What is the Help Desk Consortium (HDC)?

The Help Desk Consortium is a self-governing, independent advisory body to the university administration on IT service management issues. Members are providers of technical and user support at all levels. The organization is open to all employees regardless of job title.

The group promotes IT best practices and industry standards, encourages professional development, and provides training and learning opportunities.

Members are usually defined as those who are subscribed to the group's email list found here:

https://groups.google.com/a/lists.ucla.edu/forum/#!forum/helpdesks

In 2013, the HDC was rebranded to BruinTech to expand the group to include all UCLA technologists. For more information on BruinTech, please visit the website:

http://www.bruintech.ucla.edu

You can also join the BruinTech listserv:

https://groups.google.com/a/lists.ucla.edu/forum/#!forum/bruintech

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