

Agenda

12:30 PM - 12:40 PM EDT:

Welcome & HDI News

12:40 PM - 1:20 PM EDT:

Presentation by Rae Ann Bruno:

**“Cultivating a Culture of Engagement in
the Hybrid Workplace”**

1:20 PM - 1:30 PM EDT:

Questions & Answers

1:30 PM - 1:30 PM EDT :

Wrap Up & Survey

Thank You To Our Sponsors!

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Upcoming HDI Events

- **Tuesday, October 10, 2023 (Web Conference), 12:30 PM - 1:30 PM EST: Doug Rabold**, four time Top 25 Thought Leader and CX Influencer, International Speaker, Author, Certified Trainer, and Chairman of the Board for HDI Local Chapters, will present "Customer Experience and Customer Service - What's the Difference?", covering the differences between the two and key metrics associated with each!
- **Saturday, November 11 2023 - Wednesday, November 15, 2023: Service Management World!** This annual HDI Conference will be held at the Loews Sapphire Falls Resort at Universal Orlando. Registration goes live week of June 20. Registration deadlines: 9/29 for Early Bird.

Service Management World

- Keynote Speakers:

- Jim Davidson: Everest-Level Resilience: Overcoming Adversity and Reaching High Goals
- Kian Gohar: Innovation and Convergence in the 21st Century
- Sara Fresca: The Journey of Innovation: 5 Tracks for Your Playlist to Drive Growth, Creativity, and Transformation



Service Management World

- Case Studies:
 - Sandia National Laboratories
 - AB-InBev
 - Clemson University
 - Georgia Institute of Technology
 - Health First
 - EY
 - Giant Eagle
 - Wesco International



Service Management World

- Our 2023 conference lineup covers the most critical topics driving ITSM innovation forward:
 - Leveraging **AI and automation**, including generative AI and AIOps, to improve service management strategies and practices
 - Embracing **digital transformation** and making it work for your service organization
 - Charting the new frontiers of **experience management**: XLAs, SLAs, and more
 - Moving beyond service management with **enterprise service management**, agile, and digital value streams
 - Building a **case for change** at the service desk and organizational levels
 - Implementing **knowledge management** – even if it's not the first time
 - **Improving service delivery and positioning** via service portals and catalogs
 - Leading and strengthening your service management teams following the principles of organizational **change management, cultural transformation, and the guiding principles of ITIL**
 - Improving **incident and critical situation management**

Service Management World

- Training Courses:
 - XLA Practitioner - New!
 - Artificial Intelligence in the Support Organization
 - Support Center Director
 - Support Center Manager
 - ITIL 4 Foundation
 - Knowledge Centered Service Principles



Service Management World

- November 11-15 - inclusive of pre-conference training (6 live courses)
- Loews Sapphire Falls in Orlando (Universal Area)
- Registration info:
 - \$350 discount for LC Members. Chapter codes remain the same as for SWL
 - Registration deadlines: 9/29 for Early Bird
- Book your hotel! Rooms going fast.
- Keynotes and Agenda announced!



Reminder: 2023 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 paid HDC Local Chapter Member on virtual and online training offerings. **Central Florida Local Chapter code is LCMCF.**
 - Virtual Classroom 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. **Central Florida Local Chapter code is LCMCF.**
 - On-Demand 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. **Central Florida Local Chapter code is LCMCF.**
- HDI Events:
 - \$150 discount per paid HDC Local Chapter Member to SupportWorld Live and Service Management World. Local chapter code must be used at time of purchase. **Please email hdi.cfl@gmail.com for discount code. Central Florida Local Chapter code is LCMCF.**
 - 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. **Central Florida Local Chapter code is LCMCF.**

Our Esteemed Speaker



Rae Ann Bruno

**“Cultivating a Culture of Engagement in
the Hybrid Workplace”**



Smarter Service. **Better Business.**