

May 2015 Newsletter



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FUSION 15

November 1 - 4, 2015
New Orleans, Louisiana

Jointly hosted by industry icons itSMF USA and HDI, only FUSION 15 can bring together the greatest minds and the most respected professionals to facilitate a total immersion experience into today's most relevant service management topics.

They'll experience a new era in service management and gather the ideas, resources, and contacts to experience unprecedented career growth. Join us and roar into the modern age of service management!

Don't miss the Early Bird Discount. Receive \$200 off Conference & Expo and Executive Connections Packages when you register by June 5, 2015.

[Click Here](#) to learn more about FUSION 15 and to register.

Pittsburgh Training

Are you interested in attending a public training class? Please [email us](#) to let us know what you would like

Year End Social Event

Gateway Clipper Riverboat Cruise
Friday, June 19, 2015
6:00 pm to 9:00 pm

Join us for the Steel City year end event where we will board the Gateway Clipper for an evening of fun and networking. Let's not forget about dinner, sightseeing, and dancing too. The menu will feature savory hometown favorites and the DJ will be ready to take your requests!

[Click here](#) for more information and to register for the June Riverboat Cruise.

HDI 2015 The Digital Experience



Tuesday, May 19, 2015
Noon - 5:30 pm

HDI is hosting the most immersive and educational virtual event in the technical service and support industry. Wherever you are in the world, you can enjoy the best keynotes, sessions, and learning opportunities from the 2015 HDI Conference & Expo, and participate in interactive discussions and other networking opportunities-all from the comfort of the great indoors!

[CLICK HERE TO REGISTER](#)

This event is completely free-there is no cost to register or attend! Take in as many sessions as your schedule allows, then go back to view them on demand through June 15, 2015. Participate for your chance to win some great prizes!

Call for Nominations - LAST DAY

Today is the last day to submit a nomination for the open Steel City officer positions.

Candidates must be active in the HDI Steel City chapter. Please consider running for a position to serve as a leader in our industry! Our open positions include:

Officer Role Call

President
[Dee DiDiano-Kerns](#)
WESCO

VP of Finance
[Donna Murrman](#)

VP of Programs
[Melissa Jackman](#)
Duquesne University

VP of Programs
[Tom Reinsel](#)

VP of Memberships
[Kevin Smith](#)
Duquesne University

VP of Memberships
[Paul Watters](#)
DDI

VP of Communications
[Carrie Armstrong](#)
University of Pittsburgh

VP of Communications
[John Carnicella](#)
Penn State University

Chapter Advisor
[Rick Joslin](#)
HDI

HDI Membership

Why become an HDI member? HDI members are a highly engaged community of technical service and support professionals who share a passion for achieving their career goals while optimizing the success of their support centers.

They're united by a common objective, by a regard for their industry,

to see in Pittsburgh. Check out the [HDI Course Catalog](#) to see what training classes are available.

Stay Connected



- President (candidate must be current officer)
- VP of Programs & Vendor Relations
- VP of Special Events
- VP of Communications
- VP of Memberships

If you are interested in running for a position, [CLICK HERE](#) to submit your nomination.

A voting ballot with all nominees will be emailed to active members next week.

and by a camaraderie not seen in any other ITSM membership organization.

Are you ready to supercharge your career, build your support network, and obtain the latest industry wisdom! [Become a member today!](#)