



The IT Service & Technical
Support Community

Sample 30-day Training Plan

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



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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"/>



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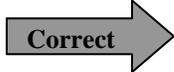
Sample 30-day Training Plan

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"/>



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Sample 30-day Training Plan

Week Four	
Day One	Check when Completed
 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
 Performance and skills assessment & plan for next evaluation period	<input type="checkbox"/>