trainings from increased enthusiasm to utilization of best practices to reduced turnover and eventually increased customer satisfaction. Our customers see the benefits of our dedication to customer service through the utilization of HDI standards on a daily basis through our ability to keep users productive.

— Bob Roark
VP of service management
at NuAxis Innovations

For more information, call Victoria Bech at (719) 955-8154