

Certified Strategist Support Executive (CSSE) Course Outline

Unit 1. IT and the Support Center – An Overview

Unit 2. The Business Infrastructure of the Support Center

- Mission/Vision Statements
- Service Level Agreements (SLAs)
- Standard Operating Procedures (SOPs)
- Business Contingency Planning & Disaster Recovery
- Establishing and Maintaining IT Security

Unit 3. The Technological Infrastructure of the Support Center

- Selecting Technology – Criteria
- Knowledge Management Systems
 - how to implement
 - measure effectiveness (ROI)
- Asset Management Systems

Unit 4. Establishing and Verifying Help Desk Scope.

- The Help Desk must function within a well defined environment
- The Help Desk Director must comprehend the depth and breadth of that environment
- Help Desk personnel must be made a part of the solution

TRAINING

COMMUNICATION

Be careful of 'Rewards'.

Unit 5. Choosing the appropriate Management candidate.

- Experience isn't always the best teacher
- Does the candidate understand the organizational philosophy
- Does he/she understand the environment
- Does the person LISTEN
- Is the candidate willing/able to bring out the best in people

Unit 6. Help Desk or Customer Relationship Management (CRM).

- What is a Help desk
 - Tracking Trouble Tickets
- What is a CRM environment
 - Establishing and tracking demographics

Unit 7. Does your Help Desk REALLY Help?

- What does 'Open Ticket Time' really mean?
- How are reported problems prioritized?
 - Potential lost profit
 - Political clout

Unit 8. In the Trenches, and What to look for.

- Ask the people who do the work
 - Appoint a 'survey team' to get the information you need
- Ask the right questions
 - Analyze historic data for insight
 - Keep the long range business view in mind
 - Don't ask the question if you can't handle the answer

Unit 9. Measurements or Mirrors.

Statistics aren't just for mathematicians

The measures of central tendency

Why a 'Standard Deviation' is important

Is it a trend, or just a fluke?

The only thing worse than no information is misinformation

Do the measurements mean anything

How to eliminate trouble calls – don't answer the phone

It's OK to measure different things

The 'value' of vendor supplied statistics

Are they verifiable

Are they applicable to your environment

Are they GUARANTEED

Unit 10. Project Management – Secrets to Success

Unit 11. Cost Reduction Strategies that work "in the real world"

Process Improvement

Assessment Methodologies

Unit 12. Effective Management Techniques for Intl or Multiple Operations

Unit 13. How to Establish the Value of Support Services

Unit 14. How to Get Your Initiatives "Championed"

Unit 15. It's All About Leadership