

Agenda

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

12:35 PM – 1:15 PM: Presentation by James A. Moore:

“Go Live: Critical Success Factors for Projects”

1:15 PM – 1:25 PM: Questions & Answers

1:25 PM – 1:30 PM: Wrap Up

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2021 Awards Finalists Announced

HDI Best Service and Support Analyst

- Honey Cole-Wilson, Lockheed Martin Corp.
- Laura Haley, Edward Jones
- Anthony Lopez, The MITRE Corp.
- Fahim Zaman, First American

HDI Best Service and Support Technician:

- Richard Fix, Samaritan Health
- Sandra Heesh, Montefiore
- Kim Henderson, Medtronic
- Paris Johnson, Exelon Inc.

Local Chapter Officer of the Year

- Erica Hanna, Physicians Committee for Responsible Medicine
- Kristi Lawrence, Kelly Services
- Tom Wilk, Carnegie Mellon University



Our Next HDI Chapter Event

- **Wednesday, April 28, 2021, 12:30 PM – 1:30 PM EST:** A virtual web conference with Amanda Honner and Casey Stapleton presenting “Managing, Hiring, and Onboarding Employees Remotely.” Thank you to our Gold Sponsor, Robert Half Technology!

Upcoming Events

Revised Calendar of 2021 HDI Events:

- HDI Virtual Summit – May 18 and 20
- Service Management World, digital edition – July 21-22
- HDI Virtual Summit – September 21 and 23
- SupportWorld Live – Week of November 8 – Orlando
 - Will feature Service Management World branded tracks and content
 - Select content will be available digitally
 - We're SOOOOOOOO excited to bring the HDI community back together again!!! Look forward to seeing you there!!! 😊

Check Out Our 2021 Training Course Calendar!



Make learning and growing a priority for you and your teams in 2021!

- [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.
- **Reminder:** Local Chapter Members receive a 5% discount on all live virtual, online and private group training – when you use your chapter code.

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



James A. Moore, PMP

“Go Live: Critical Success Factors for Projects”

Thank You!