



Welcome to the HDI Central Florida Chapter!

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

6:00 PM – 6:20 PM: Chapter Items & Introductions by Sponsors

6:20 PM – 7:50 PM: Presentations by Rae Ann Bruno/Q & A

“Increasing Service Desk Efficiency”

and

“Internal Marketing: What have you
done for me lately?”

7:50 PM – 8:00 PM: Drawing Prizes & Wrap Up



Thank You To Our Sponsors!

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Upcoming Events

- **Tuesday, 3/19/19:** Rich Graves will present "The Bots are Coming! A Practical Overview of Virtual Agents and How They Can Modernize Support" @UCF FAC, Sponsored by Serviceaide!
- **Monday, 4/8/19:** Kirk Weisler! Topic TBD. @UCF FAC
- **4/9/19 – 4/12/19:** HDI Annual Conference in Orlando!
- **Thursday, 9/12/19:** Sponsored by TOPdesk! @UCF FAC
- **11/11/19 – 11/13/19:** Service Management World in Orlando!
- **Tuesday, 12/10/19:** HDI Annual Awards! @UCF FAC



What's Hot at HDI: Open Community

Welcome to the New HDI Community!

Have you heard? **The HDI membership community is now complimentary!** If you haven't joined yet, what are you waiting for? For **ZERO dollars**, you gain access to:

- ✓ [HDIconnect](#) – Check out the new look and features!
- ✓ [Practices & Salary Reports](#)
- ✓ [Monthly research, toolkits and trend reports](#)
- ✓ Additional discounts to events and training
- ✓ Also be sure to learn more about [HDI's Local Chapter network and membership!](#)

ThinkHDI.com/community

****All paid members will continue to receive access to their benefits, like member-only discounts, until your membership expires.***

What's Hot at HDI: Feb. 15 Deadline!

Upcoming HDI Conferences

- HDI Conference & Expo | April 7-12, 2019 | Orlando, FL – Omni Rosen | Register at www.HDIConference.com
 - Early Bird Savings = Up to \$600 Off if you register by **February 15!**
 - Reminder: Current HDI Members still receive their \$200 discount
 - Paid Local Chapter Members receive a \$150 discount and their local chapter receives \$50 for your registration! Contact your local chapter (hdi.cfl@gmail.com) for the registration code.
 - Non-HDI Members should use code **LCCF**
 - Announcing keynote speaker: **Robert Van Winkle, a.k.a Vanilla Ice!** Learn about his ultimate evolution, and yes, he will be performing at the conference party!



HDI®
CONFERENCE & EXPO
April 7-12, 2019 | Orlando, FL
HDIConference.com

Come early for even more learning and networking.

Training & Masterminds Workshops
begin April 7

REGISTER NOW

What's Hot at HDI: Webinars!

Upcoming HDI Webinars

- Wednesday, February 27, 2019 • 1:00pm–2:00 pm ET
 - [What Service Desk and Support Center Managers Should Know About AI](#)
 - Speakers: Stephen Mann, Roy Atkinson and Akhil Sahai

What's Hot at HDI: Training!

HDI Training

- Start the year out by investing in **you and your team!**
- Visit ThinkHDI.com to view HDI's current training schedule
- Current HDI Members received a \$100 discount on public, virtual training, and pre-conference training
- Paid HDI Local Chapter Members receive a 5% discount on all registration based training
- The local chapter for these paid members receives \$50 for every public, virtual or pre-conference registrant and \$25 for every online training registrant
- **Be sure to use your local chapter code!**

What's Hot at HDI: New Courses & Capabilities

- Support Center Analyst (SCA) and Customer Service Representative (CSR):
Update Now Live!
- NEW – Desktop & Advanced Support Technician: Completely updated to focus on the emerging/transitioning role of desktop and advanced tiers/levels. (Virtual & Public Release – end of February)
- Technical Support Professional: NEW & Adding Certification: Advanced Trouble Shooting and Problem Solving: Q2 Release
- Service Management Portfolio: Added Service Management Optimization (SMO) Course, Incident, Change, Service Level, ITIL 4 – Plus Consulting!
- Coaching Course: Updated Coaching Course coming soon
- Support Center Strategy: Updated Course coming soon
- Director/Manager/Team Lead Courses: Undergoing revisions in 2019

What's Hot at HDI: Office Hours

Continuous learning and feedback is a vital part of the training process. HDI wants to help guide students along their learning path with monthly [HDI Office Hours](#)! Our SME (Subject Matter Expert) Professors will help answer student questions, provide curriculum content, offer testing guidance, and allow opportunities to connect with fellow trainees.

What You Will Learn:

- SME Professors will answer student questions related to curriculum and testing material.
- Review the HDI Testing Procedures
- Connect with SME Professors and other Students

Who Should Attend:

- Students who have taken an HDI Certification Course or Workshop via online instruction, virtual instruction, or instructor led.

Course Outline:

- SME Professor Introductions
- Student Introductions
- Open forum for students and answers with SME Professors
- Review of testing guidelines

What's Hot at HDI: Chapters Hosting Public Courses

- HDI is offering Local Chapters the opportunity to sponsor HDI training and certification courses in their market.
- By sponsoring a course, the Local Chapter earns money for their chapter. This program is intended to be a collaboration between HDI and the Chapter, whereas, marketing/selling training is a joint effort.

Earn money for the Local Chapter to use its discretion

- \$1,000 for sponsoring the course for any multi-day course or \$500 for a one-day course. There must be a minimum of 8 students for a course to be confirmed and run.
- If students register and enter the Local Chapter Code, HDI will pay the Chapter \$50.00 per registrant

Call for HDI Local Chapter Officers



Our Esteemed Speaker!



Rae Ann Bruno

“Increasing Service Desk Efficiency”

“Internal Marketing: What have you done for me lately?”

Door Prizes!

Thank You!