

# HDAA MEMBERSHIP SERVICES

Supporting you to  
support others.

## ABOUT HDAA

Organisational Membership with HDAA is about being part of an association that is the primary source of collaboration and knowledge for the Australasian Service and Support Profession.

Encompassing IT Support Services, Enterprise Support Services and Shared Services Industries, you are joining a community of like-minded industry professionals who want to work smarter, not harder.

Being an organisational membership, benefits are shared among your desk or team.

## 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
- Job Description Templates
- What to Report
- KPI Metrics

**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)

## TOP FIVE REASONS TO JOIN HDAA

### NETWORKING AND CONNECTIONS

You're going to be networking with industry peers and building connections with technical service and support professionals at every HDAA-related workshop and/or training you attend.

### WORKSHOPS

HDAA hold 3 workshops per year focused on providing practical knowledge and skills that keep you up-to-date and on track. Gold and Silver level member organisations receive complimentary seats to all workshops. Virtual members receive complimentary seats to virtual member workshops.

### PROFESSIONAL DEVELOPMENT & RECOGNITION.

HDAA membership not only gives you and your staff exclusive access to members-only resources and opportunities, it also enables you to demonstrate your focus on professional development and your dedication to your career. Increase staff morale and productivity by providing opportunities for learning, development and networking with a recognised professional body.



### WORKSHOPS

HDAA members receive discounts on training, consulting and additional workshop seats. Great discounts give more of your staff and co-workers the opportunity to take advantage of HDAA's tremendous professional development opportunities.


### RESOURCES AND RESEARCH

HDAA brings its members the latest and greatest industry reports, research, and publications. Let HDAA help you stay up to date and informed!

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## WHICH MEMBERSHIP LEVEL IS RIGHT FOR YOU?

HDAA have numerous levels of Membership to meet the needs of your organisation. See our website [www.hdaa.com.au](http://www.hdaa.com.au) or to choose the membership that best suits you and your organisation

Take out or renew your membership for 2 years and save 50% on your second year.

### VIRTUAL LEVEL MEMBERSHIP

**\$ 550**

**2 YEAR DEAL: \$825**

Only available to regional members.

- 10% Discount on Training
- 10% Discount on Consulting Services
- Knowledge base access for up to 6 staff
- ITIL Advanced Template access (IM Template only)
- Complimentary seats to Virtual Workshops

- 15% Discount on Training
- 15% Discount on Consulting Services
- Knowledge base access for up to 11 staff
- ITIL Advanced Template access (IM & CM templates only)
- Complimentary Workshop seats

### SILVER LEVEL MEMBERSHIP

**\$ 1122**

**2 YEAR DEAL: \$1683**

Only available to regional members.

### GOLD LEVEL MEMBERSHIP

**\$ 1870**

**2 YEAR DEAL: \$2,805**

Only available to regional members.

- 18% Discount on Training
- 18% Discount on Consulting Services
- Knowledge base access for up to 16 staff
- ITIL Advanced Template full access
- Complimentary Workshop seats

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## MEMBERSHIP COMPARISON GUIDE

	GOLD	SILVER	VIRTUAL
Annual Membership Fee (includes GST)	\$ 1870	\$ 1122	\$ 550
Membership Certificate & HDAA Membership Logo	✓	✓	✓
Membership Information Kit	✓	✓	✓
Discounts on <a href="#">HDAA Training</a>	18%	15%	10%
Discounts on HDAA Consulting Services	18%	15%	10%
HDAA Member Workshops - Complimentary Seats	06	03	0
HDAA Virtual Member Workshops - Complimentary Seats	08	05	02
Email and Telephone Support from our experienced staff	✓	✓	✓
Representatives Primary*	1	1	1
Representatives - Secondary** (website KB access)	Upto 15	Upto 10	Upto 5
<b>HDAA Knowledge Base</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.)	Access to all Advanced Templates	Incident & Change Mngt Templates Only	Incident Mngt Templates Only
Templates - Standard (Checklists, Job Descriptions)	✓	✓	✓
White Papers HDAA and ITSM Industry	✓	✓	✓
Workshop Downloads (Video recording/slideshow)	✓	✓	✓
<b>Help Desk Institute (HDI) Resources - HDI is the leading resource for Help Desk/Support Center emerging trends and best practices.</b>			
Articles	✓	✓	✓
Reports and Surveys	✓	✓	✓
Metrics Guides	✓	✓	✓

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