



Central Florida



Los Angeles

Agenda

9:30 AM - 9:35 AM PST/
12:30 PM - 12:35 PM EST:

Welcome & HDI News

9:35 AM - 10:20 AM PST/
12:35 PM - 1:20 PM EST:

Presentation by Tony North:

“Methodology for a Service Desk HealthCheck”

10:20 AM - 10:30 AM PST/
1:20 PM - 1:30 PM EST:

Questions & Answers

10:30 AM PST - 10:30 AM PST/
1:30 PM - 1:30 PM EST:

Wrap Up

Thank You To Our Sponsors!



HDI 2021 Awards Winners Announced

HDI Best Service and Support Analyst

- **Laura Haley, Edward Jones (St. Louis Chapter)**
- Honey Cole-Wilson, Lockheed Martin Corp.
- Anthony Lopez, The MITRE Corp.
- Fahim Zaman, First American

HDI Best Service and Support Technician:

- **Sandra Heesh, Montefiore IT (Virtual Chapter)**
- Richard Fix, Samaritan Health
- Kim Henderson, Medtronic
- Paris Johnson, Exelon Inc.

Local Chapter Officer of the Year

- **Erica Hanna, Physicians Committee for Responsible Medicine (HDI Capital Area Chapter)**
- Kristi Lawrence, Kelly Services
- Tom Wilk, Carnegie Mellon University



Upcoming HDI Events

- **Wednesday, January 19, 2022, 12:30 PM - 1:30 PM: HDI Web Conference!** HDI Award 2022 winners will be announced! Shara Hutchinson will present "Leading Through Change While Keeping Your Employees and Customers Happy"!
- **Week of May 16, 2022:** SupportWorld Live in Las Vegas @ MGM
- **Week of November 14, 2022:** Service Management World in Orlando @ ChampionsGate

2022 HDI Local Chapter Discounts and Revenue Share

- To compensate the HDC Local Chapters for their efforts in marketing HDI training and events, HDI will continue to provide member discounts and revenue sharing incentives in the following ways:
- HDI Training and Certification:
 - 5% discount per HDC Local Chapter Member on virtual and online training offerings.
 - Virtual training – An HDC Local Chapter will receive a \$50 revenue share when a paid registration is received for a published HDI training course and the local chapter promotional code has been employed at the time of purchase
 - Online training – An HDC Local Chapter will receive a \$25 revenue share when a paid registration is received for a published HDI training course and the local chapter promotional code has been used at the time of purchase.
- HDI Events:
 - \$150 discount per HDC Local Chapter Member to SupportWorld Live and Service Management World. Local chapter code must be used at time of purchase.
 - An HDC Local Chapter will receive a \$50 revenue share for every paid registration for an HDI conference when the local chapter promotional code has been used at the time of purchase.
- Payment and Reconciliation:
 - Local chapter promo code usage will be audited within 30 days of SupportWorld Live. Local chapter payments for promo code use will be sent within 90 days of the conference.
 - Local chapter promo code usage for HDI training and certification will be audited quarterly and payment will be sent within 60 days of the end of each quarter.

Our Esteemed Speaker



Tony North

“Methodology for a Service Desk HealthCheck”

Thank You!