

# Agenda

- |                         |                                                                                                                             |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| 1:00 PM - 1:09 PM EDT:  | Welcome & HDI News                                                                                                          |
| 1:09 PM - 1:49 PM EDT:  | Presentation by Nancy Robinson:<br><br><b>I.T. Service &amp; Support Lessons Learned<br/>from Our Large Epic Deployment</b> |
| 1:49 PM - 1:59 PM EDT:  | Questions & Answers                                                                                                         |
| 1:59 PM - 2:00 PM EDT : | Wrap Up                                                                                                                     |

# Thank You To Our Sponsors!

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# HDI Events:

- **Sunday, May 3<sup>rd</sup> – Thursday, May 7<sup>th</sup>:**



- **Thursday, August 13th, 1:00 PM - 2:00 PM EDT:** This Zoom virtual event will feature industry thought leader, **Phil Verghis**, presenting "How to effectively utilize AI to optimize ITSM & CX!"
- **September date to be announced, 5:30 PM - 7:30 PM EDT:** An in-person Social Event will be sponsored by ASPG!
- **Thursday, October 8th, 1:00 PM - 2:00 PM EDT:** This Zoom virtual event will feature **Nancy Robinson**, Information Technology Service Desk Manager at Health First and a celebrated HDI Instructor, presenting "Leading Out Loud: Confidence, Chaos, and Coffee!"

***UNLEASHED: Unlock Your Potential. Ignite Your Growth. Accelerate Your Impact.***

### What's New?

- **Conference Party - Brand-new: Soleia**
  - Experience a vibrant 360-degree rooftop takeover overlooking the iconic Bellagio Fountains for a night of networking and celebration you won't forget!
- **Pick Your Path**
  - **Path 1: IT Service & Support Center Path**  
For service desk leaders, analysts, trainers, and support pros ready to move from reactive to remarkable.
  - **Path 2: IT Service Management Path**  
For ITSM leaders, process owners, and transformation drivers building smarter, scalable service ecosystems.

***Special Hotel Rate Ends On April 10th***





**HDI Service & Support World**  
by informa•••

## Newcomers Orientations



**Tuesday, April 28**  
**3:30 pm EDT**



**Thursday, April 30**  
**10:30 am EDT**

# 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>



# HDI Idea Exchanges

- **April 17:** Carving Out Career Paths in Service & Support
- **May 15:** Support as a Strategic Function
- **June 12:** Experience Management



April



May



June

# HDI Training Updates



## Flagship Course Refreshes Timeline

- **SCM:** Course, certification standard and exam finalization in progress
- **SCD:** Updates in progress; completion expected Q4 2025–Q1 2026
- **SCA:** Analysis phase underway; completion by Q1 2026, rollout in Q2 2026

## New Courses for 2026

- **Mastering QA for IT Support (MQA):** This HDI-aligned course maps metrics directly to core competencies, building a customer-centric quality model that actually drives satisfaction.
- **Coaching for Quality & Capability (CQC):** Finally, a framework that eliminates subjectivity. By separating Operational Integrity from Service Effectiveness, you'll learn to coach for real-world outcomes rather than just busy work.

# HDI Training Updates

- **Use your HDI Local Chapter Code when registering for a discount.** HDI Local Chapters earn \$25 for every e-learning course referral and \$50 for every instructor-led virtual training course referral
- **Now Available**
  - **Mastering QA for IT Service & Support Teams**
    - June 18
    - August 4
  - **Coaching for Quality and Capability in the Support Center**
    - June 25
    - August 5
- **Next Stops on the HDI Course Development Roadmap!**
  - **AI in the Support Organization - April 15 Release**
    - April 28-29
    - May 4-5 (In-Person @ HDI SSW)
    - July 23-24
  - **Foundations in Service & Support Metrics - Q4 release**



# HDI Highlights Expert Insights:

We asked our collection of experienced HDI Business Associates what they think will be the trends to look out for in 2026. Together they have seen years of significant shifts within the ITSM industry, and they're predicting what's next.

**See what they have to say:**



# Bytes & Banter

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

- Presented by HDI Local Chapters



# 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

# Start Considering Your HDI Award Nominations!

- Start date for receiving nominations will be provided:
  - **Best Service and Support Analyst**
  - **Best Service and Support Technician**
  - **Best Service and Support Manager**
  - **Best Service and Support Organization**
  - **Best Service and Support Culture**
  - **Best Service Improvement Initiative**
  - **Best Customer Experience**
- HDI membership is not required. No limit to quantity of nominations.
  - <https://www.thinkhdi.com/events/awards/criteria-guidelines#analyst>



# Our Esteemed Speaker



## Nancy Robinson

### I.T. Service & Support Lessons Learned from Our Large Epic Deployment





Smarter Service. **Better Business.**