

# HDI

## Background Information

Founded in 1989, HDI is headquartered in Colorado Springs, Colorado, and is the world's largest membership association for internal and external IT Service and Support professionals. HDI is member-focused and remains vendor-neutral in its efforts to facilitate open, independent networking and information sharing within the association's global network.

HDI's mission is to lead and advance the IT service and support community. HDI has more than 7,500 members and 68 local chapters worldwide.

## Mission Statement

HDI is dedicated to helping IT service and support professionals and their organizations maximize the return on their professional development expenditures. To this end, HDI focuses on establishing industry best practices, developing certification and training programs based on internationally-recognized standards, and providing members with timely access to valuable industry resources and events.

## Certification and Training

HDI teaches the customer service skills and service management processes required to provide quality IT service and support. Each HDI Certification reflects the level of knowledge required for specific roles, ranging from Customer Service Representative to Support Center Director.

Whether you are a Help Desk/Support Center Analyst, Manager, or Director, HDI provides the certification and training to help IT service and support professionals provide excellent service, increase productivity and profitability, and decrease call times. HDI certification and training is built upon globally-recognized industry standards developed by an international committee of industry experts and practitioners.

HDI offers the following Certification Courses:

1. HDI Customer Service Representative
2. HDI Support Center Analyst
3. HDI Desktop Support Technician
4. HDI Support Center Team Lead
5. HDI Support Center Manager
6. HDI Support Center Director

