

Welcome to the HDI Central Florida Chapter!

12:30 PM – 12:35 PM: Welcome & HDI News

12:35 PM – 1:10 PM: Presentation by Joseph Alexander:

**“Best Practices & Lessons Learned Migrating
to a new ITSM Platform”**

1:10 PM – 1:20 PM: Questions & Answers

1:20 PM – 1:30 PM: **Presentation of the HDI Best Service
and Support Analyst Award**

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Upcoming Events

- **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
- **Monday 11/8/21 – Wednesday 11/10/21:** Service Management World @ the Omni Orlando Resort @ ChampionsGate

What's New @ HDI?



HDI Webinar

Move Forward by Shifting Left: Enabling Self-Service and First-Level Resolution in 2021

Tuesday, January 19, 2021 at 1 pm ET

This webinar explores how support organizations can identify and act on opportunities to enable self-service and first-level resolution, drive customer adoption, and serve customers more quickly and accurately.

[REGISTER TODAY](#)

About this webinar

We could all use a little more time in our schedule, but something new pops up every time we catch our breath. We cannot always anticipate the unexpected, but we can take steps to handle the work we know about more efficiently. For example, password reset requests persistently outpace other types of requests, yet 48% of organizations haven't enabled self-service password resets, according to HDI research. Imagine what your team could accomplish if you recovered some of that time!

This webinar explores how support organizations can identify and act on opportunities to enable self-service and first-level resolution, drive customer adoption, and serve customers more quickly and accurately. Freeing your team from mundane, repetitive work improves job satisfaction, reduces service costs, and allows time for more strategic initiatives. Join our industry experts as they discuss how to:

- Identify opportunities to shift-left toward self-service and first-level resolution.
- Explain and measure the value of shift-left initiatives.
- Build and promote self-service tools that customers actually use.
- Get customers back to work more quickly and reduce time resetting passwords.
- Improve first-level resolution for group membership and access requests.

Live online Jan 19 10:00 am  or after on demand | 60 mins

Presented by

Richard Sykora, Blackbaud; Bruce Macdonald, Hitachi; Andrew Gilliam, HDI

Check Out Our 2021 Training Course Calendar!



**Is it time you and your team put yourselves first and make learning and growing a priority in the New Year?
You bet it is – now more than ever before!**

- [HDI's 2021 Course Calendar](#) is filled with our most popular courses, delivery methods, and new options to challenge you and your team, as you work towards taking your career to the next level.

Why You Can Trust HDI's Professional Development:

- For over 30 years, HDI has partnered with thousands of organizations to improve their performance by elevating their people, processes, and strategies.
- HDI's growing curriculum provides you and your team with the latest insights and information you need to succeed.
- Our team of dedicated faculty has decades of experience and they deliver highly interactive, engaging learning that your peers rave about. Ask us for a testimonial!
- We deliver this expertise through cost-effective and convenient live virtual or online on-demand formats – something we've been doing for more than a decade.

Good for your team. Good for your customers. Good for your career.

Our Esteemed Speaker



Joseph Alexander, MS IT, MBA IT Management

“Best Practices & Lessons Learned Migrating to a new ITSM Platform”

HDI Award Presentation

Best Service and Support Analyst of 2020!



 **HDI** Awards

CERTIFICATE OF ACHIEVEMENT

Honey Cole-Wilson
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HDI Central Florida Chapter
Best Service and Support Analyst 2020

1/13/21



A handwritten signature in black ink, appearing to read 'Tara Gibb'.

Tara Gibb, Group Portfolio Director

Thank You!