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Upcoming Events!

- October 8: “Engaged IT Consumers: What IT Organizations Can Learn From Digital Marketing”
--Jarod Greene, Cherwell Software
- November 12: Presentation TBD--ServiceNow
- December 3: Annual Awards Event & Presentation TBD
--TEKsystems
- January 21: Presentation TBD--Bomgar
- February 11: “Knowledge Management Best Practices within Service Management ”--Rick Joslin

Upcoming Events!

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What's Hot at HDI

- **KCS Foundation and KCS Principles Bundle (ends 10/30):**
 - The KCS Standard and Self-Study Guide (\$29 value)
 - The KCS Online Practice Test (\$79 value)
 - The KCS Certification Exam (\$145 value)
 - HDI Exam Insurance, which provides one free retake of the certification exam (\$49 value)
- **Technical Support Professional Certification Bonus:**

For the rest of the year, we'll give you free exam insurance and a practice test to help you earn this new HDI certification!

New Content to Share!



Research Brief: [“Supporting the Internet of Things”](#)



Article: [“The Future of IT Support”](#)



Article: [“The Rapid Evolution of IT Culture”](#)



Infographic: [“Service Management: Not Just for IT Anymore”](#)



New Blog: [“The Intersection of DevOps and ITIL”](#)



White Paper: [“The State of Quality Assurance in Technical Support”](#)



Content is available to members only (Resources and above)



Content is available to community members and above

New Content to Share!



Article: [“How Big Data Will Reinvent the Service Desk”](#)



Article: [“The Future of Work”](#)



Webcast: [“HDI Buyers Guide Live: An ESM Solution Spotlight”](#)



Infographic: [“The War for Talent”](#)



New Blog: [“Don’t point that finger at me!”](#)



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