



The IT Service & Technical
Support Community

Sample 30-day Training Plan

Week One	
Day One	Check when Completed
<div>Instruct →</div> <div>Company orientation</div> <div>Support center orientation & training (Mission Statement, SLA, SOPs)</div> <div>Overview of services</div> <div>Overview of customers & clients</div> <div>Support Center schedule</div> <div>Types of contact-handling procedures</div> <div>Support center software / hardware training</div> <div>Knowledge base training</div>	<div><input type="checkbox"/></div> <div><input type="checkbox"/></div> <div><input type="checkbox"/></div> <div><input type="checkbox"/></div> <div><input type="checkbox"/></div> <div><input type="checkbox"/></div> <div><input type="checkbox"/></div> <div><input type="checkbox"/></div>
Day Two	Check when Completed
<div>Self-study: Your computer</div> <div>Network fundamentals</div> <div>Desktop fundamentals</div> <div>Overview of team groups & assignments</div> <div>Details of operations, applications supported, customer base, typical support issues</div>	<div><input type="checkbox"/></div> <div><input type="checkbox"/></div> <div><input type="checkbox"/></div> <div><input type="checkbox"/></div> <div><input type="checkbox"/></div>
Day Three - Four	Check when Completed
HDI Certified Support Center Analyst training	<input type="checkbox"/>
Day Five	Check when Completed
<div>Demo →</div> <div>Contact-handling training (phones)</div> <div>Contact-handling monitoring of team member</div>	<div><input type="checkbox"/></div> <div><input type="checkbox"/></div>



The IT Service & Technical
Support Community

Sample 30-day Training Plan

Week Two		
Day One		Check when Completed
Observe →	Testing on network and desktop fundamentals	<input type="checkbox"/>
Instruct →	Self-study: client proprietary applications	<input type="checkbox"/>
Day Two		Check when Completed
Demo →	Client proprietary application skills evaluation	<input type="checkbox"/>
Instruct →	Contact-handling training (Web cases & chat)	<input type="checkbox"/>
Demo →	Contact-handling monitoring of team member	<input type="checkbox"/>
Day Three		Check when Completed
Instruct →	Contact-handling training (email & phone)	<input type="checkbox"/>
Demo →	Contact-handling monitoring of team member	<input type="checkbox"/>
Day Four		Check when Completed
Instruct →	Documentation training in case management system	<input type="checkbox"/>
Demo →	Documentation monitoring of team member	<input type="checkbox"/>
Observe →	Documentation in case management system	<input type="checkbox"/>
Day Five		Check when Completed
	Documentation in case management system	<input type="checkbox"/>
Instruct →	Overview Knowledge Management & Knowledge Base tools training	<input type="checkbox"/>



The IT Service & Technical
Support Community

Sample 30-day Training Plan

Demo →	Knowledge Management evaluation & use of Knowledge Base tool	<input type="checkbox"/>
Week Three		
Day One		Check when Completed
Observe →	Live contact-handling / documentation with team member monitoring (phone)	<input type="checkbox"/>
Day Two		Check when Completed
Live contact-handling / documentation with team member monitoring (Web case & chat)		<input type="checkbox"/>
Day Three		Check when Completed
Skills testing for client proprietary applications		<input type="checkbox"/>
Skills testing for Knowledge Management and Knowledge Base tools		<input type="checkbox"/>
Day Four		Check when Completed
Live contact-handling / documentation with team member monitoring (email & VOIP)		<input type="checkbox"/>
Day Five		Check when Completed
Correct →	Contact-handling & documentation evaluation and coaching with team member	<input type="checkbox"/>



The IT Service & Technical
Support Community

Sample 30-day Training Plan

Week Four	
Day One	Check when Completed
Observe → Live contact-handling / documentation (all contact methods)	<input type="checkbox"/>
Day Two	Check when Completed
Live contact-handling / documentation (all contact methods)	<input type="checkbox"/>
Self-study: HDI Support Center Analyst exam	<input type="checkbox"/>
Day Three	Check when Completed
Live contact-handling / documentation (all contact methods)	<input type="checkbox"/>
Exam: HDI-SCA	<input type="checkbox"/>
Day Four	Check when Completed
Complete overview and new-hire orientation	<input type="checkbox"/>
Day Five	Check when Completed
Correct → Performance and skills assessment & plan for next evaluation period	<input type="checkbox"/>