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of industry experts and experienced practitioners from a number of organizations.

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HDI

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People

Management An
important
responsibility
of support
management is
the creation of
an environment
that motivates
people (staff)

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

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Center Analyst
HDI Problem

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Management
Professional
(HDI-PM):
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partnership with
Propoint
Solutions, this
HDI
certification
aims at
professionals
involved in
planning and
implementation

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competencies for
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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 meaning of

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certification in
customer service
...

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highest quality
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with every
interaction. HDI

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that motivates
people

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