## HDI Desktop Advanced Support Technician (HDI-DAST)

Service Management Systems - ✓ ✓ 1. Incident and service request tracking, 2. Problem tracking, 3. Change Tracking, & 4. Configuration / Asset Management Systems

- -

Service Transition (ITIL) - V V Builds, tests, and prepares services for transition to live operations.

Service Operation (ITIL) - 🛩 🛩 Delivers and supports services in operation

Service Strategy (ITIL) - V Provides policy and Guidance

incident management - 
The primary purpose is to restore service as quickly as possible and minimize the impact on business. To prevent the recurrence of event.

Incident Management benefits - < 1. Minimizing impact to business, 2. Minimizing downtime for users, 3. Identifying training requirements for staff and users.

Integrated Systems (IS) - 
purpose is to reduce time, errors and to enable processes. It also increase efficiency and accuracy of information

Sources of IT Best practices (Framework models) - 
1. HDI, 2. ITIL, 3. KCS (Knowledge-Centered Support)

# **Hdi Desktop Support Technician Study Guide**

Mobile Electronics Certified
Professional Program, Consumer
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