

Agenda

12:30 PM - 12:40 PM EDT:

Welcome & HDI News

12:40 PM - 1:20 PM EDT:

Presentation by Nate Brown:

“Making CX Stick! (The Experience Triforce)”

1:20 PM - 1:30 PM EDT:

Questions & Answers

1:30 PM - 1:30 PM EDT :

Wrap Up & Survey

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Upcoming HDI Events

- **Tuesday, May 21, 2024 (Web Conference), 1:00 PM - 2:00 PM EDT:**
Panel Discussion: “Show Me the Value: Building I.T.’s Narrative”
- **July/August TBD: HDI Social, 5:30 PM – 7:30 PM EDT**
@ CrookedCan Brewery in Winter Garden, Florida
- **Thursday, September 16, 2024 (Web Conference), 12:30 PM - 1:30 PM EDT:**
Eddie Vidal, Director of the I.T. Service Management Office at Memorial Healthcare System, will present “Transformation, transparency, and accountability: A Case Study on Changing the Way We Deliver I.T. Services”
- **Sunday, November 17, 2024 - Thursday, November 21, 2024: Service Management World!** This annual HDI Conference will be held at the Loews Sapphire Falls Resort at Universal Orlando. Early Registration begins soon.

May HDI Webinar

- **Date/Time:** Tuesday, May 21 @ 1pm ET
- **Title:** Show Me the Value: Building I.T.'s Narrative
- **Registration Link:** https://hdi-resources.thinkhdi.com/free/w_gotp17/?_mc=em_hdir_x_hdir_edt_aud_x_x_em1_2024

- **Overview:**

IT departments often face challenges in demonstrating their value to the broader organization for several reasons.

Addressing these challenges involves clear communication, aligning IT initiatives with business objectives, and developing metrics that can effectively measure the impact of IT on the organization's success.

KPIs such as service availability and uptime, user satisfaction scores, project delivery success rate, the contributions of IT to business innovation, and, of course, ROI for IT projects, and security incident frequency can be part of IT's story of alignment and contribution to success.

Join this informative and insightful webinar to learn how to build your value story.

The graphic is a vertical rectangular poster with an orange-to-red gradient background. At the top left is the HDI logo, and at the top right is the word 'WEBINAR'. The main title 'Show Me the Value: Building IT's Narrative' is centered in white. Below the title are three circular headshots of the speakers. Under each headshot is their name and title. At the bottom, it says 'Sponsored By GoTo' and 'Hosted By HDI'.

HDI **WEBINAR**

Show Me the Value: Building IT's Narrative

Christian Merkel
Senior Director of
Global IT,
GoTo

Vicki Rogers
Director of Service
Management,
Georgia Tech's
Office of Information
Technology

Doug Tedder
Owner & Principal
Consultant,
Tedder Consulting LLC

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Service Management World

- **Dates:** November 17 to 21, 2024
- **Location:** Loews Sapphire Falls, Orlando, FL
- **Program and Registration Launch:** early June
- The definitive event for Service Management professionals
- Propel your business and career forward!



SupportWorld Live

Thanks for coming!

We've had a great time, and hope you have too. Be sure to save the date for next year:

May 18-23, 2025
MGM Grand | Las Vegas

Sign up to be notified when registration opens to get early discounts!

[SIGN ME UP](#)



Reminder: 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



Nate Brown

“Making CX Stick! (The Experience Triforce)”



Smarter Service. **Better Business.**