




# Welcome to the HDI Central Florida Chapter!

Event Sponsor for 3/13/18:  **TOPdesk**

5:30 PM – 6:00 PM: Registration, Networking, and Dinner

6:00 PM – 6:20 PM: Chapter Items & Sponsor Introductions

6:20 PM – 7:30 PM: Presentation by  
Nancy Van Elsacker-Louisnord /Q & A

7:30 PM – 7:40 PM: Break

7:45 PM – 8:00 PM: Drawing Prizes & Wrap Up



## Thank You To Our Sponsors!

### Gold Sponsors



### Silver Sponsor



## Upcoming Events

- **4/10/18 – 4/13/18:** HDI Annual Conference & Expo at the MGM Grand in Las Vegas!
- **5/2/18:** UCF FAC. Speaker TBD. Sponsored by Cherwell Software.
- **9/5/18:** UCF FAC. Speaker TBD.
- **10/15/18 – 10/17/18:** Service Management World at the Omni Orlando Resort at ChampionsGate in Orlando!
- **12/12/18:** UCF FAC. HDI Annual Awards Event!



# HDI 2018 Conference & Expo: Local Chapter Discount!

- **April 10-13, 2018 | MGM Grand**
- Save additional \$200 using this HDI Local Chapter Code and Local Chapter also gets recognition:  
**LCMCOHDI18**
- **Register at:** [www.HDIConference.com](http://www.HDIConference.com)
- **Already registered?** Please complete this short form for the Local Chapter to obtain recognition:  
[https://hdi.co1.qualtrics.com/jfe/form/SV\\_3pxhXNOoLToQUJv](https://hdi.co1.qualtrics.com/jfe/form/SV_3pxhXNOoLToQUJv)



# What's Hot at HDI

**WIN a \$300 Amazon Gift Card for Becoming a Member of HDI!** Use promo code **GIVEME300** by March 31st to be entered into the drawing.

## Upcoming HDI Leadership Forums Events

- **\*NEW\*** Register for live Forum events online!!  
<https://hdiforums.tech.ubm.com/2018/>
  - [April 8-9 Pre-Conference LIVE Event](#)
    - **This event takes place prior to the HDI 2018 Conference & Expo in Las Vegas, NV**
  - [April 10 LIVE Forums Sneak Peek Event](#)
    - **This FREE event takes place during HDI 2018 Conference & Expo in Las Vegas, NV**
  - [May 8 Virtual Sneak Peek](#)
    - 12:00 PM to 1:30 PM ET
    - Cost: Free
    - Attend this sneak peek to learn what to expect at the Live HDI Leadership Forum Event in Jacksonville, FL taking place July 16-19, 2018

## What's Hot at HDI

### Upcoming HDI Webinars

- Tuesday, March 20, 2018 • 11:00 – 12:00 MT
  - [Incident Management: More Critical Than Ever](#)
  - Speaker: Roy Atkinson

### Upcoming Events

- **See you in Vegas Baby! Last chance to register...**
  - HDI 2018 Conference & Expo
  - April 10-13, 2018 | MGM Grand
  - [www.HDIConference.com](http://www.HDIConference.com)
- **Introducing HDI's powerful new event!**
  - Service Management World 2018
  - October 15-17, 2018 | Omni Orlando Resort at ChampionsGate
  - Register by May 31 to save up to \$700 + get a free pre-conference workshop!
  - [www.SMWorld.com](http://www.SMWorld.com)



# What's Hot at HDI

## Upcoming Training Opportunities

Five days. Multiple certification courses. Ideal for support center analysts and managers, you can come out for one course or stay the duration and get two certifications. You can mix and match. You can bring the team. No matter your needs, we've got you covered. The best part? The more people you bring and the more certifications you earn, the more you save!

- **HDI Training Experience, Philadelphia, PA – July 23-27**
  - Warwick Hotel at Rittenhouse Square – Special Group Rates
  - Book your trip by May 27 and save!
  - **CONTACT: Jennifer Quigley at (719) 955-8155**
  
- **HDI Training Experience, Kansas City, MO - September 17-21**
  - Hotel Phillips Kansas City, Curio Collection by Hilton – Special Group Rates
  - Book your trip before July 23 and save!
  - **CONTACT: Tina Buchberger at (630) 283-5638**



# Join the most passionate Community in Tech Support

Hot content. Cutting edge research. Event and training discounts.



**“I have become part of something that is closer than a community, I have become part of a family.”**

— *Dewayne Dillard, Sr. Help Desk Technician, Wexner Medical Center at The Ohio State University*



## Call for HDI Local Chapter Officers



## **Our Esteemed Speaker!**



**Nancy Van Elsacker-Louisnord : President,  
TopDesk USA**

## Door Prizes!

**Thank You!**