

# HDAA MEMBERSHIP

Powering Service Desk Teams

## JOIN HDAA

Join HDAA, the independent industry body for Service Desk Professionals, and connect with a network focused on the intricacies and successes within:

- IT Support Services
- Enterprise Support
- Shared Services Desks

HDAA is your partner in professional development, offering resources tailored to enhance service delivery, customer interaction, and operational efficiency. Our mission is to connect you with a vibrant network of experts and resources, uniquely focused on elevating the service desk sector.

By becoming a member, you're committing to excellence in service desk operations, leveraging our collective expertise for your growth and operational success



## ASSIST YOU WITH

- Workforce Planning
- ITIL Policy and Procedural Templates\*
- Creating a Service Catalogue
- Change Management
- Categorisation
- Service Desk Maturity/Review
- Choosing Tools
- Knowledge Management
- Incident Management

**BOOK IN A QUICK CALL**



**+1300 130 447**



[info@hdaa.com.au](mailto:info@hdaa.com.au)



[www.hdaa.com.au](http://www.hdaa.com.au)

## GOLD MEMBERSHIP BENEFITS

HDAA work at the organizational level to address strategic and operational challenges, and to drive positive change. We also strive to support your staff via training and workshops to help advance their careers, build their networks, and drive valuable connections.

### MAJOR SAVING

Major savings on HDAA's Professional Training Program Our certification training is globally-recognised and includes HDI Certifications; ITIL Certifications; Support Services Certifications; Cyber Security and Resillia Certifications;

### MEMBER WORKSHOPS

Our Member Workshops are focused on providing practical knowledge and skills that keep you up-to-date and on track. They are a part of our Professional Learning Program and designed to enhance Service and Support practices, challenge existing thinking and provide an opportunity to reflect on who you are and the impact you have on those around you. HDAA aims to hold 1 face to face workshop round per year and 3 virtual workshops per year;

### EXCLUSIVE MEMBER ACCESS

Exclusive Member Access to an extensive range of international research, benchmarking data, white papers, and access to workshop downloads containing highly valuable information. See an Extract from the 2017 Practices & Salary Report here;



### HDAA'S CONSULTING SERVICES

HDAA's Consulting Services consist of focused advice, guidance, and implementation of service management leading to lasting organisational change in a variety of ways. Members receive discounts on HDAA Consulting Services

### DYNAMIC COLLABORATION

### ENHANCE YOUR PROFILE

### PHONE AND E-MAIL ASSISTANCE

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# MEMBERSHIP COMPARISON GUIDE

	Personal	Gold
Annual Membership Fee (Ex GST)	\$ 500	\$ 1700
Membership Certificate & HDAA Membership Logo	✓	✓
Membership Information Kit	✓	✓
Discounts on <a href="#">HDAA Training</a>	10%	18%
Discounts on HDAA Consulting Services	10%	18%
HDAA Member Workshops - Complimentary Seats	01	06
HDAA Virtual Member Workshops - Complimentary Seats	02	08
Email and Telephone Support from our experienced staff	✓	✓
Representatives Primary*	1	1
Representatives - Secondary** (website KB access)	Up to 5	Unlimited
<b>Articles HDAA and ITSM Industry</b>		
Articles HDAA and ITSM Industry	✓	✓
Knowledge Management (KCS Resources)	✓	✓
Member Request (MR) Outcomes	✓	✓
Industry Webinar Recordings	✓	✓
Reports	✓	✓
Service Desk Calculators (e.g. workforce planner)	✓	✓
Templates - Advanced (ITIL Processes, Policies and Procedures etc.)	Incident Mngt Only	Access to all Advanced Templates
Templates - Standard (Checklists, Job Descriptions)	✓	✓
White Papers HDAA and ITSM Industry	✓	✓
Workshop Downloads (Video recording/slideshow)	✓	✓
<b>Help Desk Institute (HDI) Resources</b>		
Articles	✓	✓
Reports and Surveys	✓	✓
Metrics Guides	✓	✓

## \* Primary Representative

- Is the main point of contact between HDAA and their organisation.
- Has access to manage their company account details via the website including adding or deleting staff as secondary representatives on the membership account.
- Has access to restricted content in the HDAA Knowledge Base and HDI Resources


## \*\* Secondary Representative

- Can be added to the company membership account by the Primary Representative or HDAA
- Has the same access as the Primary Representative(s) to restricted content in the HDAA Knowledge Base and HDI Resources that are available for their organisation's level of membership
- Has access to register staff for discounted training and workshops

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support others.

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