
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) - ✓ ✓ Builds, tests, and prepares services for transition to live operations.

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

Service Strategy (ITIL) - ✓ ✓ 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)

Desktop Support Technician H Study Guide

A Gutmann



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