

# SSPA news

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## Announcing the second elite Wharton School/SSPA Technology Support Services Management (TSSM) Program to be held in Philadelphia the week of June 19, 2006.

By Shauna Fields, SSPA

### What Did Attendees Think of the First Wharton School/SSPA Program?

*"An eye-opening look in the managerial mirror. A series of practical experiences that will benefit both the new and the seasoned manager."* -Mathew O'Donoghue, Technical Services Manager – New Product Training, Cisco Systems

*"The Wharton/SSPA TSSM Program provides the unique curriculum that service & support professionals need in a format that optimizes learning and retention. I highly recommend it."* -Brent Potts, Sr. Director Consumer Service & Support, HP

*"Tremendous insights and a wealth of information applicable for a lifetime!"* - May Wong, Program Manager Support Services, Oracle

*"This program helped me see how a support organization can be/needs to be run as a business, therefore there is a need for support managers to think like business executives."* - Shailaja Satish, Customer Support Manager, Mercury Interactive

The week long TSSM program was jointly developed by the Wharton School at the University of Pennsylvania and the SSPA for service and support professionals. The curriculum departs from the theoretical and moves to the practical by utilizing real world examples and case studies to engage participants in stimulating discussions and problem solving. Learning concepts are immediately applied to strengthen the retention and encourage deployment in the workplace. TSSM is specifically designed to enable service and support professionals to:

- proactively manage multiple future uncertainties by scenario planning
- improve negotiating and influencing skills by learning their own style
- learn operational effectiveness strategies from an industry expert
- assess the value of customers as assets
- understand financial statements and measures for operations
- manage across organizational boundaries

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### Featured Links

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[Attend our webinar on 4/19/05 at 2pm ET](#)

The Wharton School's Executive Education program in collaboration with the SSPA will award a Certificate to those who successfully complete the full week program as well as all required activities and assignments.

**History:** The SSPA readily acknowledged the need for a partner that could bring academic strength, thought leadership, industry experience and global recognition to the program. Acknowledging that it would be a formidable task to find such a collaborator for the management program, the SSPA believes that it was very fortunate to secure a firm partnership with the prestigious Wharton School at the University of Pennsylvania.

The significance of the partnership is recognized by the words of Peter Degnan, Executive Director of Wharton Executive Education. He states, "We are delighted to be at the forefront of such a unique educational opportunity with the SSPA. As the services and support component of the technology industry continues to grow, we anticipate that this management development program and collaborative relationship will help SSPA members drive and shape the industry."

The Wharton School is recognized around the world for its academic strengths across every level of business education. It was founded in 1881 as the first collegiate business school in the nation. Wharton is uniquely qualified to serve the technology services industry through the real world technology industry experience of its faculty.

The second elite **TSSM** program will be delivered at the Wharton School in Philadelphia, PA the **week of June 19, 2006**. Space is limited. For program details visit our [website](#). You may also direct inquiries to Shauna Fields at [sfields@thesspa.com](mailto:sfields@thesspa.com) or 858-673-3055.

Comments? Suggestions? We would like to hear from you. Please email the editor at [sspanews@thesspa.com](mailto:sspanews@thesspa.com).

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