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Upcoming Meetings

September 9, 2016

11:30am - 3:00pm

Using Multi-Channel Support to Improve Customer Interactions

Join Brian Cochenour (New Horizons) and Joe McGrogan (Plantronics) as they discuss the challenges of managing Multi-Channel support and provide solutions for redefining, implementing, and orchestrating the customer experience ecosystem.

[CLICK HERE](#) for more information and to register.

Nominate Now for HDI Awards!

Each year, HDI awards the highest honors in the IT service and technical support profession. These awards recognize the individuals that have most enhanced the image of the support industry by achieving and maintaining the highest standards of excellence in service and support.



Is there an outstanding support analyst or desktop support technician in your organization that you feel is deserving of recognition for their commitment, dedication, and service to your customers? Here's your opportunity to see them recognized for their efforts.

Click here to learn more about the nomination requirements and to submit your nominations for the HDI Analyst of the Year and HDI Desktop Support Technician of the Year awards! The deadline to nominate is October 31, 2016.

Officer Roll-Call

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FUSION¹⁶

THE NEXT GENERATION OF SERVICE MANAGEMENT

FUSION16 Conference and Expo

November 1 - 4, 2016
MGM, Las Vegas | #SMFUSION

Jointly hosted by industry icons itSMF USA and HDI, only FUSION 16 Conference and Expo 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.

Redesigned for 2016 with new tracks, speakers, and networking activities, the FUSION 16 Conference & Expo has everything you need to succeed in the next generation of service management.

[Click Here](#) to learn more about FUSION 16 and to register.

Save \$200 when you register by September 9th!



Upcoming Webinar

What Will an ITSM Pro Look Like in 2020 and How Will We Get There?

with Matt Hooper

Tuesday, Sep 20, 2016
1:00 p.m. - 2:00 p.m. EST

Industry luminary Matt Hooper will present information, statistics, and thoughts on where the ITSM pro needs to be by 2020. This look at how the future of service management will change the requirements (elements of Agile, DevOps and Lean) for service and support managers and staff will include an exchange of ideas between Matt and moderator Roy Atkinson, and will allow time for questions from the audience. Matt will also show how a modern ITSM solution enables this transformation.

Click [HERE](#) for more info and to register.

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HDI utilizes a promo code to gather insight on how you hear about events from our chapter. When our code is used for registrations, the Steel City chapter earns monetary support from HDI! This additional support allows us to provide quality programs and events for YOU throughout the year.

Use this code when:

- Registering for any HDI Public Training Course.
- Registering for the HDI Conference & Expo. Don't forget to email us directly to let us know that you are going. We will make sure that you know a few people at your first HDI conference.
- Purchasing or Renewing an HDI membership during our annual Membership Drive.



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