



Welcome to the HDI Central Florida Chapter!

Event Sponsor for 9/13/18:



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

6:00 PM – 6:25 PM: Chapter Items & Sponsors Introductions

6:25 PM – 7:45 PM: Presentation by Evan Carlson/Q & A

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

Thank You To Our Sponsors!

Gold Sponsors

cherwell®

easyVISTA™

ivanti®

ManageEngine®
a division of Zoho Corp.

rh Robert Half®
Technology

servicenow®

TOPdesk

Upcoming Events

- **10/15/18 – 10/17/18:** Service Management World at the Omni Orlando Resort at ChampionsGate in Orlando!
- **Tuesday, 12/11/18:** @ UCF FAC. HDI Annual Awards Event! Sponsored by Robert Half. Speaker and topic TBD.
- **Tuesday, 2/12/19:** @ UCF FAC. Two presentations by Rae Ann Bruno! “Increasing Service Desk Efficiency” and “Internal Marketing: What have you done for me lately?”
- **Monday, 4/8/19:** @UCF FAC. Kirk Weisler! Topic TBD.
- **4/9/19 – 4/12/19:** HDI Annual Conference in Orlando!



What's Hot at HDI

Member Get A Member Program! **ENDS SEPTEMBER 30!**

- Less than a month left to claim your prize for bringing in new HDI members!
 - If you know someone interested in [HDI membership](#), have them **use promo code MEMBER18 at checkout before September 30**, let your local chapter leader know who you referred and you will receive a \$10 Amazon gift card!
 - Each chapter has a limited supply so don't wait!

JOIN / RENEW TODAY

Why join HDI Membership? Check out [this video](#) to learn more.



What's Hot at HDI

Upcoming HDI Leadership Forums Events

- Register for Forum events online!! <https://hdiforums.tech.ubm.com/2018/>
 - [September 17-20 HDI Leadership Forum Event](#)
 - Phoenix, AZ
 - Forum Groups Include: [Executive](#), [Desktop Support](#), [Healthcare Providers](#), [Retail](#), and [Support Center Leadership](#)
 - Industry Experts Include: Doug Tedder, Tara Pound, Roy Atkinson, and more
 - Event Location: [Wigwam Arizona](#)
 - [November 12-15 HDI Leadership Forum Event](#)
 - Forum Group: [Higher Education](#)
 - University of South Carolina - Columbia, SC
 - **Use Promo code EBM318 before September 21 for 10% off!**

Why attend an [HDI Leadership Forum](#) Event? Check out [this video](#) to learn more.



What's Hot at HDI

HDI Industry Award **Nominations Close October 31**

- Has your work advanced the mission of the service and support industry? Tell us about your achievements and it might just land you a prestigious award recognizing your professional excellence! Enter for a [2019 HDI Industry Award](#) today—all finalists get one free registration to the HDI 2019 Conference & Expo where they will be honored during a special awards ceremony!
- **Also, check out the three NEW award categories!**
 - [Best Customer Experience](#)
 - [Best Service and Support Culture](#)
 - [Best Use of Technology](#)

[Submit Your Nomination Today](#)

Why submit an HDI award Nomination? Check out [this video](#) to learn more.



What's Hot at HDI

Upcoming HDI Webinars

- Tuesday, September 25, 2018 • 11:00 – 12:00 MT
 - [Machine Learning and Analytics: Taking Service Management and Support to the Next Level](#)
 - Speakers: Roy Atkinson, Vesna Soraic, and Steven Anderson
 - **Cost: FREE**
- Wednesday, October 3, 2018 • 11:00 – 12:00 MT
 - **Celebrate [Customer Service Week](#) with this special HDI webinar!**
 - [Five Ways to Quickly Boost Staff Engagement](#)
 - Speakers: Roy Atkinson, Jeff Toister
 - **Cost: FREE**

Why Do You HDI?

Recent HDI Research and Resources

- **HDI Practices & Salary Report:** Have you downloaded the 2nd quarter HDI Practices & Salary Report yet?
 - Check out this members only content that has been voted one of the top member benefits time and time again! The 2nd quarter issue is focused on [ticket management and metrics](#).
- Stay tuned for the 3rd quarter HDI Practices & Salary report focused on technology and operations coming soon!
- **The State of Enterprise Service Management**
 - [Check out this free report](#) and find out the extent to which organizations are using service management principles, practices, and tools across the entire organization-an expansion commonly known as *enterprise service management* (ESM).

What's Hot at HDI

Upcoming HDI Conferences

- **Service Management World 2018 is just around the corner | Don't forget to use and share your chapter promo codes**
 - **Make sure to use and share your promo code LC-G7BKQ to save \$200 AND earn some \$\$\$ for your chapter! (Ask for full details)**
 - October 15-17, 2018 | Omni Orlando Resort at ChampionsGate
 - Have you signed up for the full-day Golf Outing?!?!?
 - www.SMWorld.com
- **HDI Conference & Expo | Save the Date: April 9-12, 2019 | Orlando, FL**
 - **Registration now open!**
 - www.HDIConference.com

What's Hot at HDI

HDI Training – Revamped, Refreshed & Refined!

- [HDI Support Center Analyst \(HDI-SCA\)](#) - ***UPDATED***
 - SCA certification training focuses on support center strategies for effective customer service, emphasizing incident resolution and trouble-shooting skills, contract-handling procedures, incident management, communication skills, and an introduction to service management process. [Now with more class options than ever before](#), to get your team trained and certified fast!
- [ITIL Practitioner Course](#) - ***NEW OFFERING***
 - Students must have an ITIL Foundations Certification to take this course. The ITIL® Practitioner certification provides an opportunity to learn how to apply the concept of “adapt and adopt” utilizing ITIL guidance. The focus of this course is to provide guidance on how to follow the Continual Service Improvement (CSI) approach.

What's Hot at HDI

HDI Training – Revamped, Refreshed & Refined!

- [HDI Support Center Certification](#) - ***UPDATED***
 - Our site certification has been updated and refreshed to map to our newest standards. This certification course helps to assess your overall operations across the entire business to identify key areas of improvement. We provided recommendations and a road map for how to improve the efficiency and effectiveness of your operations.
- [Desktop Support Technician \(HDI-DST\)](#) - ***COMING SOON***
 - DST certification verifies that professionals in the desktop support technician role possess the knowledge of customer service and service management processes, as well as the necessary best practices, to provide high quality service and support at the desk-side. [Now with more class options than ever before](#), to get your team trained and certified fast!

Why Do You HDI?



<https://www.thinkhdi.com/whyihdi.aspx>



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!



Evan Carlson

“Use Knowledge Effectively to Accelerate Self-Service ROI”

Door Prizes!

Thank You!