

# Welcome to the HDI Central Florida Chapter!



ThinkHDI.com @thinkhdi



# Happy Customer Service Week!



Your customer doesn't care  
how much you know until they  
know how much you care.

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# Upcoming Events!

- December 3: Annual Awards Event & Presentation TBD  
--TEKsystems
- 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: Presentation TBD--ServiceNow
- May 12: Presentation TBD--TOPdesk

# Upcoming Events!

NOVEMBER 1 - 2, 2015 ||| HYATT REGENCY ||| NEW ORLEANS, LOUISIANA



Where DevOps and Service Management Unite

Summit Produced by  
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REGISTER TODAY 

NOVEMBER 1 - 4, 2015 ||| HYATT REGENCY ||| NEW ORLEANS, LOUISIANA

A promotional banner for the FUSION 15 event. The background features a woman's face with red hair and a white fur collar on the right side. The central text 'FUSION 15' is enclosed in a large, ornate, Art Deco-style diamond shape with green and gold patterns. Below this, a black banner with white text reads 'ROAR INTO THE MODERN AGE OF SERVICE MANAGEMENT'. On the left, it says 'PRODUCED BY itSMF USA HDI' with the HDI logo.

# 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!

# Not a Member? Join Today!

**Become a Professional Member for just \$295! (save \$200)**

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## **Enjoy benefits like:**

- Access to HDI Practices and Salary Reports!
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- 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](http://www.ThinkHDI.com/Join)



# It's time for HDI Award Nominations!





# Intermission



FOOD + DRINKS

# Featured Speaker:



**“Engaged I.T. Consumers: What I.T. Organizations  
Can Learn From Digital Marketing”  
by Jarod Greene**

# Thank You!



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