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HDI Support Center Analyst
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ranks countries by 2018 HDI
value and details the values
of the three HDI components:
longevity, education (with
two indicators), and income

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per capita. The table also presents the difference in rankings by HDI value and gross national income per capita, as well as the rank on the 2017 HDI, calculated using the most recently revised ...

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3.0 People Management An
important responsibility of
support management is the
creation of an environment
that motivates people

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(staff) to perform at their peak. Staff roles and responsibilities, as well as support processes, must be well documented.

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See HDI Certification
Courses >> HDI Certification
Standards. The competencies
for HDI Certifications are
identified and approved by
the HDI International

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Certification Standards Committee. It is the committee's intent to recognize the breadth of knowledge required, document the needed skills, and provide leadership to the support industry on the

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customer service ...

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provide the highest quality
customer care with every

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interaction. HDI Support Center Analyst (HDI-SCA) training focuses on help desk strategies for effective customer service, emphasizing problem-solving and trouble-shooting skills, call-handling procedures,

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incident management, communication skills, and an introduction to ITIL® processes.

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creation of an environment
that motivates people

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