

# Updates from HDI Corporate

June 2016



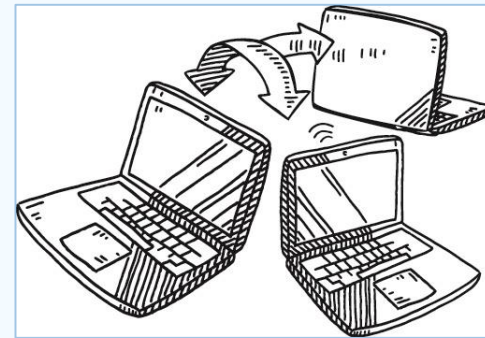
ThinkHDI.com @thinkhdi



# HDI Membership: Now More Connected Than Ever

Connect and collaborate with professionals who share your goals and challenges and gain exclusive access to the best industry resources—hand-picked by experts and practitioners.

- News and articles
- Industry research
- Podcasts and webinars
- Discussions
- And much more



Only at the new HDIConnect!

**Connect.ThinkHDI.com**

# What's Hot at HDI

## Get Your Seat at the Next HDI Forum Roundtables

They're filling up fast! Join us to learn about HDI Forum membership as you collaborate with your peers to share thoughts, discuss challenges, learn the latest best practices, and more. Best of all, they're FREE to attend:

- August 16, 12:00 p.m. – 1:30 p.m. EST, Virtual Event
- September 20, 12:00 p.m. – 1:30 p.m. EST, Virtual Event
- Register today at [www.ThinkHDI.com/Roundtables](http://www.ThinkHDI.com/Roundtables)

## Now's the Time to get KCS-Certified

Register for the KCS Foundation online certification training for only \$195—it's a savings of several hundred dollars and it ends on 8/31/16. Start now at

[ThinkHDI.com/KCSF](http://ThinkHDI.com/KCSF).



# You Spoke, We Listened: Introducing *Your* HDI

## New Membership Model Features Improved Benefits, Lower Price

Based on feedback from those in the tech support industry, HDI has overhauled and simplified its membership model! No more unnecessary member levels, no more confusing pricing structure, and no more unclear benefits.

We now have **one membership level** available for the new low price of **\$295** with a streamlined and improved set of benefits.

**Check it out at [ThinkHDI.com/Membership](https://ThinkHDI.com/Membership).**





The Next Generation of Service Management

## **FUSION 16 Group Discount**

*November 1-4, 2016 | MGM Grand | Las Vegas*

There's strength—and savings—in numbers. Send the team to the FUSION 16 and save thousands with our best savings package. Buy 5 conference passes and get the 6<sup>TH</sup> free!

Register now at

[ServiceManagementFUSION.com](http://ServiceManagementFUSION.com).





Regina

# TED – Ideas worth spreading

[https://www.ted.com/talks/celeste\\_headlee\\_10\\_ways\\_to\\_have\\_a\\_better\\_conversation?language=en](https://www.ted.com/talks/celeste_headlee_10_ways_to_have_a_better_conversation?language=en)

# Executive Board Elections

- What's in it for you?
  - Develop leadership, organization, presentation skills – enhance your career
  - Visibility of being involved in an organization in your community
  - Resume enhancement
  - Complementary Membership at HDI (\$295US value)



# HDI Regina - Officers

- Thank you to all our officers for your service this year!
  - Donna Anderson, VP Membership
  - Son Lu, VP Programs
  - Ian Durey, VP Finance
  - Shannon Waugh, VP Communications
  - Claudia Parnell, VP Content Management
  - Victoria Billet, Secretary
  - Yvonne Harrison, President

# Officer Elections

- Every two years our chapter elects approximately ½ of the board
- 2016 Positions
  - VP Programs – Son Lu
  - VP Finance – Ian Durey
  - VP Sponsorship – vacant
  - Members at Large – 3 positions vacant
- If you are interested – volunteer today!!  
Email to [hdiregina@hdiregina.com](mailto:hdiregina@hdiregina.com)

# Analyst & Desktop Technician of the Year

- Applications are now being accepted at [www.thinkhdi.com/awards](http://www.thinkhdi.com/awards)
- Deadline October 31, 2016 (for all chapters). Must have one member of your organization with HDI corporate
- Check out the other awards for Manager of the Year, Team Excellence Awards, Officer of the Year, Lifetime Achievement, Hall of Fame and MORE!

# Upcoming Meetings

Book your calendars now:

- Summer Tour at CGI in September
- “Gamification at the Service Desk”



# Survey & Parking Passes

- Please fill out the survey form
- Parking passes for the parkade are located at the sign in table, please help yourself

# *Continuous Improvement: Challenges and Successful Strategies*

- Presented by Ian Durey, Gembadesk