

Welcome to the HDI Central Florida Chapter!



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Upcoming Events!

- January 21: “Screen sharing is worth 1,000 chats” by Donald Hasson, Director of ITSM Product Management--Bomgar
- 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 12th/13th: Evening Social Event at the HDI 2016 Conference and Expo!—Cherwell Software
- May 12: Presentation TBD--TOPdesk

HDI 2016

April 12-15, 2016 | Orlando, FL

Discounts:

- **Super Saver** ends **December 4**
 - Save \$200 and Free one-day pre-con
- **Early Bird** ends **January 29**
 - Save \$200
- **HDI Professional Members**
 - Save \$200

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What's Hot at HDI

- **Save the Date: HDI 2016 Conference & Expo**
 - April 12-15, 2016, Orlando, FL. Unite and triumph with 2,400 industry champions at [HDI 2016](#).
- **Buy 5 Get 1 Free: HDI Training, Membership, and Events Year-End Promotion**
 - Close out 2015 with professional development for you and your team and enjoy substantial savings on the best resources in tech support!
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Become a Professional Member for just \$295! (save \$200)

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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



New Content to Share!



Research: [2015 Support Center Practices and Salary Report](#)



Research: [Industry Insider Report | 2015 SCPSR Sneak Peak](#)



Webcast: [The Analytics Era: A Look at the Future of Metrics](#)



New Blog: ["DevOps FUSION Summit Summary"](#)



Content is available to members only (Resources and above)



Content is available to community members and above

Intermission



FOOD + DRINKS

Featured Speaker:



**“Role with IT--Getting the right people in the right places”
by Michael Cardinal**

HDI Award Nominees & Winners!



HDI AoY Award Nominees!

Organization	Manager	Nominee
Consulate Health Care	Chris King	Orlando Bookal
Consulate Health Care	Chris King	Jacob Schreiber
Lockheed Martin	Sue Giliberti	Jonathan Echols



HDI DSToY Award Nominees!

Organization	Manager	Nominee
Lockheed Martin	Brandie Craft	Adrian Davila
Orlando Health	Wodih Baki	Leslie Fumero



Prize Drawings!



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Congratulations!

Thank You!

Happy Holidays!

