


HDAA VIRTUAL LEVEL MEMBERSHIP DELIVERABLES

Benefits and Entitlements	 Virtual
Certificate, HDAA Membership Logo	✓
Discounts on Training	10%
Discounts on most HDAA Consulting Services	10%
Email and Telephone Support	✓
HDAA Workshops - Complimentary Seats	0
Representatives – Primary*	1
Representatives - Secondary** (website access)	up to 5
HDAA Knowledge Base	
Articles – HDAA 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 Management Only
Templates - Standard (Checklists, Job Descriptions etc.)	✓
White Papers – HDAA and ITSM Industry	✓
Workshop Downloads (Video recording/slideshow)	
Help Desk Institute (HDI) US – Resources	HDI is the leading resource for Help Desk/Support Center emerging trends and best practices.
Focus Books KPI Bulletins Metrics Guides Reports and Surveys Webinar Library	✓

* Primary Representative	** Secondary Representative
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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