



# **Welcome to the HDI Central Florida Chapter!**

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# What's Hot at HDI?

- **Get over \$300 of additional resources** with select certification courses:
  - Valid for Customer Service Representative, Desktop Support Technician, Support Center Analyst & Technical Support Professional courses
  - Includes:
    - Certification Standard and Self-Study Guide (\$29 value)
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    - HDI Exam Insurance (\$49 value), which provides one free retake of the certification exam.
  - Package available through June 30<sup>th</sup> - Contact 800-248-5667 to register today!
- **Where DevOps and ITSM Unite**
  - New this year and co-located at FUSION 15, the **DevOps FUSION Summit** will lead the way in demonstrating the value of combining DevOps with IT service management.
  - November 1-2, 2015 | Hyatt Regency | New Orleans
  - Learn more and register at **DevOpsFUSION.com**

# New Content to Share!



[HDI 2015 – A Digital Experience](#) will take place on May 19, 2015, from noon – 5:30 p.m. EDT. The speakers—as determined by feedback from HDI 2015 attendees—will be announced on April 14!



Research: ["Shadow IT: The Impact on Technical Support and the Opportunities for IT"](#)



Article: ["Agile, Mobility, and the App Economy: Driving a New Approach to ITSM"](#)



Article: ["The Future Is Smart Service Desks"](#)



Infographic: ["A Look at Combining Frameworks and Methodologies"](#)



New Blog: ["Why Shadow IT Matters"](#)



New Blog: ["Escalation: Avoid Sending Customer Service Over a Cliff"](#)



April Webinar: ["Brace Yourselves, Because the Internet of Things Is Coming"](#)



*Content is currently/usually available to members only  
(Resources and above)*

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# Upcoming Events!

- September 10: Culture Building with Kirk Weisler--LANDESK
- October 8: “Engaged IT Consumers: What IT Organizations Can Learn From Digital Marketing”  
--Cherwell Software
- November 12: Presentation TBD--ServiceNow
- December 3: Annual Awards Event & Presentation--TEKsystems
- February 11: Enhancing Incident Management with KCS--Rick Joslin

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

# Intermission



FOOD + DRINKS

# How to justify & deliver effective Remote I.T. Support & the I.T.S.M. platform selection process



**Presenters: U. of Florida Health  
AHC IT's Mark Sheridan and  
LANDESK's Gail Noren & Jeff Hance**





**Thank You!**