


## HDAA GOLD LEVEL MEMBERSHIP DELIVERABLES

<b>Benefits and Entitlements</b>	
Annual Membership Fee	\$1870
Certificate, HDAA Membership Logo	✓
Discounts on HDAA Training Services	18%
Discounts on HDAA Consulting Services	18%
Email and Telephone Support	✓
HDAA Workshops - Complimentary Seats	6 per workshop
Representatives – Primary*	1
Representatives - Secondary** (website member access)	up to 15
<b>HDAA Knowledge Base</b>	
Articles – HDAA and ITSM Industry	✓
Knowledge Management (KCS Resources)	✓
Member Request (MR) Outcomes	✓
Newsletter (Inside Support) Archive	✓
Industry Webinar Recordings	✓
Reports	✓
Service Desk Calculators	✓
Templates - Advanced (ITIL Processes, Policies and Procedures etc.)	✓
Templates - Standard (Checklists, Job Descriptions etc.)	✓
White Papers – HDAA and ITSM Industry	✓
Workshop Downloads (Video recording/slideshow)	✓
<b>Help Desk Institute (HDI) US – Resources</b>	HDI is the leading resource for Help Desk/Support Center emerging trends and best practices.
Articles Reports and Surveys Metrics Guides	✓

<b>* Primary Representative</b>	<b>** Secondary Representative</b>
The main point of contact between HDAA and their organisation	Can be added to the company membership account by the Primary Representative or HDAA
Have access to manage their company account details via the website including adding or deleting staff as secondary representatives on the membership account.	Have 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
Have access to restricted content in the HDAA Knowledge Base and HDI Resources that	Have access to register staff for discounted training and workshops
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