

Welcome to the HDI Central Florida Chapter!

12:00 PM – 12:10 PM: Welcome & HDI News

12:10 PM – 12:45 PM: Presentation by Julie Mohr:

**“Knowledge Management Transformation Through
the Collective Wisdom of Teams”**

12:45 PM – 12:55 PM: Questions & Answers

12:55 PM – 1:00 PM: Our Next Meeting & Wrap Up

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Upcoming Events

- **Wednesday 1/13/21:** HDI Virtual Chapter Event with Joe Alexander presenting “Best Practices & Lessons Learned Migrating to a new ITSM Platform”
- **Wednesday 3/24/21:** HDI Virtual Chapter Event with James Moore presenting a TBD topic
- **Tuesday 7/13/21 – Friday 7/16/21:** SupportWorld Live @ the MGM Grand in Las Vegas



Julie Mohr

“Knowledge Management Transformation Through the Collective Wisdom of Teams”

Thank You!