



Welcome to the HDI Central Florida Chapter!

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What's Hot at HDI

- New Certification Course Focuses on Exceeding Customer Expectations
 - The new [HDI Technical Support Professional](#) training course focuses on service management best practices, emphasizing responsive incident escalation, the importance of metrics measurement, knowledge management, problem management, and much more.
 - Learn more: www.ThinkHDI.com/TechSupportProfessional
- 2015 HDI Conference: [Register Now](#)
 - Last chance to register! Your adventure begins March 24-27, 2015 in Las Vegas at the Mandalay Bay.
 - More than 2,400 elite professionals will come together at the most comprehensive training conference in the industry.

New Content to Share!



The January/February must-read issue of *SupportWorld* is available in the [HDI Reading Room](#) app and online! The theme for this issue is the work of support and how it is changing or will change in the next five years.



Latest Research Brief: [“Opportunities for Healthcare Support Centers to Prove Their Value”](#) (open for a limited time – members only after Mar 31)



Visit the [SupportWorld landing page](#) and share content with the “free” logo with the masses!




New Blog: [“Direct the Rider, Motivate the Elephant, and Reshape the Path”](#)



New Blog: [“Connections Matter \(and Lead to Results!\)”](#)



February Webinar: [Code Black: Is Your Support Organization Ready for Anything?](#)

 Content is usually available only to members
(Resources Level Membership and above)

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Upcoming Events!

- May 14: Effective Approaches to Mobile Support & Self-Service--LANDESK
- June 11: Innovative Extension of Service Management & Consumerization of I.T.--Cherwell Software
- September 10: Team Building with Kirk Weisler--LANDESK
- November 12: Presentation TBD- -ServiceNow
- December 3: Annual Awards Event & Presentation TBD—TEKsystems
- February 11: Enhancing Incident Management with KCS--Rick Joslin

Not a Member? Join Today!

Enjoy benefits like:

- Attend vChapter meetings and Forums
- Access to extensive research and whitepapers, SupportWorld, HDI Practices and Salary Reports, etc.
- Discounts on HDI Conferences, Events, and Training
- Apply for HDI awards
- And much more!

Learn more at www.ThinkHDI.com/Join

See our Local Chapter Officers or call **800.248.5667**

Intermission



FOOD + DRINKS

Customer Service Skills Workshop



**Presenters & Facilitators:
Lockheed Martin Service Desk**



Thank You!