



Capital Area

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The IT Service & Technical Support Community

Tiffany Vaughn
HDI MidAtlantic Account Manager
704.795.9850
tvaughn@thinkhdi.com
www.thinkhdi.com

HDI is the world's largest IT service and technical support membership association and the industry's premier certification and training body. Guided by an international panel of industry experts and practitioners, HDI is the leading resource for help desk/support center emerging trends and best practices.

HDI provides members with a vast repository of resources, networking opportunities and the largest industry event - the HDI Annual Conference and Expo. Headquartered in Colorado Springs, Colorado, USA, HDI offers training in multiple languages and countries.

Training for the Help Desk, Support Center, Call Center, Service Desk

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Date	Location	Course	Member Price	Price
11/1 - 11/2 2011	Reston, VA	HDI Desktop Support Technician	\$1295	\$1395
11/2 - 11/3 2011	Washington, DC	Structured Problem Solving for the Support Professional	\$698	\$748
11/16 - 11/18 2011	Washington, DC	ITIL® v3 Foundation	\$1395	\$1495
12/5 - 12/6 2011	Washington, DC	Financial Management Skills for the Technical Manager	\$748	\$798
12/12 - 12/13 2011	Washington, DC	HDI Support Center Analyst	\$1195	\$1295
12/14 - 12/16 2011	Washington, DC	HDI Support Center Manager	\$1695	\$1795

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410-534-4800.
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Direct Marketing Manager
732.404.8941
Joe.Bonelli@numarasoftware.com
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glenda.gray@frontrange.com
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