


MEMBERSHIP COMPARISON GUIDE

Benefits and Entitlements	 Silver
Certificate, HDA Membership Logo	✓
Discounts on Training	15%
Discounts on most HDA Consulting Services	15%
Email and Telephone Support	✓
HDA Workshops - Complimentary Seats	3
Representatives – Primary*	1
Representatives - Secondary** (website access)	up to 10
HDA Knowledge Base	
Articles – HDA and ITSM Industry	✓
Knowledge Management (KCS Resources)	✓
Member Request (MR) Outcomes	✓
Newsletter (Inside Support) Archive	✓
Podcasts	✓
Reports	✓
Service Desk Calculators	✓
Templates - Advanced (ITIL Processes, Policies and Procedures etc.)	Incident & Change Mngt Only
Templates - Standard (Checklists, Job Descriptions etc.)	✓
White Papers – HDA and ITSM Industry	✓
Workshop Downloads (Video recording/slideshow)	✓
Help Desk Institute (HDI) US – Resources	
Focus Books KPI Bulletins Metrics Guides Reports and Surveys Webinar Library	✓

* Primary Representative	** Secondary Representative
The main point of contact between HDA and their organisation	Can be added to the company membership account by the Primary Representative or HDA
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 HDA Knowledge Base and HDI Resources that are available for their organisation's level of membership
Have access to restricted content in the HDA Knowledge Base and HDI Resources that	Have access to register staff for discounted training and workshops
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