

# Agenda

- 1:00 PM - 1:10 PM EDT: Welcome & HDI News
- 1:10 PM - 1:40 PM EDT: Presentation by Robert Megennis:  
**“How applying relevant & accurate data improves performance in Auto Racing”**
- 1:40 PM - 1:50 PM EDT: Questions & Answers
- 1:50 PM – 1:59 PM EDT: **“Parallels applying data for I.T.S.M. improvement”**
- 1:59 PM - 2:00 PM EDT : Wrap Up

# Thank You To Our Sponsors!

## HDI National Sponsors

## CFL Gold Sponsors



## Today's Ground Rules

- Mute your audio when you're not speaking.
  - Don't forget to unmute to join the conversation.
- Join chat if you can – you'll find great stuff there.
- If you have a question or comment:
  - Enter it in chat.

To save chat:

- In upper right of chat window, click ellipses (...) > Save Chat



# Virtual Community Team

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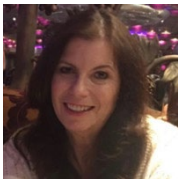
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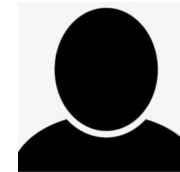
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## Virtual Community Team



### How you can contribute:

- Help brainstorm topics/content for future events.
- Use your network to identify speakers or panelists.
- Use your social media skills to publicize and promote events.

[virtualhdi@hdilocalchapters.org](mailto:virtualhdi@hdilocalchapters.org)

## Upcoming Events

- **Friday, April 25<sup>th</sup>: Change is a Choice: My Ongoing Journey of Transformation (Virtual Chapter Event with Capital Area Chapter)**
- **Tuesday, May 13<sup>th</sup>: Leveraging Neurodiversity: The Competitive Advantage in Tech (Virtual Chapter Event)**
- **Sunday, May 18<sup>th</sup> - Thursday, May 22<sup>nd</sup>:**
- **Sunday, November 16<sup>th</sup> - Thursday, November 20<sup>th</sup>:**

 **SUPPORT**  
**WORLD LIVE** **SERVICE**  
**MANAGEMENT**  
**WORLD** POWERED BY HDI

# SupportWorld Live

- Event theme: Real Connections, Real Change
- Lots of ways to network: Ask the Experts, Mimosas in the Morning, Speed Networking, Fireside Chats
- Amazing keynotes lineup!
- Party theme: “Summer Whites” @ the MGM Pool
- Agenda is live. Check out the case study companies speaking!



## HDI Virtual Chapter & Local Chapter Events

- As a member of HDI Local Chapters, did you know you can...
  - Attend virtual events hosted by any HDI local chapter
  - Attend another chapter's in-person event when traveling
  - Attend the virtual community events
- Regularly check the calendar at  
<https://hdilocalchapters.org/events>



## Bytes & Banter

[www.youtube.com/@hdilocal/podcasts](https://www.youtube.com/@hdilocal/podcasts)

- Presented by HDI Local Chapters



# HDI Training

[www.thinkhdi.com/education](http://www.thinkhdi.com/education)

- On-demand classes or Virtual Classroom
- Certifications
- Variety of topics
  - Support Center, Desktop Technician
  - ITIL, KCS
  - AI in the Support Organization



# HDI Local Chapter Membership

[www.hdilocalchapters.org/join](http://www.hdilocalchapters.org/join)

- Individual membership: \$149
- Student membership: \$29



Membership Benefits
HDI Connect Online Community
HDI Research
HDI Resources (toolkits and templates)
Community of peers for networking, discussion, and growth
Career Advancement and Lifetime Connections
Local Chapter Programs, Events, and Learning
Access to educational local & virtual events nationwide
Discounts for Local Chapter Events
Discounts - HDI Informa Conferences and 5% Discount on Training

# Today's Speaker



**CSM NO. 2**  
MAKE/MODEL: PORSCHE 718 GT4 RS CS



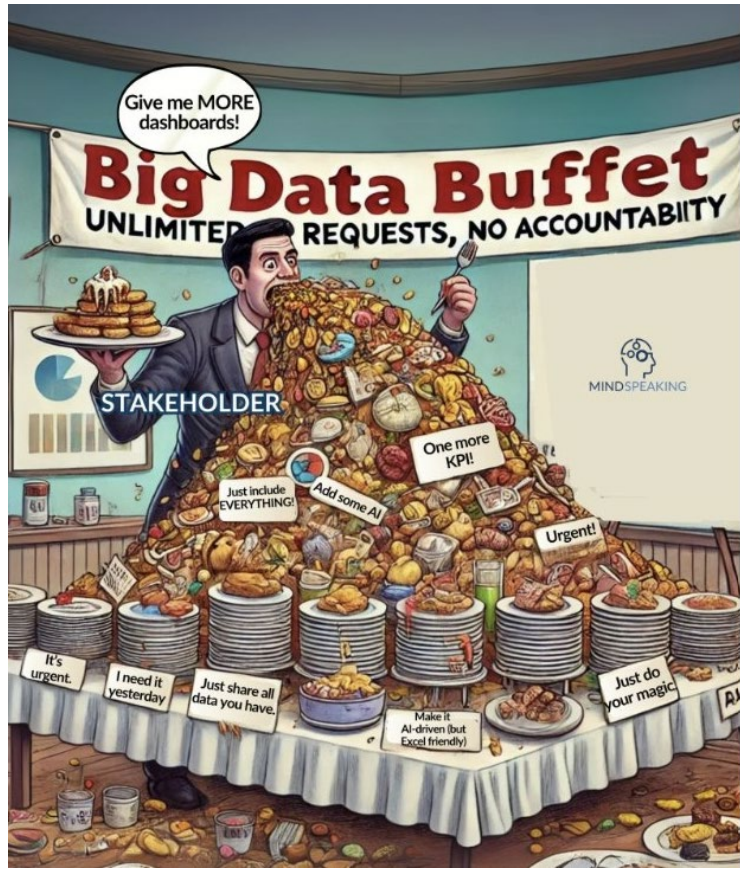
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## Robert Megennis

“How applying relevant & accurate data improves performance in Auto Racing”

# Parallels applying data for I.T.S.M. improvement



# Parallels applying data for I.T.S.M. improvement

1. What you consistently measure accurately can be managed.
2. Data is extremely valuable & so is the framework and measurement tool:

Baselining & benchmarking	Identifying trends and the impact of changes
KPIs, SLAs, etc.	Determining current and future resource capacity and scheduling requirements
Experience Management	Process mining, modeling & planning

3. Leverage the increased productivity and efficiencies derived by the optimal Agentic AI, Gen AI, and AI tools.

Thank you!

