€TRAINING

Support Services and Key Performance Indicators

10 - 14 June 2024
London (UK)
Landmark Office Space

Support Services and Key Performance Indicators

REF: H1473 DATE: 10 - 14 June 2024 Venue: London (UK) - Landmark Office Space Fee: 5300 Euro

Introduction:

Any governmental or non-profit organization or charitable organization with two types of activity is active in the same specialization and other activities that support the specialized activities. Therefore, the supporting services may be in the size of a department, department or sector, but its role in any organization is a basis for the work. This department, where the administrative coordination of technical specialties and follow-up of projects and writing technical reports and review documents from the higher authorities also interested in administrative communications and internal and external correspondence and work to develop relations with other parties to facilitate the work of technical departments.

Course Objectives:

At the end of this course the participants will be able to:

- Learn about the latest developments and the latest methods that have emerged in the areas of management and supervision of public services.
- Identify the concept of measurement, evaluation, and performance indicators.
- Learn how to choose performance indicators that lead to success.
- Identify the dimensions of competitive advantage.
- Identify the reasons for developing and developing a competitive advantage.
- Recognize the importance of the organization's performance indicators.
- Ability to compare vision, mission, and strategy.
- Be able to identify appropriate performance indicators to assess performance in the organization.
- Be able to design performance reporting templates.
- Be able to follow the steps of building performance indicators.
- Ability to handle KPI's financial and non-financial performance measures.
- Ability to build and use performance indicators KPI.

Targeted Audience:

- Business owners
- CIO
- IT and Service Desk managers
- Service Desk staff
- Functional managers
- Help desk employee

Course Outlines:

Unit 1: The Nature and Types of Supporting Services:

- Functions and responsibilities of the Department of Support Services.
- Planning and organizing support services.
- Monitoring and directing support services.
- Develop policies and objectives for the departments of the Support Services Department.
- Develop the working procedures manual in its sections and work to update it from time to time.

- Supervising the implementation of the regulations, regulations, and instructions related to the support services departments in the Corporation.
- Preparing the annual financial budget of the supporting services departments and participating in the preparation of the annual financial budget of the institution as a whole with the various concerned departments and participating in the discussion with the Board of Directors of the institution.
- Periodic reports on the activities of the support services departments.
- Evaluate the employees' performance and make the necessary recommendations.
- Supervising the development of the training and continuing education program for the departments of support services.
- Overseeing the development of the quality program in the supporting services departments.

Unit 2: The Behavior of Workers in The Field of Support Services:

- Time management and organization of priorities.
- The means to achieve effective communication with others.
- Reciprocal relations and developing skills to deal with others.
- Speech, listening, and listening skills.
- How to face pressure and control anxiety.
- How to provide the necessary information for decision-making and follow-up.
- Skills simplifying and improving procedures and developing work systems.

Unit 3: Preparation of Reports And Correspondence:

- The concept of correspondence and reports and their types.
- The importance of reports to the management of auxiliary services.
- Skills and skills for writing and reading development.
- Characteristics and parts of a good report.
- The method of writing mail and reports.
- Annotations in reports.
- Computer and output correspondence and reports.
- Common mistakes in writing mail and reports.

Unit 4: Monitoring and Evaluation of Performance in The Area of Support Services Activities:

- The concept and importance of evaluating the performance of employees in the support services departments.
- Average performance and normative performance.
- The modern concept of performance appraisal in the light of total quality systems.
- Analyze the work and determine its requirements as a basis for evaluating performance.
- Analysis of work and tasks.
- Analysis of the capabilities and preparations of employees.
- Methods of measuring the capabilities and preparations of employees.
- Harmonize work requirements and employee capabilities.
- The subjective methods versus the objective methods of performance evaluation.
- Quantitative versus qualitative methods in assessing the performance of workers in auxiliary services.

Unit 5: The Use of Electronic Programs for The Development of The Work of Support Services:

- Recent trends in support services.
- The importance of modern technologies in the work of supporting services.
- Preparation of correspondence and reports on the computer.

- View information by computer.
- Organize people's information electronically.
- Organizing meetings electronically.
- Organize archives and documents electronically.
- Electronic communications Internet, intranet, e-mail.

Unit 6: Second Week: Key Performance Indicators KPI's:

- Defining key performance indicators and performance management.
- Understand the context of strategic management and develop the correct professional culture to measure performance.
- Use performance information.
- Development of performance indicators.
- Performance analysis.
- Strategic planning using a balanced performance card.
- Analysis of the competitive position of the pilot project using SWOT
- Performance measures.
- The basics and types of performance indicators.