

The header features a navigation bar with a logo on the left, a search bar in the center, and navigation links on the right. The search bar contains the text "Want the best staff for your help desk?" and a magnifying glass icon. The navigation links include "JOIN HDI", "Member Login", "Privacy statement", "HOME", "Site map", "About HDI", "Contact Us", "Jobs@HDI", and "Search HDI". Below the navigation bar, there are links for "My Community", "My Tools", "Publications/Research", and "Qualifications/Certification".



MGM MIRAGE Achieves HDI Site Certification

Tuesday, December 9, 2003

Register of Trainers

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MGM MIRAGE Achieves HDI Site Certification



IT Worker Shortage Continues

Recruit-Staffing Train Their Trainers

Company Is Honoured for Excellence in the Support Industry

Help Desk Institute (HDI), the world's largest membership association for service and support professionals, today announced that **MGM MIRAGE** has achieved HDI Site Certification status.

MGM MIRAGE, an entertainment company headquartered in Las Vegas that owns and/or operates 19 casino properties on three continents, has successfully undergone an audit of its support centre, and has achieved this prestigious designation. [more...](#)

Staffing and training issues remain top concerns of CIO's.

New research from CompTIA, the Computing Technology Industry Association, shows - in spite of a downturn in the economy and the highest unemployment rate in almost four years - the average number of open IT service and support positions in American companies has more than tripled since 1999. Staffing and training issues remain the biggest challenges faced by IT department managers. [more...](#)

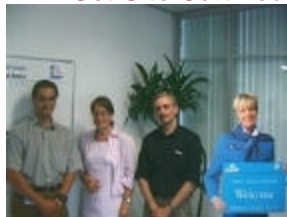
Recruit-Staffing Trainers prepare for Customer Support Specialist training

Last week the first of the Train the Trainer programs for HDI's new Customer Support Specialist certification program started in earnest in Tokyo. The photo shows Tatsumi Yamashita of Help Desk Institute Japan facilitating one of the sessions that trained the 17 new CSS certified trainers. The Customer Support Specialist program is available worldwide with live testing starting January 2002 for just \$89 via VUE. The standards



are available to view and download from this website. Training materials are also now available. Training program bookings should be directed to any of HDI's Authorised Training Partners (see listing on this website) or to the [HDI Certification team](#)

KLM Get Site Certified



The first certified Help Desk Analysts....

Of course KLM!!!!

Under the inspiring leadership of Kester Meijer, Manager Data Control Center & IT Service Desks, three of his co-workers obtained the HDA-certificate, the first ones in the Benelux to do so. Dagmar Kling, trainer/coach, supported the whole project, and will organize the certification process and training of the whole department during the next 6 months.

As a boost for their co-workers, a 'hall of fame' with the names of the certified people has been created in the entrance of building 877. [more...](#)