

Information Systems - Consultant  
Core Competencies

| Behavior           | Series  | Course Title  | Course #                            | Approx. Duration |
|--------------------|---|---|-------------------------------------|------------------|
| Communication      |   |   |                                     |                  |
| Strategic Thinking |   |   |                                     |                  |
| Consulting         |   |   |                                     |                  |
| Systems Knowledge  |   |   |                                     |                  |
| Business Writing   |   |   |                                     |                  |
|                    | <b>Business Writing Essentials</b>                        |   |                                     |                  |
|                    |   | Writing with Intention                                      | <a href="#">COMM0011</a>            | <u>4</u>         |
|                    |   | Avoiding Errors in Usage and Punctuation                    | <a href="#">COMM0012</a>            | <u>4.5</u>       |
|                    |   | Avoiding Grammatical Errors in Business Writing             | <a href="#">COMM0013</a>            | <u>4.5</u>       |
|                    |   | Crisp Composition   | <a href="#">COMM0014</a>            | <u>4.5</u>       |
|                    |   | Writing to Reach the Audience                               | <a href="#">COMM0015</a>            | <u>3</u>         |
|                    |   | Getting the Most from Business Documents                    | <a href="#">COMM0016</a>            | <u>4</u>         |
|                    |   | The Writing Process   | <a href="#">COMM0017</a>            | <u>5</u>         |
|                    | <b>Technical Support Agent Skills</b>                     |   |                                     |                  |
|                    |   | The Contact Center and Technical Support Agent              | <a href="#">CUST0161</a>            | <u>4.5</u>       |
|                    |   | Technical Support Essentials                                | <a href="#">CUST0162</a>            | <u>5</u>         |
|                    |   | Assessing Customer Behavior                                 | <a href="#">CUST0163</a>            | <u>4.5</u>       |
|                    |   | Technical Support Agent Survival Skills                     | <a href="#">CUST0164</a>            | <u>3.5</u>       |
|                    |   | Technical Support Agent Skills Simulation                   | <a href="#">CUST0160</a>            | <u>0.5</u>       |
|                    | <b>HDI - Customer Support Specialist, Professionalism</b> |   |                                     |                  |
|                    |   | The Customer Support Specialist (CSS)                       | <a href="#">cust_01_a01_bs_enus</a> | <u>3.5</u>       |
|                    |   | Support Center Services                                     | <a href="#">cust_01_a02_bs_enus</a> | <u>2.5</u>       |
|                    |   | Establishing Team and Customer Relationships                | <a href="#">cust_01_a03_bs_enus</a> | <u>2.5</u>       |
|                    | <b>HDI - Customer Support Specialist, Process</b>         |   |                                     |                  |
|                    |   | Customer Service Procedures                                 | <a href="#">cust_03_a01_bs_enus</a> | <u>3.5</u>       |
|                    |   | Managing the Quality of the Customer Support Service Center | <a href="#">cust_03_a02_bs_enus</a> | <u>3.5</u>       |
|                    |   | Management Tools and Metrics                                | <a href="#">cust_03_a03_bs_enus</a> | <u>2</u>         |
|                    | <b>HDI - Customer Support Specialist</b>                  |   |                                     |                  |
|                    |   | Interacting with the Customer                               | <a href="#">cust_02_a01_bs_enus</a> | <u>3</u>         |
|                    |   | Effective Communication Skills                              | <a href="#">cust_02_a02_bs_enus</a> | <u>3</u>         |
|                    |   | Managing Conflict, Stress, and Time                         | <a href="#">cust_02_a03_bs_enus</a> | <u>2.5</u>       |
|                    |   | Customer Support Specialist Simulation                      | <a href="#">CUST002A</a>            | <u>0.5</u>       |
|                    | <b>Internal Consulting for the Technical Professional</b> |   |                                     |                  |
|                    |   | The Technical Professional as Internal Consultant           | <a href="#">CONS0131</a>            | <u>4</u>         |
|                    |   | Creating Effective Contracts                                | <a href="#">CONS0132</a>            | <u>3</u>         |
|                    |   | Using Data as a Technical Professional Consultant           | <a href="#">CONS0133</a>            | <u>4</u>         |
|                    |   | Resistance and Technical Professional Consultants           | <a href="#">CONS0134</a>            | <u>2.5</u>       |
|                    | <b>IT Infrastructure Library (ITIL) Foundations</b>       |   |                                     |                  |
|                    |   | ITIL: The Service Desk and Incident Management              | <a href="#">CUST0181</a>            | <u>3.5</u>       |
|                    |   | ITIL: Configuration and Release Management                  | <a href="#">CUST0182</a>            | <u>3</u>         |
|                    |   | ITIL: Service Level and Capacity Management                 | <a href="#">CUST0183</a>            | <u>2.5</u>       |
|                    |   | ITIL: Problem and Change Management                         | <a href="#">CUST0184</a>            | <u>2.5</u>       |
|                    |   | ITIL: Continuity and Availability Management                | <a href="#">CUST0185</a>            | <u>2.5</u>       |
|                    |   | ITIL: Financial and Security Management                     | <a href="#">CUST0186</a>            | <u>2</u>         |