

# Welcome to the HDI Central Florida Chapter!



# Thank You To Our Sponsors!

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# Upcoming Events!

- February 11: “Knowledge Management Best Practices within Service Management” by Rick Joslin--HDI
- March 10: “Leading and Lagging Indicators: Improving Workflow through Analytics” by Alex Steinwachs--ServiceNow
- April 12<sup>th</sup>/13<sup>th</sup>: Planning an HDI SE Region Social at the HDI 2016 Conference and Expo
- April 19/20/21: Planning a multiple speaker event--Cherwell Software
- May 12: Presentation TBD--TOPdesk
- June 9: Presentation TBD--LANDESK

# What's Hot at HDI

- **Save the Date: HDI 2016 Conference & Expo**
  - The biggest tech support event of the year is happening April 12-15, 2016 in Orlando, FL. **Register by Jan. 29 and save \$200 with the Early Bird discount.**
- **Celebrate Your Accomplishments with the HDI Team Certified Award**
  - 2016 applications are now being accepted: If your support team includes four or more members and at least 80% of them are HDI-certified, the award can be yours!
- **Plan Ahead on Your 2016 Trainings and Save \$100**
  - Reduce the impact on your budget by simply planning ahead! If you register for a public classroom or virtual classroom course six weeks prior to the start date, you automatically receive the Early Bird discount.

# Not a Member? Join Today!

**Become a Professional Member for just \$295! (save \$200)**

**Become a Resources Member for just \$135\*! (save \$60)**

## **Enjoy benefits like:**

- Access to HDI Practices and Salary Reports!
- Discounts on HDI Conferences, Events and Training!
- Nominate others and be nominated for HDI awards!
- And much more!

See your Local Chapter Officers\*  
or call 800.248.5667

Learn more at [www.ThinkHDI.com/Join](http://www.ThinkHDI.com/Join)



# Intermission



## FOOD + DRINKS

# Featured Speaker:



**“Screen Sharing Is Worth 1,000 Chats”  
by Donald Hasson**

# Prize Drawings!



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# Thank You!



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UBM